



UNIVERSITY OF MALTA
L-Università ta' Malta

STUDENTS' CHARTER

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FOREWORD FROM KSU

One of the main aims of KSU, as clearly indicated in its statute, is working to protect the students' rights, which are outlined in this Students' Charter. The Education Office has always been an active body in KSU, working closely with students, listening to their problems and giving them advice. This Students' Charter is an essential reference tool which helps them understand what their rights and duties are.

KSU has decided to publish this booklet in order to increase awareness of the Charter as it is only through better knowledge of their rights and responsibilities that we can improve the students' lives. We hope that you keep a copy handy and that you regularly refer to it, in order to establish and maintain what is expected out of the University of Malta, out of you* as a University of Malta student, and KSU.”

JONATHAN FALZON

KSU EDUCATION COMMISSIONER

LUKE BUTTIGIEG

KSU EDUCATION COORDINATOR



FOREWORD FROM PRO - RECTOR PROFESSOR MARY ANNE LAURI

The wellbeing of students is one of the major objectives of University. It is also an objective shared with KSU. Together we strive to have a University system that is fair and that works well. The updating of the Students' Charter is one of the initiatives we have collaborated on in order to reach this objective. Like any other document, it will not provide the perfect solution to all problems. It will however help students and staff be aware of their rights, responsibilities and duties. We hope that this document is disseminated and referred to by one and all. Should students have problems, KSU as well as myself will do our very best to address them. We wish you success in your studies as well as in all endeavours you undertake.

PROFESSOR MARY ANNE LAURI

PRO - RECTOR FOR STUDENT AND
INSTITUTIONAL AFFAIRS

FOREWORD FROM STUDENTS' CHARTER SUBCOMMITTEE STUDENT REPRESENTATIVES

For us, the Students' Charter holds a lot of significance. It signifies the three parties on the University playing field - the student, the academic staff and the administrative staff - in agreement, playing on the same side for with the same aim. The process leading to the latest version of the Charter allowed us to have open discussion with one another about how we feel the system should work. Although views on certain issues did differ, [add comma] it was clear that we all believed in working together. The result is a wholesome document that can truly be called effective and indeed symbolic of the relationship between students and lecturers.

The charter does not only focus on students' rights but, as appropriate, on the duties of the student, the duties of the institution, the duties of the academic members of staff and on the role of KSU.

We, as student representatives on Senate, feel that this charter holds great importance for any student representative, because it is an essential and useful tool. Thus we urge all student representatives to make the best use

out of it. The student representatives on the various faculties, institutes and centers could make use of it on various boards. In order to promote the Charter, the representatives should use it to show students that they do actually have a right to complain and that they do not have to be afraid to approach anyone... should they feel the need to discuss anything that they believe is unjust..

Naturally... it is our hope that this Charter, similar to other charters at European level, becomes legally binding. Whilst our time as student representatives is slowly dawning coming to an end, it is our hope that both current and future representatives will strive to ensure that this charter is more than just a golden handshake but that indeed it becomes also a pact to be observed at all times and in all circumstances.

ROBERTA RIZZO / ANGELO MICALLEF
STUDENTS' CHARTER SUBCOMMITTEE
STUDENT REPRESENTATIVES

PREAMBLE

This is your charter - a document outlining your relationship with the University, developed through a process of consultation between the University of Malta and the University Students' Council (KSU). It has been created to encourage the principle of partnership amongst staff and students alike. Commitment to this goal will foster a lively and constructive interaction and enhance your life experience at the University.

The Students' Charter outlines the unique relationship between the University and its students as equal stakeholders in higher education. It illustrates the entitlements and responsibilities of both, and provides a framework for the University to develop and improve its services, where appropriate.

Among students and staff, the 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 debates and decision-making at all levels.

Where necessary, the Charter refers to relevant Policies, Prospectuses, Codes of Practice and Regulations wherein further information can be obtained. Thus the Students' Charter is also intended to complement other documents.

It is expected that the Students' Charter will develop over time, reflecting changing circumstances and improved quality in services and facilities. Hence, it will be reviewed regularly in line with University's quality assurance policies.

A partnership implies benefits and responsibilities on both sides. To make the partnership viable, students need to make their own personal commitment to the learning process while the University will state what it sees as its commitments. In this same spirit, the University Students' Council (KSU) is also stating its commitment towards you and towards the University.

AS A STUDENT YOU ARE EXPECTED TO ...

1. take full advantage of the educational opportunities available to you in the form of lectures, tutorials, group projects etc, as well as extracurricular activities;
2. take responsibility for your own academic progress, be a self-motivated and self-directed learner and familiarise yourself with the requirements you must meet to complete your academic programme;
3. submit original, referenced work which is your own and never resort to cheating, plagiarism, collusion and fabrication or falsification of data.

Further information is available online on: [http://www.um.edu.mt/data/assets/pdf/file/0006/95568/how to avoid plagiarism.pdf](http://www.um.edu.mt/data/assets/pdf/file/0006/95568/how%20to%20avoid%20plagiarism.pdf);
4. give due recognition to tutors and other entities who have contributed to the work on which your publication/dissertation/thesis is based;
5. access your University of Malta e-mail account daily, as well as eSIMS, departmental noticeboards / websites on a regular basis;
6. meet coursework deadlines, and other specific course requirements;
7. comply with all University legislation, regulations and bye-laws published on the University website, including those contained in the University handbooks and course catalogues;
8. attend all classes for the study-units of your programme and engage with other students and teaching staff in intellectual debate and enquiry;
9. collect and have in your possession all necessary resources, as indicated in programmes of study and by individual lecturers (including required bibliographies and notes) so as to gain maximum benefit from your course of studies;
10. undertake any preliminary reading or other academic preparation required by the study-units you are registered for;
11. treat University staff and fellow students with openness, honesty, respect and courtesy, in all types of interactions, both in face-to-face interaction, via e-mails and other internet facilities;
12. take an active role in the promotion of an environment free from harassment and discrimination;
13. appreciate the services, facilities and resources the University provides. You are expected to make proper use of them at all times with respect and consideration for all other users;
14. take an active role in the promotion of a sustainable and healthy environment;
15. provide honest and fair feedback about University staff and procedures;
16. consider yourself a member of an active student body through your support of, and participation in, various organisations. You are encouraged to attend the General Meetings of the recognised student representative body and any other organisation you may form part of;
17. vote in the election for your representatives on Council, Senate, Boards of Faculties, Institutes and Centres, the recognised student representative body, and your Faculty, Institute or Centre organisation/s;
18. recognise the legitimacy of and cooperate with student representative organisations and individuals elected with a mandate to represent students;
19. provide information and opinion to the students who represent you and give them your encouragement and support;



20. make proper use of any maintenance grants and allowances you might be entitled to (including stipend and smart card);
21. set an appointment with the Head of Department or Dean, if you feel a lecturer or a fellow student is treating you unfairly, or contact KSU;
22. present the views of your colleagues fairly and constructively, attend Board meetings and the KSU Education Commission meetings regularly if you are a student representative;
23. be informed on and participate in issues of national and international importance.



THE UNIVERSITY WILL STRIVE TO ...

1. provide accurate information and advice about its courses to enable you to make an informed choice. It will also inform you about other facilities and services provided;
2. ensure that any course opening for students has been previously approved by Senate;
3. admit students on the sole criterion of academic merit without discrimination;
4. provide a high quality of education, including a high quality of teaching, supervision, curriculum and study-unit content;
5. periodically review its quality assurance policies, practices and structures in order to retain and improve high academic standards;
6. ensure that administrative procedures do not obstruct the pursuit of higher education;
7. make every effort to increase resources in order to eliminate the necessity of numerus clausus which shall not be imposed unless justified by a severe lack of resources;
8. facilitate all aspects of life on campus for people with disabilities by removing structural and administrative obstacles, whilst complying with existing legal obligations. The University will provide access arrangements to students with disabilities, according to their needs and in line with the Guidelines "Disability Support Services and Examination Access Arrangements" approved by Senate;
9. create a formative milieu free of any discrimination against the fundamental rights and freedoms of the individual. As a member of the University community, you will be treated fairly and ethically with respect and dignity;
10. offer professional counselling services to students;

11. involve students in the decision-making process regarding academic matters and all other aspects of student life. This will be achieved through adequate representation on University bodies and other fora, as per University statutes and regulations. The University also encourages the systematic feedback and evaluation of student opinion on academic and administrative roles of university departments and other entities;
12. respect your right to be democratically represented on its boards through your vote for student representatives, as per University statutes and regulations. Such representation can also take place through nomination by a recognised student/university body;
13. recognise the legitimate representative role of the University Students' Council (KSU) and of the respective student organisations. The University also acknowledges and appreciates the work of other Senate-recognised student organisations;

14. fully respect the independence and autonomy of student associations. You will be free to join such organisations in order to ensure the diversity, development and diffusion of social, cultural and religious activities;
15. guarantee the right of every student, notwithstanding the existence of formal representation, to convey personal or collective opinion to the University authorities;
16. maintain independent and impartial procedures for dealing justly with appeals, harassment, complaints and redress;
17. provide accurate and up to date information about its statutes, regulations, bye-laws, courses, methods of assessment, methods of teaching, attendance requirements and services that are provided. This information is available online on http://www.um.edu.mt/registrar/regulations/general/assessment_regulations;

18. address properly any appeal which you may wish to make with regards to your assessment as follows:
- (i) in case of a disputed grade, provide you with the opportunity to discuss your performance with the lecturer/examiner if she/he consents;
- (ii) you may also request a revision of paper by an additional examiner within two weeks of the publication of result.
- Further information is available online on: http://www.um.edu.mt/__data/assets/pdf_file/0018/39213/revguide.pdf;
19. ensure that your results are published within a reasonable, prescribed time period which is approximately mid-April for the first semester and mid-August for the second semester;

20. handle your records and personal information ethically and confidentially in line with present legislation. You will also have the right to view your own records of academic progress on eSIMS to enable you to improve the quality and level of your learning;
21. further promote the national and international recognition of the academic qualifications it bestows;
22. encourage and enable you to benefit from exchange programmes and mobility and assist you wherever possible;
23. recognise your intellectual property and copyright in line with its policies and legislation;
24. provide a safe environment, including facilities, equipment, grounds and first-aid services;

25. ensure that no statute, bye-law, regulation, policy or administrative guidelines will have a retrospective effect when such decisions adversely affect student rights;
26. allow you, in line with its regulations and bye-laws, to suspend your studies to gain work experience, further research or personal development in Malta or overseas, provided there are no valid and justifiable grounds which would require otherwise;
27. establish a subcommittee of Senate for the purposes of reviewing and implementing this Charter;
28. ensure that students and members of staff are informed of the existence of this Charter and that copies of it are readily available to all.

KSU WILL ...

1. represent you, your interests and concerns at a University, national and international level;
2. act as a liaison between you and the University authorities, including queries and complaints;
3. foster an educational, social and cultural conscience at University;
4. work so that the University will provide the highest level of education possible, as well as awards qualifications that are universally recognised;
5. promote the elections for the KSU executive and for student representatives on the Boards of Faculties, Institutes and Centres, University Council and University Senate and encourage students to take part in these elections;
6. promote the complete development of the student through participation within KSU structures as well as within the various Senate-recognised student organisations;
7. engage in constructive dialogue with University and other stakeholders for the benefit of both the students and the institution;
8. foster democratic and ethical principles within its own structures and its work;
9. be directly accountable to the student body;
10. make sure that students are informed of the existence of this Charter and that it is readily available to students. It will also monitor the implementation and adherence to this Charter.

THE STUDENTS' CHARTER SUBCOMMITTEE:

Professor M. A. Lauri (Chairperson)

Prof Kevin Aquilina

Prof Robert Ghirlando

Prof Paul Pace

Dr Roberta Sammut

Prof Irene Sciriha Aquilina

Registrar or her delegate

Ms Roberta Rizzo (Student representative)

Mr Angelo Micallef (Student representative)

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