UNIVERSITY COMMUNITY
PARTNERSHIP AGREEMENT
What does it mean to be a member of the University of Bedfordshire community?
As a community, we expect to:

- Respect each other’s opinions and perspectives
- Be prompt, efficient and professional at all times
- Keep each other safe and free from discrimination and harassment
- Support each other when we need help
- Improve the student and staff experience by listening to each other and acting together in partnership
- Adopt a global outlook and promote an integrated community

As a student or staff member of our community, we expect you to:

- Be an active participant
- Treat all members of this and the wider community with respect and consideration
- Act responsibly to ensure that the university is a safe and secure environment
- Use our facilities and resources with respect and consideration for others
- Ask for help and support when you need it and engage with opportunities for learning and development
- Tell us about your experiences and help us make things even better

BEFORE YOU JOIN US

As a community, we expect to:

- Provide valid, reliable, useful and accessible information about what we offer so that you can make an informed decision to join our community
- Make the process of joining us a positive experience

As a student or staff member of our community, we expect you to:

- Engage with the opportunities we provide to understand what our community has to offer
- Ask any questions you have before making an informed decision to join us
- Agree to share our values
- Have the documentation necessary to join us available when it is requested

The Journey

THROUGHOUT
### WHEN YOU FIRST ARRIVE

**As a community, we expect to:**

- Give you access to a structured introduction to our university that allows you to meet other people and integrate into our community
- Give you fast and effective access to our physical and online resources and our support services
- Inform you about the ways you can contribute your views and feedback your experiences
- Introduce you to your personal academic tutor (students) or mentor (staff) as someone who will help you settle in

**As a student or staff member of our community, we expect you to:**

- Engage with the introductory sessions we offer
- Acknowledge your responsibilities as a member of our community
- Ask us to help you if you need support and guidance
- Consider engaging with the full range of community activities we provide
- Engage with your personal academic tutor (students) or mentor (staff) to facilitate your development

### WHEN WE ARE LEARNING TOGETHER

**As a community, we expect to:**

- Offer high-quality, up-to-date and challenging opportunities that help you develop intellectually and personally
- Offer access to appropriate spaces (both physical and online), relevant to your needs
- Provide opportunities to engage with a range of academic and professional services who will support you in your learning and development
- Maintain the highest standards of academic integrity
- Support you in progressing your career by developing your employability and your aspirations
- Work sustainably, considering the impact we have on our resources, society and the environment
- Provide feedback on your performance in a timely and constructive manner

**As a student or staff member of our community, we expect you to:**

- Engage with the learning and development opportunities we provide
- Attend scheduled activities punctually and meet agreed deadlines
- Work with others to achieve common goals
- Ask for clarification when you need it
- Listen to new ideas and approach them with an open mind
- Be prepared to voice your opinion
- Maintain the highest standards of academic integrity
- Act in a responsible and sustainable manner
- Think about the feedback that you receive and incorporate it into your development
WHEN WE ARE ENRICHING UNIVERSITY LIFE

As a community, we expect to:

- Offer you a wide range of social, arts, sporting and cultural enrichment activities
- Engage with the wider community through sport, culture and the arts
- Provide opportunities for you to volunteer, making a contribution to society

As a student or staff member of our community, we expect you to:

- Consider taking part in our social, arts, cultural or sporting activities
- Act as an ambassador for the university when engaging with the wider community, representing us well
- Maintain an appropriate balance between social activities, work and personal development

WHEN WE ARE BUILDING A BETTER UNIVERSITY

As a community, we expect to:

- Listen to all members of our community when making decisions
- Be informed by the best of what is happening elsewhere
- Use internal and external performance metrics to drive improvement and monitor our progress
- Provide a system of representation that ensures all members of our community have a voice
- Communicate with you in an open and transparent way, respecting confidential information where necessary
- Resolve problems in a timely fashion
- Use community feedback to inform our development and enhance our experiences

As a student or staff member of our community, we expect you to:

- Provide timely and constructive feedback on your experiences
- Keep your representatives informed of your views so that they understand the whole picture
- Consider becoming a representative of your part of our community
- Participate in the opportunities for you to complete evaluations, surveys and participate in focus groups
- Use your relationships with others to resolve problems quickly and informally before escalating them
- Accept the collective decisions that we take and work with others to implement them
WHEN YOU MOVE ON

As a community, we expect to:

- Keep you informed about the university and in touch with other members of our community
- Provide you with opportunities to return and participate in events
- Provide you with appropriate continuing services and benefits including careers advice
- Be proud of our achievements together

As a student or staff member of our community, we expect you to:

- Keep your contact details up-to-date so that we can stay in touch with former students and staff
- Promote our university to the wider community
- Share your successes and experiences with us

Bill Rammell
Vice Chancellor
University of Bedfordshire

Jordan Lewis
President
Beds SU