3.30.1 Student Charter

Policy number: 3.30.1
Contact Officer: CEO, UQ College
Approved by and date: College Management Group – 20 September 2012 Date for Next
Review: 12 months from approval for Contact Officer to review policy
Related Policies/legislation: 3.30.2 Student Grievance Resolution
4.30.3 Student discipline
Information Privacy Act 2009

Overview

1.1 One of UQ College’s key objectives is to maximise student’s educational achievement and preparation for university life. UQ College is committed to the pursuit of excellence in all aspects of teaching, learning and service provision.

1.2 Excellence in teaching and learning involves students as active participants in their educational experience, rather than as customers or passive consumers. UQ College seeks to instil in all students independent scholarly learning, critical judgment, independent thought, academic integrity and ethical sensitivity.

1.3 The Student Charter sets out the expectations students can properly hold as they receive their education. It also outlines what can be expected of students in undertaking their studies to enhance the quality of their educational experience. It recognises that ethical and honest behaviour and treatment underpins UQ College’s relationship with its students.

1.4 The Charter also recognises that students are central to a dynamic UQ College community, and so it elaborates the expectations associated with students' participation in the life of the College community. It is acknowledged that student participation is enhanced by an environment which promotes healthy lifestyle choices, encouragement of the development of a network of support for all students and support of student representative organisations.

Description

2. Student Expectations/UQ College Responsibilities

2.1 Students as individuals can expect:

a) to be treated with courtesy and respect

b) UQ College to address the reasonable needs of all students regardless of individual differences such as gender or mode of study

c) to communicate freely and to be able to voice alternative points of view in rational debate
d) to enjoy a study environment free from harassment, discrimination and bullying

e) to be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible, without fear or favour

f) to have personal privacy respected. Students may expect that personally sensitive information will be requested only where necessary for UQ College academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access

g) to have access upon request to personal records which UQ College may hold about them, subject to the provisions of the Information Privacy Act 2009 and relevant UQ College access policies and procedures

2.2 While participating in their education, students can expect:

a) to be provided with accurate, timely and helpful information regarding their studies, and about enrolment and other administrative procedures that apply to them

b) that program and course content will be up-to-date and informed by current scholarship in the discipline

c) to have reasonable access to teaching and support staff for individual consultation outside class times, in person or by other means (such as by telephone or electronic mail)

d) that evaluations of academic performance will reflect each student's true merit

e) that feedback on assessment will be recognised as a valuable part of the educative process. Items of progressive assessment should be marked promptly and returned to students with feedback and the mark or grade obtained. Students may access examination marks and scripts, together with appropriate feedback, following release of final results

f) that their copyright in any essay, assignment or dissertation they produce will be recognised and that students’ moral rights in relation to original academic work will be acknowledged in, for example, academic presentations or teaching materials

g) that the facilities or equipment they use are safe and comply with UQ College’s occupational health and safety guidelines.

2.3 As members of the UQ College community, students can expect:

a) representation on operational decision-making bodies

b) an opportunity to appraise the teaching performance of academic staff and to provide input into program planning and course design.

3. UQ College Expectations/Student Responsibilities

3.1 Students as individuals can be expected to:

a) treat other members of the UQ College community with respect and courtesy

b) treat other members of the UQ College community equitably

c) respect the opinions of others and deal with disagreement by rational debate
d) avoid conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating.

3.2 While participating in their education, students are expected to:

a) familiarise themselves with UQ College policies and procedures relevant to their enrolment and studies and observe the rules and policies of UQ College

b) attend classes, work to the best of their abilities and to make genuine attempts to progress successfully by meeting course/program requirements and submitting required work on time (unless unforeseen or exceptional circumstances, which are communicated to the relevant staff member as soon as possible, arise)

c) proactively seek the advice and/or support of teaching and other UQ College staff should their academic achievement be at risk. Students are expected to seek early intervention and work with the college to ensure they are in the best possible position to achieve their academic goals

d) conduct themselves in a professional manner while undertaking industry placements or other forms of clinical or practice-based experience, and respect the confidentiality of patient, client or commercial information made available to them as part of their practical learning activities

e) incorporate feedback into their learning, make use of the assessment criteria with which they are provided, and be aware of rules and policies relating to assessment

f) maintain the highest standards of academic integrity in their work. Students must not cheat in examinations or other forms of assessment and must ensure that they do not plagiarise the work or ideas of other persons

g) meet their financial commitments to UQ College

h) ensure personal details (including electronic contact details) are current

i) comply with all health and safety requirements and instructions given by UQ College and attend any relevant training if required.

3.3 As members of the UQ College community, students can be expected to:

a) participate actively in and contribute to UQ College policies and practices and provide useful perspectives on its operation

b) provide fair and honest feedback on teaching performance and the presentation of courses

c) use IT resources and other learning or support facilities provided by UQ College/UQ, including library and computing and laboratory resources, in a responsible manner which does not prevent or impair other students from pursuing learning opportunities or using learning and teaching resources

d) avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties.

4. Grievances

4.1 It is UQ College’s aim that students participate in a quality educational and a rewarding personal experience. Students concerned about the application or contravention of the principles outlined in
this Student Charter (and the policies which underpin these principles) should be aware that grievance procedures exist to deal with inappropriate conduct.

**Modification History**

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<tr>
<th>Document Owner(s)</th>
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