



WORKING TOGETHER

This document, which outlines our mutual commitments to support the learner experience, has been developed jointly by the members of Cranfield University. Whether you see yourself as a member of staff, a student or a professional learner, we believe that we all work together to create a premier learning experience for the full range of our academic programmes, from short executive courses to our accredited research degrees.

We believe that this document highlights a series of strong commitments for us all to work together to enhance the capabilities of each student as well as their current or future employers. It demonstrates the commitment of all members of the University to an exceptional postgraduate experience, and a relationship expected to continue long after any studies have been completed.

We will continue to review the principles and commitments outlined here, to ensure they remain current and responsive to the needs of all learners, and to the strategic plans of the University.



Professor Sir Peter Gregson
Chief Executive and Vice-Chancellor



Kelechi Anyaoha
Cranfield Students' Association President

Cranfield University is an active community of professionals who engage in a positive and enthusiastic manner to facilitate a diverse learning process based on mutual respect and support. All members of the University strive towards a community that emphasises equality, honesty and safety within the working and living environment.

All students registered on degree-awarding courses are automatically members of the Cranfield Students' Association (CSA). The CSA also supports learners on other University courses.

	It is the University's responsibility to ...	It is the CSA's responsibility to ...	It is a student's responsibility to ...
COMMUNITY	Promote and maintain the University's global reputation for professional education and research.	Provide a professional and engaging body to engage with the University and its students.	Recognise that they are a member of the Cranfield community, and act as ambassadors for Cranfield University.
	Provide a safe and healthy environment in which to live, work and study.	Raise awareness of relevant health, safety and environmental policies and practices.	Comply with all health, safety and environmental information, advice and guidance.
	Offer opportunities for student engagement in the development of University life, policies and practices.	Represent the views of its members both within the university and nationally. Elect and support CSA officers and representatives.	Engage fully in all relevant opportunities offered by the University. Participate positively in the work of the CSA and recognise its role in representing all students.
	Celebrate success and achievement.	Promote and support opportunities for the celebration of success and achievement.	Be involved in opportunities for the celebration of success and achievement.
	Develop a variety of routes for community engagement, both within and outside Cranfield University.	Engage with the community on behalf of its members, and support and promote local events.	Engage with the local community in a way that is mutually beneficial and reflects well on the University.
	Cater for the needs of a diverse staff and student population, and ensure staff treat everyone with respect and courtesy.	Cater for and represent the needs of a diverse population.	Provide understanding, tolerance and support to other members of the community as required, and treat everyone with respect and courtesy.
	Develop alumni services to allow on-going interaction with the University.	Work with alumni services to promote their work to students and develop clear routes from learning activities to alumni activities.	Use the alumni services to maintain contact with the University and support its activities.
UNIVERSITY LIFE	Organise an inclusive, informative and welcoming induction process.	Organise appropriate welcoming and inclusive events and activities to introduce and support new members.	Engage with registration and induction processes as appropriate.
	Provide time and varied opportunities to enhance extra-curricular skills, responsibility and personal growth.	Promote diverse opportunities for development of extra-curricular skills, responsibility and personal growth.	Take part in relevant extra-curricular activities to enhance personal development and growth.
	Give clear information on regulations, fees and potential additional charges, as well as bursary and support opportunities.	Support those needing advice and guidance on financial matters.	Abide by the University rules and regulations outlined to them. Promptly pay all fees and charges and inform the University as soon as possible about any difficulties in payment.
	Provide accessible and varied routes for feedback on the student experience with clear demonstration of positive responses and future actions.	Elect and support CSA officers and representatives. Encourage its members to complete surveys and engage with other feedback opportunities.	Engage with all means of feedback on the student experience, providing constructive comments and suggestions for improvement.
	Provide varied avenues for advice and guidance on both academic and welfare issues.	Provide an independent listening, advice and guidance service. Liaise with other such services to ensure members' needs are met.	Seek advice and support at the earliest opportunity should any difficulties arise.
	Provide clear, impartial, prompt and transparent procedures for addressing complaints.	Provide support and guidance in a fair and non-judgmental manner to its members wishing to make a complaint.	Use the complaints procedure if necessary in an open and honest manner.
ACADEMIC LIFE	Give accurate and timely information to all students from pre-registration, through study to graduation and beyond.	Facilitate access to guidance and advice that might be beneficial both prior to starting and during study.	Be aware of the University's information, advice and guidance. Provide and update all necessary and relevant information.
	Detail academic expectations, means of assessment and examinations and the procedures to be followed by staff and students to ensure a fair process. Take into account the learning needs of individual students, based on their personal circumstances.	Support any person who may be disadvantaged due to personal circumstances.	Inform the University as soon as possible of any individual learning requirements
	Give timely, informative and corrective feedback on work and progress.		Accept and absorb feedback as a positive learning experience with the aim of continual improvement.
	Deliver a premier teaching and learning experience, alongside excellent learning and research facilities, including IT and library services, to support learning.	Promote access to teaching, learning and research facilities.	Engage fully in all learning and teaching activities provided. Make full use of the facilities available, whilst allowing others to do the same.
	Collaborate with external research agencies and sponsors, ensuring clear routes of communication and exchange of appropriate information.		Maintain contact and exchange information with sponsors as required.
	Provide access to academic learning and career-enhancing opportunities outside the formal curriculum, including seminars, careers advice, networking and collaboration opportunities.	Promote and support relevant member-led initiatives and societies.	Work with other students and staff outside the formal curriculum to develop a productive research and learning community. Promote and drive new ideas to enhance the academic experience.

Links to further information, advice and guidance

This document outlines the high level commitments we have for each other. There is a wealth of information available on the intranet and through information, advice and guidance provided through our many services. Some key first points of information on the intranet (from the student landing page) include:

Cranfield Students' Association	>Cranfield Students' Association
Student Advice Centre	>Academic matters > Student Advice Centre
Health and Safety	>Health and Safety
The General Student Handbook	>Academic matters>Student Rules and Regulations
Key University academic rules and guidance	>Academic matters>Student Rules and Regulations
Doctoral Training Centres	>Doctoral Training Centres
Virtual Learning Environments	>Learning Resources
Complaints and appeals mechanisms	>Academic matters > Complaints and Appeals
Diversity at Cranfield	>Welfare and support>Disability & Learning Support
Disability and learning support	>Welfare and support>Disability & Learning Support

<i>Owner</i>	Chief Executive and Vice-Chancellor and the CSA President
<i>Department</i>	Executive Office
<i>Implementation date</i>	1 August 2014
<i>Approval by and date</i>	Council, July 2017
<i>Version number and date of last review</i>	Version 3.0, July 2017
<i>Next review by</i>	July 2017