



**L-Università
ta' Malta**



The University of Malta Student Charter 2021

In acknowledgement of the Principles set out in this Student Charter -

For the University of Malta -

For the *Kunsill Studenti Universitarji* -

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Rector

Matthew Xuereb
President

Approved by Senate on 17 June 2021

2021

1. Introduction:

- 1.1 The University of Malta (the “**University**”) is committed to providing an environment conducive to enhancing the student experience in order to enable students to fulfil their personal, academic and professional potential.
- 1.2 The University Senate had, in cooperation with the *Kunsill Studenti Universitarji* (“**KSU**”), adopted a Students’ Charter in 2003, which was further updated on 28th July 2015 (the “**Original Charter**”).
- 1.3 The purpose of the present Student Charter (“**Charter**”) is to serve as a point of reference for students and staff by defining, in its various sections, the rights and responsibilities of students, KSU as the University’s student union, and the University.
- 1.4 The present Charter wholly replaces the Original Charter with a view to:
 - (a) Further build on the role of KSU, which was officially recognised by the University Senate as the University student union;
 - (b) Further define the obligations of the University vis-à-vis its students; and
 - (c) Elaborate the role of the Student Charter Senate Sub-Committee.
- 1.5 Among students and staff, this Charter promotes a spirit of courtesy, acceptance, consideration and teamwork. It values academic freedom, seeks equality of opportunity and encourages students to become involved in decision-making at all levels.
- 1.6 This Charter does not constitute a legally binding agreement. Rather, it is a statement of principles that describes an understanding of how we work together to reach our common goals and maintain a multi-faceted learning community.
- 1.7 This Charter has been developed by the University and KSU. The University is committed to work in partnership with KSU on the implementation of this Charter.
- 1.8 This Charter refers to other relevant University documentation including policies, prospectuses, codes of practice, collective agreements, and applicable University regulations. It is intended that this Charter acts in a manner that is complementary to the

said documentation, and nothing in this Charter may be construed in a manner that goes against the said documentation.

- 1.9 It is expected that this Charter will develop over time, reflecting changing circumstances and improved quality in education and research, student services and facilities.

2. Students will:

- 2.1 Take full advantage of the educational opportunities available to them in the form of lectures, tutorials, group projects, degree plus, foreign proficiency courses and all other teaching sessions by attending in full. They are encouraged to take part in co-curricular and extracurricular activities and take advantage of international opportunities available through the University or third parties;
- 2.2 Take responsibility for their own academic progress, be self-motivated and self-directed learners and familiarise themselves with the requirements they must meet to complete their academic programme, including meeting coursework deadlines and other specific course requirements, and undertaking any preliminary reading or other academic preparation required of them for taking the full benefit of study-units they are registered for;
- 2.3 When pursuing studies required for the purposes of the practise of a regulated profession, to act in such manner as required by their desired profession. See the [University Fitness to Practice Policy](#)
- 2.4 Submit original, referenced work, which is their own and in no circumstance resort to cheating, plagiarism, collusion and fabrication or falsification of data, whilst understanding the repercussions of such actions. See the [University Plagiarism and Collusion Guidelines](#);
- 2.5 Give due recognition to tutors, supervisors and third parties who have contributed to the work on which any student publication/dissertation/thesis is based;
- 2.6 Access their University e-mail account and App regularly, as well as the University VLE, departmental notice boards and website on a regular basis;
- 2.7 Maintain an awareness of health and safety regimes, including policies and procedures;
- 2.8 Comply with all University legislation, regulations and bye-laws published on the University website, including those contained in University handbooks, course-catalogues, guidelines, policies and procedures ;

- 2.9 Treat University staff and fellow students with openness, honesty, respect and courtesy, in all kinds and instances of interaction in a University context (whether in person, virtually in writing or in any other manner whatsoever);
- 2.10 Take an active role in promoting and maintaining a collegial community, an environment free from harassment and discrimination, and a sustainable and healthy environment that results a positive experience for all its members. See:
- (a) The [University Policy and Procedures for Dealing with Complaints of Sexual Harassment](#);
and
 - (b) [The University of Malta Policy on Harassment and Bullying](#)
- 2.11 Be mindful of the financial and operational commitment of the University in providing various student services, facilities and resources, and make proper use of them at all times, with respect and consideration for all other users;
- 2.12 Work towards developing transferable skills through both curricular and non-curricular activities, that may include being involved in student activism;
- 2.13 Provide honest and fair feedback about study units, services and procedures, whenever requested to do so, and to otherwise come forward with constructive feedback throughout their course of studies;
- 2.14 In the event of being treated unfairly or in any undue manner by a member of staff or a fellow student, approach or otherwise contact:
- (a) the relevant University officials (e.g. Pro-Rector for Student Affairs, Dean¹, Head of Department); or
 - (b) KSU; or
 - (c) their respective student society/student representative within their Faculty, Institute, Centre or School;
- 2.15 Contribute to building and maintaining an active and representative student body through their support of, and participation in, various organisations, including by attending General Meetings of the recognised student representative body and any other organisation they may form part of, and participating regularly in student events;

¹ In this Charter, any reference to a "Dean" shall be construed as a reference to the Dean of a Faculty, or a Director of an Institute, Centre or School of the University.

- 2.16 Inform themselves and vote in the election for representatives on University Council, Senate, Faculty² Boards, KSU, and recognised student societies;
- 2.17 Acknowledge and make the most of the opportunities on offer through student societies, including any opportunities of an academic nature;
- 2.18 Cooperate with student societies and individual students elected with a mandate to represent students by providing useful and constructive feedback, for use in enhancing the quality of learning and teaching and the student experience;
- 2.19 Make proper use of any maintenance grants and allowances paid to them, including but not limited to, stipend, maintenance grants and allowances they may be entitled to;
- 2.20 When acting in the role of a student representative, to present the views of their peers fairly and constructively, attend relevant meetings and the KSU Education and Social Policy Commission meetings regularly;
- 2.21 Be informed on and participate in issues of national and international importance; and
- 2.22 Participate actively, positively and with integrity in teaching, learning and research activities.

3. KSU will:

- 3.1 Always carry out its aims and duties as the official University Students' Council, as outlined in its statute, on behalf of, and in the ultimate interest of, the University student body;
- 3.2 Act as a direct line of communication between the student and the University authorities, as well as any relevant educational authority both locally and abroad;
- 3.3 Hold the University accountable in providing high quality, research-led, student-centred teaching, support, advice and guidance to all students across the board in all academic fields;
- 3.4 Engage students to interact, vote and contest in elections and representations on the KSU Executive Committee, Faculty Boards and of the University Senate and Council;
- 3.5 Promote the complete development of students in terms of their education, wellbeing, and overall experience at the University of Malta;
- 3.6 Foster democratic, environmental and ethical principles within its own structures and its work;

² In this Charter, any reference to a "Faculty" shall be construed as a reference to a Faculty, Institute, Centre or School of the University.

- 3.7 Be directly accountable to the University student body; and
- 3.8 Inform students of the existence of this Charter, make it readily available to students, and monitor the implementation of this Charter over time.

4. The University will:

- 4.1 Publish and disseminate accurate and up-to-date information about its courses, facilities and services, both through an efficient website and the setting up a physical University-wide point of reference in the form of a *One-Stop-Shop* accessible to all current and prospective students, including the promoting of national and international recognition of the academic qualifications it bestows;
- 4.2 Create a formative *milieu* free of any discrimination against the fundamental rights and freedoms of the individual, treating all members of the University community fairly, ethically and with respect and dignity;
- 4.3 Provide high quality education, devoid of bureaucracy related to administrative procedures and prioritising resources to commit to decreasing the necessity of any *numerus clausus*;
- 4.4 Periodically review its quality assurance policies, practices and structures in order to retain and secure high academic standards, and this with the due involvement of elected student representatives as per the applicable law;
- 4.5 Facilitate all aspects of life on campus for people with disabilities by removing structural and administrative obstacles, with each case being processed on its individual merits, and providing access arrangements accordingly;
- 4.6 Offer professional psychological support and counselling services to students, whilst doing everything possible to safeguard mental health;
- 4.7 Ensure that lecturers inform students about their availability for meetings with students in order to assist and advise students who encounter issues with their academic performance, academic research and related matters;
- 4.8 Encourage and promote systematic student feedback on the fulfilment of the academic and administrative roles of University Faculties, departments and any other academic or administrative units;
- 4.9 Involve students in the decision-making process regarding academic matters and other aspects of student life, among others by:

- (a) Ensuring adequate student representation on University bodies, and consultative working groups, committees and similar;
 - (b) Recognising the representative role of the autonomous University Students' Council (KSU), including within the highest governing bodies of the University;
 - (c) Acknowledging the representative role of the various student societies recognised in accordance with the [University Student Societies Regulations](#); and
 - (d) Recognising the role of student representatives elected in accordance with the applicable law.
- 4.10 Maintain independent and impartial procedures for dealing fairly with complaints, disciplinary matters and appeals;
- 4.11 Properly address any appeal which a student may wish to make with regards to their assessment as follows:
- (a) providing the opportunity for a revision of paper by an additional examiner in prescribed time periods as per the applicable [University Assessment Regulations](#);³
 - (b) in cases of a disputed grade, provide the students with the opportunity to discuss their performance with the academic, subject to the consent of the latter;
- 4.12 Ensure that results are published within a reasonable time period (no later than 5 weeks), as detailed in the relevant Collective Agreement for University Academic Staff members;
- 4.13 Handle student records and personal information ethically and confidentially as per the applicable data protection legislation, and recognise the student contribution to the intellectual property developed throughout the course of their studies, as well as student copyright in line with [University Intellectual Property Policy](#) and applicable legislation;
- 4.14 Encourage and enable students to benefit from student exchange programmes and mobility opportunities;

³ See regulation 60 (1), which states: *Subject to the provisions of any relevant regulations or to any procedural guidelines, including the payment of fees, made by the appropriate University authority, a student may, not later than one week from the publication of the result of the Assessment, request that an examination paper or any other work submitted for Assessment be reviewed for the purpose of ascertaining that no error was made in the award of marks. Students may additionally request that the decision of the revision be elaborated in a detailed report.*

- 4.15 Provide a safe environment, including safe and secure facilities, equipment, grounds and first-aid services in accordance with the applicable [University Occupational Health and Safety Policy](#);
- 4.16 Allow students, in accordance with the applicable University regulations and bye-laws, to suspend their studies to gain work experience, undertake further research or personal development experiences in Malta or overseas, whilst allowing for adaptation of the course of study in order to further other aspects of students' lives; and
- 4.17 Establish a Student Charter Senate sub-committee to:
- (a) establish an action plan for the implementation of the principles enshrined in this Charter;
 - (b) promote, discuss, and make recommendations to KSU, the relevant University officials and to Senate in connection with this Charter; and
 - (c) review this Charter every 5 years (or as necessary).

For the avoidance of doubt, this version of the Charter constitutes the entire understanding of its signatories in respect of its subject matter and expressly supersedes all previous versions of the same.