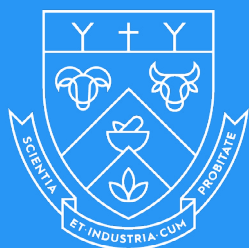


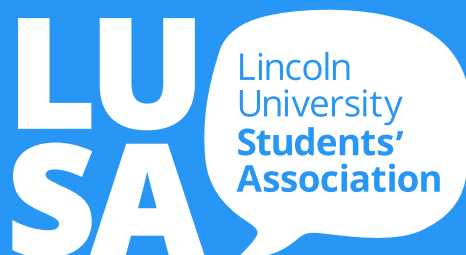
LINCOLN UNIVERSITY

# STUDENT CHARTER



**LINCOLN**  
**UNIVERSITY**

TE WHARE WĀNAKA O AORAKI



**Last Modified:** February 2022  
**Review Date:** April 2023  
**Approval Authority:** LUSA  
President and Vice-Chancellor  
**Contact Officer:** Academic  
Quality and Policy Manager



University Statement

**Lincoln University exists to conduct excellent research and grow the knowledge of our students, shaping a world that benefits from a greater understanding of the relationships between our land, food and ecosystems, and the experiences we create from them. The University's students are at our core and are our reason for being. We are committed to putting the student experience at the centre of all that we do.**



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### **About the Charter**

The Student Charter establishes a formal and enduring partnership between students, staff and the Lincoln University Students' Association (LUSA). Lincoln University students and staff jointly developed the charter.

The Charter is not a binding contract but students are encouraged to read it to know what to expect of the University and LUSA, and understand what is expected of them, as a student.

The Charter is reviewed every three years and approved by the Vice-Chancellor and LUSA President. For further information about the review process, please contact:

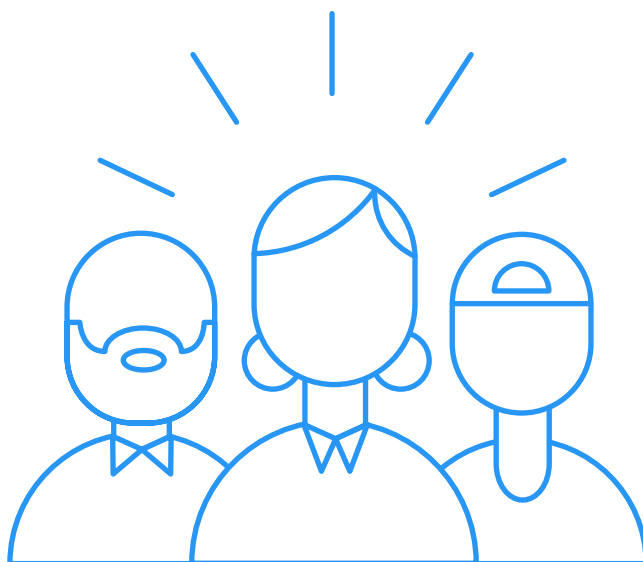
- President, LUSA
- Academic Quality and Policy Manager

# THE STUDENTS

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## **In a commitment to getting the best out of their student experience, Lincoln University students will:**

- Take personal ownership of academic success by understanding the requirements for success, monitoring learning progress, knowing the academic pathways available and proactively seeking help, asking questions or raising concerns.
- Act responsibly as a proud member of the Lincoln University whānau (family) by being true to our values which are based on Manaakitaka — Looking After People, and behaving respectfully towards others regardless of ethnicity, spirituality or sexuality.
- Understanding their responsibilities as outlined in the Student Code of Conduct and other student regulations, policies and procedures.
- Engage with student representative organisations, such as the class representative system and LUSA or any association of students as defined by s. 159 (1) of the Education Act, with a mandate to represent students.
- Be an active and engaged member of the student body by taking up opportunities to provide feedback to the University about their student experiences through surveys, interviews and other student voice mechanisms.
- Take advantage of opportunities provided at Lincoln University to help reach their full potential by being involved in aspects of student life aimed at developing personal skills which appeal to industry and future employers.

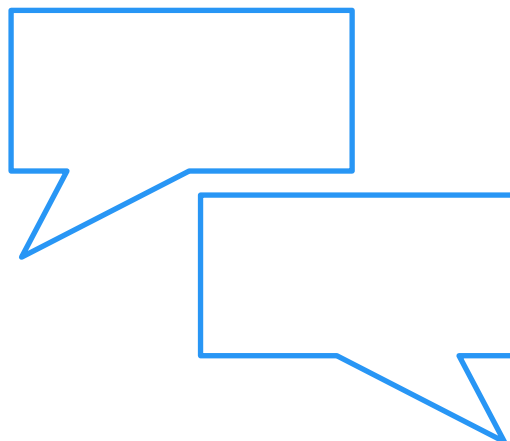


# THE STUDENTS' ASSOCIATION

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**In its commitment to the student experience, the Lincoln University Students' Association (LUSA) or any association of students, as defined by s. 159(1) of the Education Act, will:**

- Work alongside the University to put students at the centre of everything to stimulate the betterment of the student experience.
- Align decisions and actions with LUSA's Strategic Plan, including its Mission: To represent and advocate for the interests and ambitions of all students at Lincoln University, and Values: Sustainability, Representation, Community, Diversity and Integrity.
- Endeavour to ensure fair and diverse student representation on all relevant University committees and working groups; contributing constructively to discussions, advocating for equality and acting in the best interests of all student cohorts.
- Aim at all times towards decisions reflective of the collective student voice through wide consultation and by offering a variety of feedback mechanisms for students to state their needs and have their say.
- Be there to provide confidential advice, service and support for students on academic, wellbeing, financial or social concerns; and facilitate connections and discussions with relevant University entities.
- Actively encourage a bicultural campus that enables the togetherness of students from all cultures and assists in growing cross-cultural friendships, connections and understanding.
- Ensure that student executives, student representatives and club leaders understand their roles and responsibilities, and are supported through sufficient training and mentorship.



# THE UNIVERSITY

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## **In its commitment to providing a distinctive student experience and putting students at the centre of everything, Lincoln University will:**

- Maintain a high standard of education practices to ensure modern, relevant and globally competitive standards which support the delivery of quality teaching and enable students to reach their highest possible level of learning. In practice this means:
  - Keeping programme and course information, including course outlines, learning resources and materials up-to-date and easily accessible through reliable online and mobile accessible tools; so that students can prepare before class, reiterate their learning after class and effectively plan their education career path.
  - Ensuring mechanisms are in place for students to easily access and monitor their progress and receive constructive learning feedback in a timely manner at programme, course and assessment levels to assist continuous learning progression.
- Provide and promote opportunities for active participation within learning and extra-curricular contexts; support students to grow personally by encouraging open academic discussion and debate, improving their soft skills, providing work integrated learning opportunities and enhancing their employability.
- Provide a harmonious bicultural learning and research environment that is built on authentic social interactions and behaviours that respect and foster individual privacy and difference, including ethnicity, spirituality, sexuality and wellbeing.
- Acknowledge the global climate crisis and work alongside students on shared initiatives to support environmental sustainability as we aim to achieve carbon neutrality by 2030.
- Ensure all student-relevant regulations, policies and procedures are kept up to date and published in a manner easily accessible by all students.
- Make available a variety of impartial and approachable points of contact and tools which allow all student cohorts to easily access consistent, high quality standards of service to support and facilitate their health, safety, wellbeing and academic success.
- Maintain a high standard of pastoral care by adhering to relevant New Zealand codes of practice for the pastoral care of international and domestic tertiary students.
- Partner with LUSA to ensure inclusive and diverse student representation on the University's committees and working groups responsible for making decisions affecting the student body.
- Take responsibility for putting mechanisms in place that endeavour to ensure the collective student voice is listened to, and for developing clear programmes and action plans focused on continuously enhancing the student experience.

# STUDENT POLICIES, COMPLAINTS & GRIEVANCES

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**We aspire to provide an exceptional experience to all students at Lincoln University, but we understand that sometimes problems do arise. In such circumstances, it is a student's right to be able to raise concerns in an easy and confidential manner.**

We encourage all students to familiarise themselves with the Student Code of Conduct which provides guidance on the standards of conduct expected at Lincoln University, outlines procedures and policies relating to disciplinary action, complaints, grievances and appeals, and contains a concise list of University documents students should be familiar with.

If you are unsure of how to approach your issue of concern, we recommend talking to an [International Student Advisor](#) or the [LUSA Student Advocacy and Voice Coordinator](#) for confidential advice.



# LINCOLN UNIVERSITY SUPPORT TEAMS

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- [Accommodation Support](#)
- [Chaplaincy Support](#)
- [Inclusive Education](#) (Disability / Injury Support)
- [International Student Advisors](#)
- [Māori ki Aoraki](#)
- [Pasifika ki Aoraki](#)
- [Student Health and Support](#) (Counselling and Health Services)
- [Wellbeing and Pastoral Care](#)

# BEHAVIOURS & CODES

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- [Behaviours and Codes \(including Student Code of Conduct\)](#) (LU Website)
- [Raise a Concern](#) (LU Website)
- [Complaints About an Education Organisation or NZQA](#) (NZQA Website)
- [Lincoln University Policy Library](#)
- [LUSA Official Documents](#) (Strategy, Constitution, Guidelines and Policies)





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