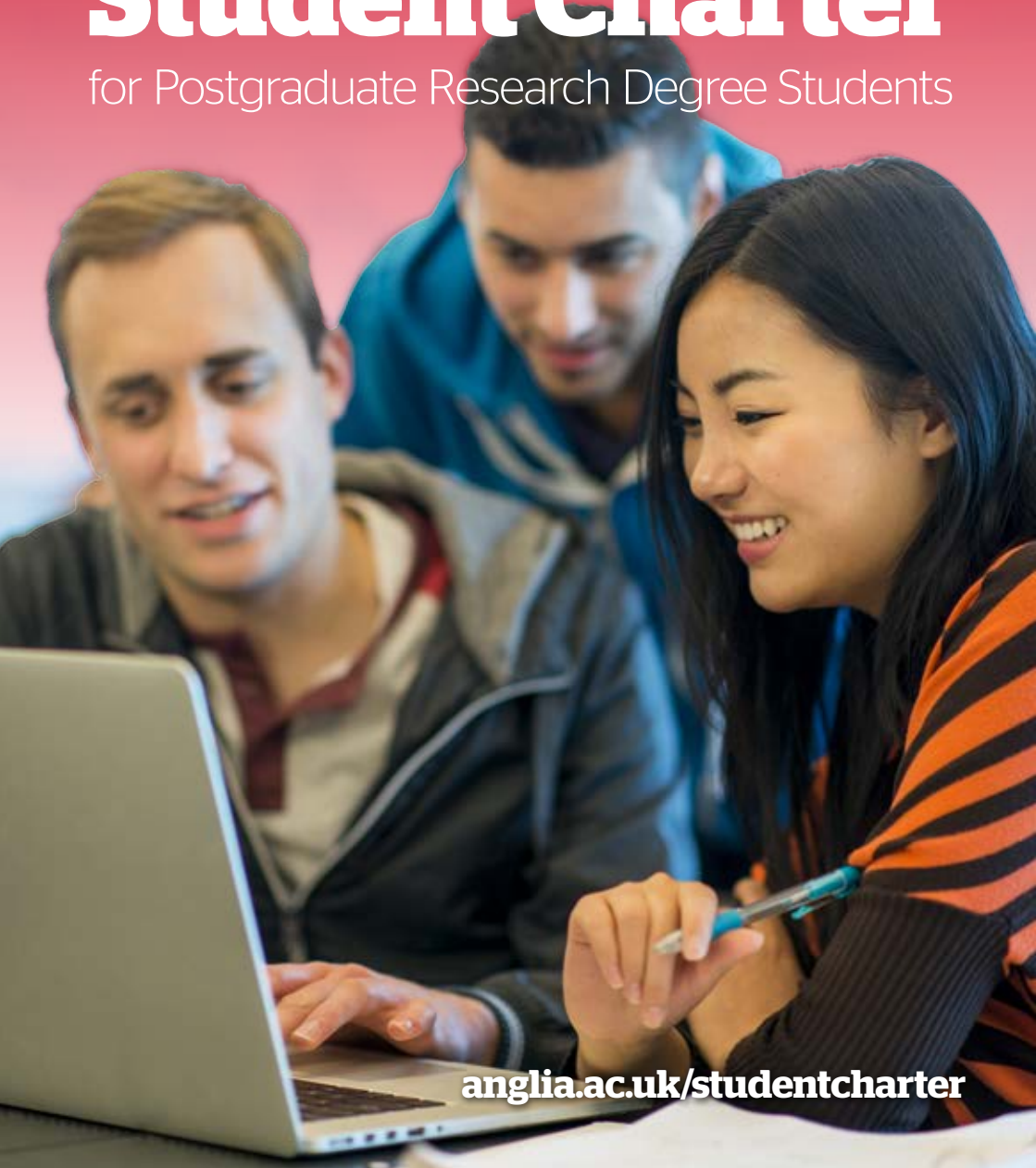




Anglia Ruskin
University

Student Charter

for Postgraduate Research Degree Students



anglia.ac.uk/studentcharter

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Welcome to our University and to the Anglia Ruskin Student Charter

We believe passionately in the importance of education and we want to make sure that all of you have the opportunity to reach your full potential during your time with us. Your studies with us will hopefully underpin your future success in whatever career or path you choose. Your higher education is a partnership between you and your university and as with any partnership you will get the most from it if you understand the mutual expectations and commitments.

This charter sets out these mutual commitments and expectations for both you and our university.

We expect you to take responsibility for your learning and to make the most of the opportunities being offered to you.

You can expect us to support you through your studies and give you opportunities to develop and succeed.

With my best wishes for a truly successful, challenging and stimulating time at Anglia Ruskin

A handwritten signature in white ink, which appears to read 'Iain Martin'. The signature is fluid and cursive, written on a dark red background.

Iain Martin
Vice Chancellor

Our Student Charter

Our Student Charter outlines what you can expect of us and what we expect of you.

We expect all staff and students to contribute to a supportive learning environment and work in line with our values, as outlined in our Corporate Plan.

Our values

- **A sense of belonging.** We are proud to be part of Anglia Ruskin University. We know that lifelong relationships are formed here.
- **Academic ambition.** We want our teaching and research to be excellent. We are determined that our students and staff will realise their full potential.
- **Innovation.** We are purposeful, challenging and curious about our world. We are prepared to do things differently. We are creative, entrepreneurial and bring enthusiasm to everything we do.
- **Supporting each other.** We are friendly and inclusive, and celebrate individuality and diversity. We support and encourage everyone, and strive hard to anticipate and meet needs and aspirations.
- **Honesty and openness.** We operate with integrity, trust and respect for each other and we deliver on our promises. We share ideas, information and challenges and we seek out views and opinions.
- **Concern for the environment.** We want our concern for a sustainable environment to inform every aspect of what we do.

Success as a postgraduate research student is best achieved when you get the right balance of study and work. We know students have other commitments and many part-time students are also working, but it is important you're aware of the amount of time you're expected to dedicate to your research.



Our standards

Our aim is to get it right first time, every time, on time and for everyone. We are committed to the following standards that describe the level of service and experience you can expect.

When working with you we will:

- resolve your enquiries at the first point of contact whenever possible
- respect your confidentiality
- use plain language and avoid unnecessary jargon
- keep you updated on the progress of your enquiry
- be courteous, respectful and responsive to your needs
- make sure our staff are trained to help and give advice, or are able to refer you to the right person to answer your query.

When answering your telephone calls, letters and emails we will:

- respond to your enquiry promptly and professionally
- make sure staff have an up-to-date voicemail so you can leave a message if they are unable to take your call
- where staff are away, make sure that there are alternative contact arrangements in place.

When you visit us in person we will:

- provide clear signage and information to meet your needs
- greet you in a friendly manner and deal with your enquiry promptly and professionally

- make sure all areas of our campuses are accessible, clean, safe and tidy
- be on time to meet you or let you know, beforehand, if the meeting needs to be rearranged
- offer a quiet place/room to discuss confidential matters.

When you pass on your suggestions, compliments and concerns we will:

- record your suggestions, compliments and concerns through our university-wide Tell Us feedback scheme and, where possible, use them to improve our services
- apologise when things go wrong and do our best to put them right.

To keep you informed we will:

- provide useful, timely and up-to-date information about our services
- inform you how to access information in other formats, such as large print.

We have set the standards on the left for our staff but we also expect you to:

- behave respectfully to our university and local communities
- attend all timetabled teaching sessions and appointments made, and arrive on time
- tell us if you have a disability or any other special circumstances that we may need to take into account
- tell us if you're not happy with us for any reason.

1. Communicating with each other

We have put this section first as it is an essential part of our working partnership. Good communication is a two-way process and it is important you get involved with us and make sure you're familiar with the ways in which we'll communicate with you.

We will:

- make sure that when we communicate with you we are always clear, respectful and accurate
- respond to your communications as set out in our standards on Page 4
- provide access to our online services 24 hours a day, seven days a week, whether you're on campus or off campus
- make sure staff have an up to date voicemail so you can leave a message if they are unable to take your call
- make sure there are alternative contacts in place if staff are away.

We expect you to:

- make sure that you're always clear, respectful and accurate and include your student identification number when you communicate with us
- use all our communication systems responsibly and do nothing that might damage the reputation of our university or the integrity of the qualifications we award
- make sure that you keep your username and password for our systems secure – change your password regularly and never give it to anyone else
- report any faults or problems as soon as you can and give us as much detail as possible to help us find a solution.

Our main ways of communicating with you

Email

Your Anglia Ruskin email account is the main way we'll contact you personally.

We will:

- only send messages to your Anglia Ruskin email account that are to do with your student experience or assessment
- use the Postgraduate Research Student mailbase to send you general information about research degrees and researcher development sessions.

We expect you to:

- use our Anglia Ruskin email system when you contact us so that we know who you are
- check your Anglia Ruskin email account daily (if not daily at least twice a week) and respond to any messages that require you to take action within five working days, or sooner if needed.



My.Anglia intranet pages (my.anglia.ac.uk) and the Anglia Ruskin Mobile App

The My.Anglia intranet pages and the Anglia Ruskin Mobile App allow you to access our online services including email, e:Vision, the Virtual Learning Environment (VLE), timetable, remote desktop and your library account. My.Anglia also gives links to many important documents and to information about our Faculties and Support Services and our research degrees regulations.

We will:

- use the My.Anglia student home page and the Anglia Ruskin Mobile App to provide you with information and for items of interest
- use the My.Anglia homepage for urgent announcements relating to services, work being carried out on the campus and unavoidable campus closures
- use the Anglia Ruskin Mobile App to send other important messages.

We expect you to:

- access postgraduate research forms on Progress Platform, our online system for recording student progression and skills training
- access dates of Researcher Development Programme sessions published on the Doctoral School website.

Visit your My.Anglia student homepage at
my.anglia.ac.uk

e:Vision

Our student web portal is called e:Vision. You'll use e:Vision to register as a Postgraduate research student and update your personal details.

We will:

- provide 24-hour access to e:Vision (using the same username and password that you'll use to access your email account).

We expect you to:

- check that your personal information on e:Vision is correct and update it with any changes - it is your responsibility to make sure that we have correct contact details for both you and the person you want us to contact in an emergency.



2. Starting your postgraduate research programme

We know that starting to undertake research can be daunting. By following any instructions sent to you and contacting us if you have any questions, you'll soon settle into your studies and university life.

We will:

- welcome you and organise induction events to help you prepare for your postgraduate research degree
- send you information on how to register for your postgraduate research degree (if you have problems registering online we'll help you)
- tell you what extra information you must provide at registration as a condition of your Tier 4 Student Visa if you're an international student
- provide you with a list of key contacts
- give you access to important documents, including this Student Charter, our Research Degrees Regulations and our Rules, Regulations and Procedures for Students
- appoint a suitably qualified supervisory team who will encourage and support you in your research
- tell you what documents you need to bring with you so we can give you your student ID card.

We expect you to:

- start your studies for your postgraduate research degree at the correct time – or tell us if you're going to miss the start date for any reason
- either register as a postgraduate research student online before you start your research programme or within the first few days
- provide extra information as part of your registration when we ask you to do so if you're an international student
- provide the extra information we need to gather from you on collection of your student ID card.
- take part in the programme of activities we organise and read any information we give you, including our regulations, to help prepare you for your studies
- let us know if you have any particular needs we can help with
- re-register for your research degree each year.

Visit your My.Anglia student homepage at

my.anglia.ac.uk

3. Undertaking research

We'll provide you with a high-quality research environment that provides support for doing and learning about research and in which excellent research is happening. We'll also provide an education that includes principles, values and practices of protecting the environment for the future.

Research environment

We will:

- provide you with opportunities and encouragement to exchange and develop your ideas with others who are doing research
- provide learning and research tools, including access to IT equipment, and library and electronic publications
- give you the opportunity to develop support networks where you can discuss issues informally with other students
- provide you with guidance on ethical approval procedures, research integrity and the good conduct of research
- give you access to details of institutional research outputs which are published in Anglia Ruskin's Institutional Repository (ARRO).

We expect you to:

- take responsibility for how you carry out your research, including when planning, writing and submitting your thesis
- give proper consideration to research ethics and integrity issues
- make sure you're familiar with our ethical approval requirements and obtain ethical approval for your research if required
- contribute to the research community within Anglia Ruskin University and circulate work externally
- add your thesis to ARRO.

Researcher development training

We will:

- provide a range of researcher development sessions (both general university training and faculty training programmes)
- only postpone or cancel training sessions in exceptional circumstances
- use the most appropriate means, for example email, phone, App alerts, or text messaging, to communicate details of any rescheduled session
- monitor your attendance at researcher development sessions
- tell you the most appropriate way to contact a member of staff.

We expect you to:

- attend all relevant researcher development sessions
- attend departmental or faculty research seminars (or both) in the broad area of your research
- turn music players off during supervisions, researcher development sessions and seminars and use any computer, tablet or mobile phone only for session-related activities
- use our Virtual Learning Environment (VLE) and the other forms of technology we provide to help you with your research
- tell us about any problems that may affect progress with your research
- report any unavoidable absences from supervisions or training sessions to your first supervisor or the staff organising training as soon as possible
- only take up employment that does not affect progress with your research or prevent you from attending supervisions, researcher development sessions or seminars
- keep in regular contact with your supervisory team.

Timetabling of Researcher Development Programme sessions

We will:

- publish Researcher Development Programme session dates on the Doctoral School website for the next academic year at least six weeks before the start of the academic year.

We expect you to:

- book Researcher Development Programme sessions organised by the Doctoral School at least 10 working days before the session
- tell the relevant colleagues in the Doctoral School promptly when you're unable to attend a Researcher Development Programme session, giving a minimum of five working days' notice
- contact us if you have a question or concern about your researcher development training.

Supervision and your progress

We will:

- conduct a researcher development training needs analysis with you in order to identify appropriate training sessions
- give you access to academic colleagues and others who can provide advice and information on your research proposal, upgrade, or confirmation, of registration as a candidate for a postgraduate research programme, and writing up, producing and submitting your thesis

- monitor your progress formally through our Faculty Research Degrees Subcommittees
- arrange annual review meetings with an independent panel of academics to review your progress
- make sure your supervisory team uses your full allocation of supervision hours (35 hours a year for full-time candidates and 20 hours a year for part-time candidates)
- provide you with critical and comprehensive feedback on drafts of your work within the timescales agreed with your supervisors
- appoint examiners for your viva voce examination (we'll consult you when we do this)
- treat you with dignity, courtesy and respect.

We expect you to:

- agree with your First Supervisor your research objectives, a timetable and plan of work for submitting your thesis, in line with the Research Degrees Regulations
- take responsibility for making sure that you maintain frequent and regular contact with your supervisory team
- attend regular meetings with your supervisors and keep notes of the meetings on Progress Platform
- take part in yearly review meetings and take an active part in research seminars and conferences
- consider the comments and advice provided by your supervisors
- submit your research proposal, application for upgrade, or confirmation of registration as a candidate for a Postgraduate research award and your thesis in line with the timescales set out in the Research Degrees Regulations.

Assessment

We will:

- make sure that if you're a student with a disability and you have told us about your disability, we'll provide extra support as appropriate
- provide clear information throughout your Postgraduate research degree programme about the research proposal process, upgrade or confirmation of registration, annual review and the viva voce examination
- if relevant, provide you with feedback:
 - on your research proposal within 20 working days
 - within 20 working days of the Research Degrees Subcommittee considering your application for upgrade or confirmation as a candidate
 - within 25 working days of submitting stage 1 papers for Professional Doctorate candidates
 - from the examiners following your viva voce examination.
- appoint appropriate examiners to examine your thesis
- organise your viva voce examination normally within three months of examiners receiving your thesis, and make sure that we organise it in line with our regulations.

We expect you to:

- present your written work in a word-processed format, and include all appropriate references correctly
- produce and submit a Turnitin report for your research proposal, upgrade or confirmation of registration application and your thesis
- take part in all reviews of your progress as a postgraduate research student
- submit your stage 1 papers for assessment in line with the deadlines set, if you're a Professional Doctorate student
- be aware of the Research Degrees Regulations relating to your research degree, and complete all papers and reports and your thesis in your own words and keep to the guidance on academic honesty
- make sure that you keep to the Research Degrees Regulations, particularly in relation to the format of your thesis you submit for the viva voce examination
- submit your thesis in line with the timescales set out in the Research Degrees Regulations
- make yourself available for the viva voce examination and attend on the agreed date
- make any amendments to your thesis and submit it to be re-examined and approved in line with the feedback and timescales agreed by the examiners.



Visit your My.Anglia student homepage at
my.anglia.ac.uk

4. Dignity at work and study

Our Dignity at Work and Study Code of Conduct applies to all staff and students. We're committed to developing a culture which treats everyone with dignity, courtesy and respect. All our staff and students are personally responsible for their behaviour to others.

Our policy states what is unacceptable behaviour and how we'll deal with it. You can find our policy at anglia.ac.uk/dignity

To make sure everyone's experience is a positive one, we will:

- provide a high-quality, challenging and stimulating experience
- challenge any unacceptable or disruptive behaviour
- take immediate action to support you if you report experiencing any form of disrespect, harassment or bullying
- start sessions within two minutes of the scheduled time and teach the full content of the workshops
- reserve the right to refuse entry to students who are more than 10 minutes late for a researcher development session, class or seminar.

Visit your My.Anglia student homepage at
my.anglia.ac.uk



We expect you to:

- actively take part in all aspects of your learning experience for the benefit of you and your fellow students
- show respect at all times for fellow students, staff and members of our community
- show respect for the environment and shared spaces by using litter bins and recycling facilities and only smoke, eat and drink in designated areas
- behave in a way which is not disruptive to other students and staff
- arrive on time for sessions and stay for the whole of the session (arriving late or leaving early is unprofessional, discourteous and disrespectful to other students and members of staff)
- not be more than 10 minutes late to a session.

5. Supporting you during your studies

We'll help you during your studies by offering a range of high-quality support services.

Your faculty office

The research administrator in the faculty office will provide general advice and help with contacting academic staff. Your faculty office is also responsible for monitoring your attendance so if you're going to be absent, please make sure you tell them as soon as possible.

We will:

- be open from at least 10am to 4pm, Monday to Friday
- help you contact academic staff and give you alternative contacts if needed
- provide access to the facilities and equipment necessary to help you to complete your postgraduate research programme successfully.

Academic Office

Doctoral School

Each faculty has a Faculty Research Degrees Subcommittee which is the formal body that monitors your progress. The secretaries who support these committees are based in the Doctoral School and can offer you advice and guidance regarding the administrative aspects of your programme. The Doctoral School is also responsible for organising all viva voce examinations.

We will:

- be open from 9am to 4pm, Monday to Friday
- give you accurate advice and guidance on academic processes associated with your progress as a postgraduate research student
- provide you with feedback on the decisions of the Research Degrees Subcommittees
- submit nominations of examiners for approval by the Research Degrees Subcommittee
- organise your viva voce examination.



University Library

We have three libraries at Cambridge, Chelmsford and Peterborough as well as an extensive digital library providing on and off campus access to databases, e-journals and e-books.

We will:

- provide 24 hour access to the digital library at least 98% of the time
- aim to provide long opening hours which are displayed on our website. This includes 24 hour opening at certain times of the year in Cambridge and Chelmsford
- provide clearly designated zones for quiet, silent and group study
- make returned items available for borrowing within two hours when university library staff are on duty
- provide advice and support through one-to-one or group sessions, self-help guides, online support and face-to-face contact
- provide IT helpline support all day and through the night
- give five working days' notice of any planned disruption to services.

We expect you to:

- treat our staff with courtesy and respect
- carry your student ID card when visiting us and show it when we ask
- check our website regularly for service information and updates
- check your Anglia Ruskin email account, preferably daily, for library notices
- ask for help when you need it, by email, by phone or in person
- play your part in keeping the library tidy and clean
- use designated zones for their specified purpose only and take care not to disturb others.

IT support

Our Information Technology Services provide and maintain many of the IT services that you'll use while studying with us.

We will:

- provide and maintain online services relating to your studies, including making My.Anglia, e:Vision and our VLE available 24 hours a day, seven days a week (except during planned maintenance and unexpected failure)
- provide computers for you to use on many of our campuses and sites, including WIFI access to our online services and access to the internet
- provide and support media production facilities, including a media equipment loans service, on our Cambridge campus, for you to use during your studies
- supply support for teaching and learning, including modern, high-quality audiovisual facilities, in our classrooms
- announce any planned maintenance of our services on My.Anglia in good time and no less than five working days before beginning the work
- deal with problems relating to these services as a matter of urgency, and to restore normal service as soon as possible.

We expect you to:

- remember your username and password, keep it secure and change it regularly
- be familiar with our policy and guidance for using our facilities. You can find it at web.anglia.ac.uk/it/policy
- report any issues you have with our online services or open-access areas to Library & IT Support on **01245 68 6600**, or log a query via libanswers.anglia.ac.uk

Visit your My.Anglia student homepage at
my.anglia.ac.uk

Student Services

Our Student Services team can offer you advice, workshops, information and support to help you to develop the skills you need to succeed.

We will:

- provide a welcoming, helpful and professional service – our staff will be informed and polite and will not judge you
- widely publicise the range of support, information and advisory services we provide and the ways you can access these
- provide you with relevant and up-to-date information about our services and what they can offer through our website
- publish detailed standards for each of our services through our website
- provide information about a range of government and university funds available to students and help you to apply
- do our best to provide you with the information or other help that you need without sending you to someone else
- if needed, refer you to specialist services within Student Services, other university departments or organisations outside of Anglia Ruskin.

We expect you to:

- treat our staff politely and with respect
- provide us with all relevant information and documents we need to help us meet your needs or deal with your questions
- tell us as soon as possible if you have any special requirements that we'll need to make adjustments for
- go to any events or appointments you have arranged with us or let us know beforehand if you're not able to be there
- give us feedback if we ask you, to help us improve our services.

Residential Service

Our Residential Service team provides advice and information on university-provided and private sector accommodation.

We will:

- be open each working day from 9.30am to 4.30pm, with longer opening hours at peak arrival times, such as the beginning of the academic year
- provide accurate information in different formats (for example, online, in brochures and so on) about accommodation options, including timescales for applying and online application forms or application forms you can download
- process applications for accommodation received via our 'StarRez' online self-selection gateway
- offer accommodation in line with our allocations policy, and manage it in accordance with relevant codes of practice and local authority requirements for student accommodation
- provide immediate information to anyone who applies online about waiting list and private sector accommodation options once all University-provided housing has been allocated
- provide up-to-date and accurate advice and information on private sector accommodation, including maintaining our house-hunting database angliastudentpad.co.uk

We expect you to:

- keep to the current version of the Rules, Regulations and Procedures for Students, including paying your rent when it's due
- respect your accommodation, the rights of other students, and the wider community
- help keep your accommodation safe, clean and well maintained by following good housekeeping practice and reporting any problems.

You can contact Student Services by phone on **01245 68 6700 / 01245 68 6701**, or by email at student.services@anglia.ac.uk You can also visit us online at anglia.ac.uk/student-services

6. Listening to you – your feedback and dealing with difficulties



Student feedback

We are committed to providing you with an excellent experience as a postgraduate research student.

We will:

- give you regular opportunities to provide feedback on your experience as a postgraduate research student
- listen and respond to your feedback
- appoint postgraduate research student representatives as members of the Research Committee, Research Degrees Subcommittee, Faculty Research Subcommittee and the Student Experience Committee.

We expect you to:

- fill in student experience surveys such as the Postgraduate Research Experience Survey (PRES)
- keep in contact with your student representatives on the various committees
- provide feedback on researcher development sessions
- tell us as quickly as possible if you have any concerns, using the 'Tell Us' email address: tellus@anglia.ac.uk

We always welcome your views on the services that we provide and value your feedback, whether it is good or bad. Tell us about small problems so we can deal with these before they become big problems.

There are a number of ways in which you can make your voice heard.

The 'Tell Us' scheme

We welcome any feedback on the services we provide, contact us on **01223 69 5111**, email us at tellus@anglia.ac.uk, fill in a web form at anglia.ac.uk/tellus or via the Mobile App. We regularly respond to feedback we've received using 'Changes You've Made' online at anglia.ac.uk/changes

Student surveys

We take student feedback very seriously. Your views help us to make policy, practice and spending decisions, so there are regular opportunities to tell us about your experience of undertaking research with us. It's important that you provide us with feedback so that we can continually improve the experience of our students. We'll ask you to take part in surveys such as the Postgraduate Research Experience Survey (PRES). You might also want to act as a research degree student representative or bring ideas and issues to the attention of your student representative.

We'll let you know the results of surveys we carry out (including PRES results) through committees and the Doctoral School website.

You can also give any comments or suggestions for improvement to:

- your supervisory team
- if it applies, the Programme Director for your Professional Doctorate
- your faculty Director of Research Students
- your faculty Director of Research
- The Director and Assistant Director of the Doctoral School
- the Students' Union.

Dealing with difficulties

We recognise that sometimes things can go wrong. We are committed to putting these things right and ask that you contact us as soon as you have a problem so we can try to sort it out informally and as soon as possible. Let us know about any issues you're having using the 'Tell Us' scheme or by contacting a member of staff (see page 15).

If you have an issue you wish to raise in a more formal way, we have an official procedure you can use.

The student complaints procedure

If you're not satisfied with our facilities or services, or you want to complain about an individual staff member, you should use our student complaints procedure. The student complaints procedure is set out in our Rules, Regulations and Procedures for Students.

We can use our student discipline procedure if we have to take action against you because we believe that you have broken our code of conduct.

We will:

- take all concerns and complaints seriously and deal with them constructively, confidentially and with fairness and consistency
- provide advice and information on how our procedures work and encourage you to ask for help from the Students' Union
- not treat you differently from other students because you have been involved in any procedure
- keep to the deadlines in each procedure.

We expect you to:

- be aware of our Research Degrees Regulations and Our Rules, Regulations and Procedures for Students
- be aware of and follow our Code of Conduct for students
- try to sort out any problems with the person who is directly involved, or with the support of the Students' Union Advice Service
- use the ways of giving us feedback explained on page 15 in the 'Feedback' section before using the formal complaints procedure, and use the student complaints procedure fully before trying to involve any outside organisations
- be reasonable in your response to any action we take to sort out the problem.

The Postgraduate research student appeals procedure

If you believe your performance was affected by something that you had good reason not to tell us about before you formally submitted your work for assessment, or if you think there was an administrative error in the way the assessment was carried out, you have the right to appeal to the Academic Office about any decision made at key progression points, this includes the viva voce examination.

Review of an examination decision

You also have the right to ask for a review of your examination decision following your viva voce, in line with the Research Degrees Regulations. You can find the appeals procedure in the Research Degrees Regulations at anglia.ac.uk/researchregs

7. Fees and other funding

We realise you'll want to know what your fees are and whether there are any other costs associated with your postgraduate research programme. You'll also want to know if there's any other funding to help you.

We will:

- publish our research degrees fees on our website at least six months before the start of every academic year
- help you understand our fees, scholarships and bursaries and give you advice on how to apply for any other financial support you may be able to get throughout your studies
- tell you about any extra costs associated with your research at the start of your studies (we'll publish any other costs, such as library fines, photocopying costs and printing costs on the appropriate websites)
- acknowledge that we have received finance-related questions within three working days and give you a full response within 13 working days
- invoice you, as appropriate, within three months of registration each academic year.

We expect you to:

- make all the financial arrangements you need with anyone who is funding your postgraduate research programme, such as your employer, before starting as a postgraduate research student
- make sure you or your funding provider pays your fees when they are due
- tell us as soon as possible if you or whoever is funding your postgraduate research programme are having problems paying your fees or any other costs
- keep to any agreement you have made with us about paying your fees
- clear any debts you still owe, including accommodation fees and library fines, before your graduation. If you don't do this, you will not receive your final certificate.



8. Completing your postgraduate research degree programme

We will:

- post your postgraduate research degree certificate to your home address, as set out on e:Vision, within eight weeks of the relevant Research Degrees Subcommittee meeting.

We expect you to:

- make sure your home address on e:Vision is correct before you finish your postgraduate research programme
- fill in the Destination of Leavers from Higher Education (DLHE) survey when contacted shortly after you graduate. This is an important national government survey of all university graduates that takes place six months after graduation and collects information on employment and further study
- keep in touch. You're now a valued, lifelong member of our Alumni Network, with over 86,000 members, which gives you exclusive access to a range of benefits, services, news and events. Make sure we have your preferred email address so we can stay in touch.

Help with your future employment

We believe in supporting you over the long term, so our specialist employment-related services will still be available to you after you graduate.

We will:

- tell you about work and related opportunities if you register with our Employment Bureau
- offer you careers advice sessions up to two years after you graduate
- make sure that you're offered opportunities to develop your employment skills up to two years after you graduate.

9. Keeping our promises to you

We consult with our students and staff when we write our Student Charter and we review it every year. We'd like to know what you think of our charter, how we're doing in keeping our promises, or if we could be clearer about our expectations. Please contact us:

Visit: anglia.ac.uk/tellus

Email: tellus@anglia.ac.uk

Call: 01223 69 5111



We'll monitor how effective our Student Charter is and will publish a report alongside the Student Charter on My.Anglia to show how well we've been doing and where we need to make improvements.

Visit your My.Anglia student homepage at
my.anglia.ac.uk

Cambridge campus

East Road
Cambridge
CB1 1PT

Chelmsford campus

Bishop Hall Lane
Chelmsford
CM1 1SQ

Peterborough campus

Guild House
Oundle Road
Peterborough
PE2 9PW

Visit: **anglia.ac.uk/student-services**

Email: **student.services@anglia.ac.uk**

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