

MAURITIUS INSTITUTE OF EDUCATION

STUDENT CHARTER

Partnering for Excellence in Teacher Education

A statement of the mutual rights and responsibilities of the Mauritius Institute of Education
and its students

*Prepared in line with the Tertiary Education Commission's Guidelines for Student Charter in
Post-Secondary Educational Institutions (December 2010)*

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Purpose of this Charter

This Charter describes the standards of service, support and environment students can expect from the MIE, and the standards of conduct and professionalism the MIE expects of its students in return, including expectations specific to becoming or being an Education Professional. It applies to all students registered on MIE programmes, whether pre-service or in-service, full-time or part-time, undergraduate, postgraduate or research, local or international, and it complements without replacing the MIE Act, and the rules and regulations governing students at the MIE.

1. Applying to and Joining MIE

You can expect the MIE to: • apply fair, transparent admission criteria and publish entry requirements, fees and support available in a timely manner; • inform you of the outcome of your application; • keep application information confidential, in line with the Data Protection Act 2017; • provide induction, the established rules and regulations governing students, an academic calendar, a timetable, and named contacts for your programme; • explain what is required to complete your programme and the consequences of not meeting key requirements.	We expect you to: • provide full, accurate information in your application and respond to any offer within the time specified; • Complete your registration formalities in a timely manner; • Inform the Registrar of any change in your personal, academic and professional details; • inform MIE of any disability or special need so reasonable adjustments can be made; • participate in induction and orientation, and familiarise yourself with the Programme Handbook, Code of Conduct and the rules and regulations governing students; • consult the MIE website regularly for policies, timetables and procedures.
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2. Teaching, Learning and Research

Teaching, learning and research sit at the core of MIE's mandate. MIE aims to model the standards of pedagogy it expects its graduates to carry into their classrooms.

You can expect MIE to: • deploy suitably qualified staff delivering programmes that are well-planned, learner-centred and current; • give accurate, timely timetable information, and as much notice as possible of any change; • use varied, fair assessment methods with constructive feedback, and provide guidance for projects, dissertations and research; • provide a learning environment that values diversity and, where feasible, involve students in curriculum development and research.	We expect you to: • attend and prepare for all timetabled classes, workshops, tutorials and teaching-practice sessions; • submit coursework and assignments by published deadlines, and engage honestly with academic work, avoiding plagiarism or collusion; • inform your tutor or coordinator promptly of any illness or difficulty affecting your studies or placement; • participate in unit, course and teaching-practice evaluations. • check your MIE email account regularly and use it for any official communication.
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School-Based Teaching Practice

The MIE places particular emphasis on school-based teaching practice.

- **You can expect MIE to:** prepare you adequately for placement, assign an appropriate school for pre-service students, provide a designated tutor and mentor, and assess your practice fairly against published criteria.
- **We expect you to:** conduct yourself as a professional guest of the host school at all times, comply with its rules and safeguarding requirements, dress and behave appropriately, and safeguard the welfare, dignity and confidentiality of the learners you teach.

3. Assessment, Finance, Library and IT Support

You can expect MIE to: • publish assessment modalities and the consequences of late submission or academic misconduct; • provide feedback on assessed work within a reasonable time and publish results in line with Examination Regulations of the MIE; • provide information on payment modalities and special arrangements (if applicable); • provide safe study spaces, networked IT and Wi-Fi, library resources, and training in IT and AI literacy.	We expect you to: • submit coursework by published dates and be apprised of the dates, times and venues of examinations and teaching-practice assessments; • attend examinations and assessed sessions without disrupting other students, and disclose any disability or condition that may affect your assessment; • pay fees by the specified dates, contacting the Institute promptly if in difficulty; • comply with the academic integrity standards of the MIE; • comply with IT security and acceptable-use policies, and take good care of borrowed materials and equipment.
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4. Respecting Each Other, Wellbeing, Health and Safety

The MIE is a community of staff, students and partner schools committed to dignity, equality and mutual respect.

- **As a student, you will:** treat staff, fellow students, school staff, learners and visitors with courtesy; comply with Rules and Regulations; and follow health, safety and fire procedures on campus and on placement.
- **As an Institute, we will:** provide access to academic advice, counselling and pastoral support; consult students through representation on relevant committees; make our buildings and resources accessible to all; and maintain a safe, healthy campus.
- **Together,** we will contribute to sustainability on campus, including everyday acts such as switching off lights and equipment when not in use.

5. Complaints, Appeals and Student Discipline

If you have a concern, raise it as early as possible with your tutor, course coordinator, programme coordinator or the relevant office.

- **You can expect the MIE to:** establish and demonstrate its complaints procedure in the rules and regulations governing students and treat complaints seriously, fairly and confidentially.
- **We expect you to:** attempt informal resolution first, then follow the published complaints procedure, and keep the Institute informed of any change of contact details.

Appeals against Academic Board decisions follow strict timescales and regulations. Students who breach the Rules and Regulations of the MIE are subject to the Institute's disciplinary procedures.

6. Review of this Charter

This Charter will be reviewed periodically by the Institute, in consultation with student representatives and the Students' Union, to ensure it continues to reflect the evolving relationship between MIE and its students and remains consistent with guidelines of the Higher Education Commission (HEC) and applicable Mauritian legislation.