

## Student Services Policy

### 1. Context

- 1.1. CHARM-EU provides services to its MSc in Global Challenges for Sustainability students based on the best practices of its members.
- 1.2. Some of these services are provided locally based on the MGCS Cooperation Agreement of CHARM-EU members, and some are provided centrally (online), supervised by the CHARMEU Joint Virtual Administrative Office.

### 2. Purpose

- 2.1. The purpose of this policy is to lay the principles for providing high quality services throughout the student journey to all CHARM-EU MSc in Global Challenges for Sustainability students.
- 2.2. This aligns with the expectations of the European Standards Guidelines; and the mission, vision, core values and educational principles of CHARM-EU.
- 2.3. It serves a foundation to a high degree of cooperation between the educational and administrative units of the CHARM-EU members.

### 3. Benefits

- 3.1. CHARM-EU services provide a tailored framework of support which aligns with the distinct character and structure of the CHARM-EU education and student journey, promoting the best possible CHARM-EU student experience.

- 3.2. CHARM-EU services ensure that students receive appropriate and consistent administrative and pastoral support and professional guidance in all matters related to their activities within CHARM-EU.

## 4. Scope

- 4.1. This policy covers the services provided by CHARM-EU to all its registered CHARM-EU MSc in Global Challenges for Sustainability 120 ECTS version students throughout the student journey.
- 4.2. This policy does not cover:
- 4.2.1. Services that are available generally to students at individual member universities
  - 4.2.2. Services that are provided by 3rd parties on behalf of CHARM EU members e.g. housing.
- 4.3. In cases where a certain service is not provided by a CHARM-EU partner, students will receive up-to-date information on where they can seek assistance at the CHARM-EU university they are attending. For more details on services available, see the Student Services Guide.
- 4.4. The provisions set out in this services policy will be limited by the scope set in the CHARM-EIGHT Grant Agreement & MSc in Global Challenges for Sustainability Cooperation Agreement and the applicable law.
- 4.5. The scope of this policy is solely for the CHARM-EU MSc in Global Challenges for Sustainability (120 ECTS version).

## 5. Principles

- 5.1. CHARM-EU services imbue the CHARM-EU core values of Student-focused, Inclusive, Transparent, Intercultural, Sustainable, Socially Responsible and Innovative.
- 5.2. CHARM-EU is committed to removing barriers to success and supporting student and staff access and participation needs.

- 5.3. CHARM-EU fosters an open, welcoming, safe atmosphere, where all forms of diversity are recognized, respected, and seen as a source of strength and benefit to the CHARM-EU community and beyond, in which discrimination on any ground is strictly prohibited.
- 5.4. CHARM-EU is committed to a consistent and improving quality of service and support for students across CHARM-EU online spaces and at individual member universities via quality evaluations and improvement mechanisms.

## 6. Definitions

- 6.1. CHARM-EU member university: A CHARM-EU member university is a higher education institution (HEI) that is an official member of the CHARM European University Alliance. Its campuses and/or virtual platforms serve as the locations where CHARM-EU students engage in their studies as part of the MSc in Global Challenges for Sustainability.
- 6.2. Student journey: includes all the steps that a student in a CHARM-EU programme takes during their studies, from registration to obtaining a diploma/degree.
- 6.3. Student: An individual who has formally applied, admitted, and enrolled in the CHARM-EU MSc in Global Challenges for Sustainability.
- 6.4. Counselling: means the professional, therapeutic assistance and guidance provided to CHARM-EU students during their studies in resolving personal or psychological problems.
- 6.5. CHARM-EU identity: represents all the values and parts of a Challenge-Driven, Accessible, Research-based and Mobile model for the co-creation of a European University aligned with the European Values and the Sustainable Development Goals (SDGs). CHARM-EU identity takes into consideration the long-standing knowledge of participating universities by setting out their shared objectives, values, mission and ambitions.
- 6.6. Inclusion: refers to the practice of acknowledging the uniqueness of each individual (talents, competencies) and, at the same time, making them feel welcomed and an

intrinsic part of a team/organisation/group (sense of belonging). It requires a systematic change in structures, approaches, and strategies to dismantle visible and invisible barriers existing in the environment. It means a shift in an organisational culture where different groups or individuals with diverse backgrounds, circumstances, and lived experiences feel a sense of belonging, feel respected and valued, socially accepted, welcomed, and treated without discrimination.

6.7. Diversity: refers to the enrichment of the organisation and its members through the empowerment of its people by respecting, valuing and celebrating what makes them different. Diversity is normal and encouraged.

## 7. Policy of services

### 7.1. General Services

7.1.1. CHARM-EU will provide clear guidance and support for admissions, enrolment, registrations, and mobility services and the administration thereof for students.

### 7.2. Pre-arrival and orientation

7.2.1. Orientation activities for new CHARM-EU students is conducted at the beginning of the academic year.

7.2.2. Pre-arrival online events are provided to strengthen the CHARM-EU identity.

7.2.3. During these events CHARM-EU facilitates students' access to:

7.2.3.1. An online Student Handbook and Student Services Guide;

7.2.3.2. Orientation Days that introduce students to:

- a) Services provided by CHARM-EU (centralised and locally by the CHARM-EU members).
- b) Content of the programme they are participating in.
- c) Teaching methodologies, virtual learning environment (VLE) and learner supports.

- d) Relevant academic and support staff.
- e) Fellow students including classmates.
- f) The campus and city in which they are studying.

### 7.3. Disability and Accessibility Service

7.3.1. CHARM-EU recognizes the right of persons with disabilities to education and safeguards access to and participation to qualified individuals with disabilities in accordance with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) (United Nations, 2006), the European Commission's higher education policies (Training 2020 strategy - ET20202) (The European Pillar of Social Rights Action Plan, and the national policies on disability of the CHARM-EU members.

7.3.2. The CHARM-EU Inclusivity Plan provides an overview of how inclusion and diversity is reflected in higher education policies and practices and is an integral part of the CHARM-EU organizational culture. The document defines and monitors strategic steps for inclusion and diversity across the organisational structure including student services.

7.3.3. CHARM-EU Diversity, Equity and Inclusion (DEI) Office offer advice, support to relevant organisational units in CHARM-EU, including student services and provides specific service and support provision of certain services, (such as the Disability and Accessibility Service).

7.3.4. CHARM-EU implements the following policies to ensure access and inclusion for individuals with disabilities:

- a) Applying principles of universal design in education curricula and programmes.
- b) Offering individualised needs assessment and reasonable accommodation for individuals with disabilities.

- c) Reasonable accommodations for individuals with disabilities cannot be provided if they fundamentally alter the nature of the programme or hinder acquiring desired competencies and basic academic requirements.
- d) Accessibility and inclusion services and support provision for individuals with disabilities will be carried out through Disability and Accessibility Service virtually and locally, on a face-to face basis.

7.3.5. These policies apply to every aspect of the CHARM-EU's operations, including but not limited to admissions, academic requirements, housing, or any other school- administered programme or service.

7.3.6. For purposes of this policy for individuals with disabilities, eligibility criteria are as follows. An applicant/student with disability includes individuals who

- a) Have a learning, physical, communication, psycho-social and/or medical impairment or long-term condition which substantially limits one or more major life activities, and in interacting with various structural barriers in education, may hinder their full and effective participation in CHARM-EU on an equal basis with others.
- b) Have a professional record or verification of such impairment, written by a licensed physician, psychologist, audiologist, speech pathologist, rehabilitation counsellor, physical therapist, special needs teacher, occupational therapist, or other professional health care provider according to the student's home regulations. The documentation must be translated to English.
- c) Are willing to disclose disability and participate in the on-line assessment procedure.
- d) Can provide verification documentation to CHARM-EU Inclusion Officer.

7.3.7. Service and support provision for individuals with disabilities, through CHARM-EU partner Disability and Accessibility Services via close collaboration with the CHARM-EU DEI Office including where possible:

- a) Consultation via on-line or in-person
- b) Assessments of the access needs

- c) Providing assistive technology or any devices, aids/equipment via rent
- d) Learning management counselling
- e) Social-communication skill improvement
- f) Way-finding training on-site of the campuses
- g) On-site support on personal hygiene on university campuses
- h) Adaptation of those learning materials which are otherwise not fully accessible
- i) Counselling on using accessible Information Communication Technology
- j) Peer support for personal assistance and note taking

#### 7.4. Accommodation and Housing

7.4.1. CHARM-EU member HEIs are committed to providing transparent information on accommodation services available to students in their respective locations, and to assist students in need of accessible and inclusive accommodation.

#### 7.5. Library Services

7.5.1. CHARM-EU members are determined to make their local and online library services open to all registered CHARM-EU students. Their collections are accessible to all students after the registration procedure is completed. CHARM-EU students will have equivalent access to the resources, services and access to libraries as any other student registered in each university.

7.5.2. Each member university's library has its own Library Use Policy which has been created to protect the rights and safety of library users and staff and to preserve and protect the library's materials, equipment and facilities. These policies also apply to CHARM-EU students as Library users.

7.5.3. The Libraries of CHARM-EU members and its staff provide:

- a) Online and onsite guide for users that is effective for research and study.

- b) Tools for users to find information quickly and efficiently.
- c) Attentive and respectful service.
- d) Access, within specific guidelines, to the library collections and collections owned by other institutions.

7.5.4. Library staff of each CHARM-EU member institutions works closely with the local IT support teams to ensure the students' feasible access to all Library Services.

## 7.6. Counselling Services

7.6.1. The CHARM-EU counselling system is operated by the CHARM-EU ELTE Counselling Centre and is available remotely or locally to each CHARM-EU student. The Centre is dedicated to support students by providing psychological counselling, and, if necessary, referral to further mental health services.

7.6.2. The Centre helps students based on the principle of "first prevention, then intervention".

7.6.3. Staff at the Centre provide a professional and high-quality counselling service, and are widely experienced in helping people from many different backgrounds and cultures and with a wide range of issues.

7.6.4. Counselling staff and trainees are professionally trained, accredited and supervised in line with the requirements of their professional or qualifying bodies.

7.6.5. Counselling sessions and related case-management are subject to established best practice in terms of confidentiality, record-management, data protection and risk assessment.

7.6.6. Participation in the CHARM-EU counselling system shall not be disclosed outside the service without the student's informed consent unless done in accordance to professional requirements in the management of risk and/or the protection of vulnerable persons.



## 7.7. Mobility Services

7.7.1. To ensure their students the best learning experience and mobility opportunities in the European Education Area in accordance with the institutions' Erasmus Charter for Higher Education, CHARM-EU member HEIs have a Multilateral Inter-Institutional Agreement (IIA) to facilitate and assure the quality of its further cooperation. CHARM-EU Mobility Services are offered to students based on the framework of this agreement.

7.7.2. In addition, CHARM-EU Member institutions' Mobility Services closely follow the principles and procedures of the CHARM-EU Mobility Matrix concept and its guiding documents, which form one of the alliance's key deliverables. The member HEIs have developed a tailor-made mobility system that is embedded in curricula to support seamless movement between institutions.

7.7.3. The CHARM-EU member HEIs provide the following types of mobilities to their students:

- a) Semester exchange mobility.
- b) Blended mobility with short-term physical mobility component where relevant.
- c) Virtual exchange activities (not falling under the scope of the Multilateral IIA);
- d) Furthermore, traineeships will be offered to students in cooperation with extra- academic actors.

7.7.4. In all the 9 member HEIs, CHARM-EU students are given all the assistance that is needed to successfully complete their chosen mobilities independently on its type.

7.7.5. The main mobility procedures, practices and responsible units of CHARM-EU Mobility services are set in the CHARM-EU Interactive Mobility Handbook for coordinators.

## 7.8. Languages, Sports and Socio-Cultural Services

7.8.1. CHARM-EU students are provided the same access and rights to use language learning, sport and socio-cultural services of each CHARM-EU member institutions as international students at each location.

## 7.9. Career Support Services

7.9.1. CHARM-EU students have access to and can benefit from the career support services available in the individual locations. Services may differ by location and may include:

- a) Support for students to find their career path through individual counselling, career training, and various generic skills trainings.
- b) Internship opportunities.
- c) Networking opportunities with experts and people who managed to build a successful career.
- d) Support for students to gain work experience by organising career related events.

## 7.10. Alumni Services

7.10.1. CHARM-EU aims to foster a life-long connection to CHARM-EU and member universities, supporting Alumni life, networking opportunities, and an accessible alumni networking system for graduates (i.e. LinkedIn).

## 8. Responsibility

8.1. The Strategic Board is responsible for oversight of this Policy. The Executive Board is responsible for executing decisions related to this policy.

## 9. Related Documents

- 9.1. Multilateral Inter-Institutional Agreement on Mobility between CHARM-EU member institutions
- 9.2. CHARM-EU Interactive Mobility Handbook for coordinators.

## 10. Document Control

**Date of initial approval:** Executive Board on behalf of the Strategic Board 06/02/2025

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