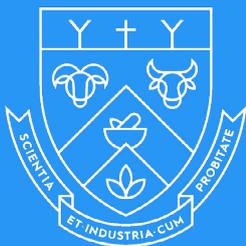


LINCOLN UNIVERSITY

# STUDENT CHARTER



**LINCOLN**  
**UNIVERSITY**

TE WHARE WĀNAKA O AORAKI



**Last Modified:** February 2025

**Review Date:** July 2026

**Approval Authority:** LUSA,  
Te Awhioraki and Deputy  
Vice-Chancellor, Student Life

**Contact Officer:** Manager,  
Student Experience



University Statement

**Lincoln University is committed to growing the knowledge of our students and communities through the delivery of a world-class research and teaching precinct. We contribute to 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 partnership between students, Lincoln University, the Lincoln University Students' Association (LUSA), Te Awhioraki and LUPISA. Lincoln University students and staff jointly developed the Charter.

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

The Charter is reviewed every three years and approved by Council and owned by the Deputy Vice-Chancellor, Student Life, Te Awhioraki Tumuaki, LUPISA and LUSA President. For further information about the review process, please contact:

- Student President, LUSA, [president@lusa.org.nz](mailto:president@lusa.org.nz)
- Te Awhioraki Tumuaki, [teawhioraki@lincolnuni.ac.nz](mailto:teawhioraki@lincolnuni.ac.nz)
- Deputy Vice-Chancellor, Student Life, [damian.lodge@lincoln.ac.nz](mailto:damian.lodge@lincoln.ac.nz)

# THE STUDENTS

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**In a commitment to get the best out of their student experience, students will:  
Take responsibility for their academic success by:**

- acknowledging and upholding the principles of Te Tiriti o Waitangi (reciprocity, active protection, partnership, equity, and equal treatment)
- being an active participant in all courses by reading the Course Outline, preparing, attending contact hours, completing learning activities and submitting assessments
- checking assessment grades and feedback
- proactively seeking help and asking questions or raising concerns in a timely manner
- regularly checking and using their @lincolnuni.ac.nz email addresses
- regularly logging into Akoraka | Learn
- acting responsibly as a proud member of the Lincoln University whānau (family) and take personal accountability to provide a safe, inclusive and respectful, equitable and welcoming environment, based on our values of Manaakitaka — looking after people, behaving respectfully towards others regardless of ethnicity, spirituality, sexuality, gender/gender identity, age and/or ability
- understanding and meeting their responsibilities as outlined in the [Student Code of Conduct](#) and other student regulations, policies and procedures including those related to academic integrity
- engaging with the student representative system, LUSA, Te Awhioraki and any association of students as defined by the Education and Training Act 2020, with a mandate to represent students
- taking up opportunities to provide feedback to the University and LUSA about their student experiences through student rep feedback, course evaluations, surveys, interviews and other student voice mechanisms
- taking advantage of opportunities provided at Lincoln University by being involved in all aspects of student life including those aimed at developing leadership, personal skills, academic success and future employment



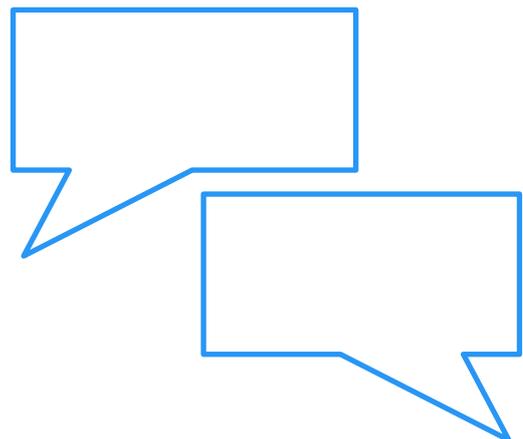
# THE STUDENTS' ASSOCIATIONS

**LUSA, LUPISA and Te Awhioraki**

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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 the Education and Training Act 2020, 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
- endeavour to ensure fair and diverse student representation that is reflective of all cultures and identities on all relevant University committees and working groups; actively contributing constructively to discussions, advocating for equity to provide a safe, inclusive, respectful, and welcoming environment, in which students are supported towards their full potential
- always aim towards decisions reflective of the collective student voice that are mana enhancing and reflective of all cultures and identities 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 staff
- actively encourage a bicultural campus
- enable the togetherness of students from all cultures and assist in growing cross-cultural friendships, connections and understanding through providing a safe, inclusive, respectful and welcoming environment
- 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 our core, Lincoln University will:**

- offer quality programmes of industry relevance with a clear pathway to graduate outcomes
- support students to appropriately plan their programme of study
- deliver high-quality teaching and assessment that is modern, relevant, and accessible, and enables 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, reinforce their learning after class and complete and submit assessments
  - ensuring mechanisms are in place for students to easily access and monitor their progress and receive constructive learning feedback in a timely manner
- partner with LUSA or any association of students, as defined by the Education and Training Act 2020 to put students at our core
- provide and promote opportunities for active participation within learning and extra-curricular contexts, supporting students to grow personally by encouraging open academic discussion and debate, improving their soft skills, and providing work-integrated learning opportunities to enhance their employability
- foster a bicultural learning, teaching and research environment built on authentic social interactions and behaviours to support equitable access, participation, engagement and success for all students
- ensure that students thrive in a safe, inclusive, respectful, and welcoming environment, whether physically or online in which students are supported towards achieving their full potential. If this does not occur, appropriate action will result
- acknowledge the global climate crisis, along with other crises such as the biodiversity crisis, and work alongside students on shared initiatives to support environmental sustainability
- work with the University 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 services that are easily accessible to all students and deliver consistent high-quality support to facilitate their health, safety, wellbeing and academic success
- maintain a high standard of pastoral care by adhering to its obligations under The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

# STUDENT POLICIES, COMPLAINTS & GRIEVANCES

- partner with LUSA and Te Awhioraki to ensure diverse student representation and inclusive participation on the University's committees and working groups responsible for making decisions affecting the student body
- put mechanisms in place that listen to the collective student voice, where students can provide feedback without fear of retribution and develop clear programmes and action plans that focus continuous enhancement of the student experience. This includes feedback from surveys, student representatives, course evaluations and general complaints and concerns from students.
- acknowledging and upholding the principles of Te Tiriti o Waitangi (reciprocity, active protection, partnership, equity, and equal treatment). This includes support for Māori student participation within the University. This should be achieved in a manner consistent with Māori cultural aspirations and preferences and the practices of the University.
- understand staff responsibilities as outlined in the [Staff Code of Conduct](#) and other regulations, policies and procedures
- provide a safe, inclusive and respectful, equitable and welcoming environment, based on our values of Manaakitaka — looking after people, behaving respectfully towards others regardless of ethnicity, spirituality, sexuality, gender/gender identity, age and/or ability

**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. Lincoln University has an anonymous form and LUSA have their anonymous form.**

If you are unsure of how to approach your issue of concern, we recommend talking to LUSA's [Student Advocacy Coordinator](#) or the [Student Experience Manager](#), for confidential advice.

All students are expected to familiarise themselves with and adhere to the [Student Code of Conduct](#). This 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 need to be familiar with.



# LINCOLN UNIVERSITY SUPPORT TEAMS

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- [Accommodation Support](#)
- [Chaplaincy Support](#)
- [Inclusive Education and Disability Support \(Disability/Injury Support\)](#)
- [International Student Support](#)
- [Māori ki Aoraki](#)
- [Pasifika ki Aoraki](#)
- [Student Health, Counselling and Wellbeing](#)
- [Learning and Research Advice and Support](#)

[www.lincoln.ac.nz/support](http://www.lincoln.ac.nz/support)

# RELEVANT RESOURCES & DOCUMENTS

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- [Te Tiriti o Waitangi | The Treaty of Waitangi](#)
- [The Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)
- [Complaints about an Education Organisation or NZQA](#)
- [Lincoln University Policy Library – Student Policies](#)
- [Behaviours and Codes](#) (including Student Charter)
- [LUSA Official Documents](#) (Strategy, Constitution, Guidelines and Policies)

Find out more at [www.lincoln.ac.nz/codes](http://www.lincoln.ac.nz/codes)



# STUDENT ADVOCACY & SUPPORT

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- [Te Awhioraki](#)
- [Lincoln University Students' Association \(LUSA\)](#)



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TE WHARE WĀNAKA O AORAKI

