

POLICY GUIDELINES & AMENDED PROGRAM RULES 2005

These guidelines & amended rules can be found at the Faculty of Business, Economics & Law website:

www.uq.edu.au/bel

STUDENT CHARTER

One of the University's major functions is to educate its students. The University is committed to the pursuit of excellence in all aspects of teaching and learning, and particularly to the provision of high quality teaching.

Excellence in teaching and learning involves students as active participants in their educational experience, rather than as customers or passive consumers. In addition to the University's role of awarding formal academic qualifications to students who successfully complete their studies, the University seeks to instill in all students independent scholarly learning, critical judgment, academic integrity and ethical sensitivity.

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 the University's relationship with its students.

The Charter also recognises that students are central to a dynamic University community, and so it elaborates the expectations associated with students' participation in the life of the University 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.

Student Expectations/University Responsibilities

Students as individuals can expect:

- to be treated with courtesy and respect
- the University to address the reasonable needs of all students regardless of gender, ethnicity, age, disability, background or mode of study¹
- to communicate freely and to be able to voice alternative points of view in rational debate
- to enjoy a study environment free from harassment, discrimination and bullying²
- to be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible
- to have personal privacy respected. Students may expect that personally sensitive information will be requested only where necessary for University academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access³
- to have access upon request to personal records which the University may hold about them, subject to the provisions of the Freedom of Information Act 1992 and relevant University access policies and procedures⁴

While participating in their education, students can expect:

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

¹ Policies 1.70.1 (Equal Opportunity, Affirmative Action and the Status of Women) and 1.70.3 (Racism) and 1.70.6 (Discrimination and Harassment)

² Policies 1.70.2 (Management of Sexual Harassment Grievances), 1.70.6 (Discrimination and Harassment) and 1.70.3 (Racism)

³ Policy 1.60.2 (Privacy Management Policy)

⁴ Policies 1.60.1 (Freedom of Information Management Policy), Policy 3.30.6 Student Access to Feedback of Assessment, and Academic Board Policy Access to Honours Theses

- to receive, at the beginning of each semester from the subject coordinator, an up-to-date course profile⁵
- that program and course content will be up-to-date and informed by current scholarship in the discipline
- to have reasonable access to teaching staff for individual consultation outside class times, in person or by other means (such as by telephone or electronic mail)
- that evaluations of academic performance will reflect each student's true merit
- 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 results⁶
- that their copyright in any essay, assignment, thesis or dissertation they produce will be recognised and that students' moral rights in relation to original academic work will be acknowledged in, for example, scholarly publications, academic presentations or teaching materials⁷
- that the facilities or equipment they use are safe and comply with the University's occupational health and safety guidelines

As members of the University community, students can expect:

- representation on major decision-making bodies, and for provision for their representation to be included in statutes and rules of the University. It is desirable that student representatives are, as often as possible, appointed by students themselves or by organisations representing them
- an opportunity to appraise the teaching performance of academic staff and to provide input into course planning and subject design

University Expectations/Student Responsibilities

Students as individuals can be expected to:

- treat other members of the University community with respect and courtesy
- treat other members of the University community equitably⁸
- respect the opinions of others and deal with disagreement by rational debate
- avoid conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating⁹

While participating in their education, students can be expected to:

- acquaint themselves with University policies and procedures relevant to their enrolment and studies and observe the statutes, rules and policies of the University
- attend classes, maintain steady progress in courses undertaken and submit required work on time (unless unforeseen or exceptional circumstances, which are communicated to the relevant staff member as soon as possible, arise)
- conduct themselves in a professional manner while undertaking industrial 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
- 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
- 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 and that the findings of their research are interpreted and presented appropriately and based on accurate data¹⁰

As members of the University community, students can be expected to:

⁵ Policies 3.20.9 The Course Profile

⁶ Policy 3.30.6 Student Access to Feedback on Assessment

⁷ Policy 4.15.1 (Intellectual Property for Staff and Students)

⁸ Policies 1.70.1 (Equal Opportunity, Affirmative Action and the Status of Women), and 1.70.3 (Racism) and 1.70.6 Discrimination and Harassment

⁹ Policies 1.70.2 (Management of Sexual Harassment Grievances) and 1.70.3 (Racism) and 1.70.6 Discrimination and Harassment

¹⁰ Policies 4.15.1 (Intellectual Property) and 3.60.1 (Procedures for Dealing with Student Discipline and Misconduct Matters)

- participate actively in and contribute to University decision-making bodies of which they are members, since students represent a key constituency within the University and provide useful perspectives on its operation
- provide fair and honest feedback on teaching performance and the presentation of courses
- respect University property and the facilities, such as library, computing and laboratory resources, which the University provides to support teaching and learning, so that these are available to fellow students
- avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties.

Grievances

It is the University'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, such as sexual harassment, discrimination, harassment and breaches of personal privacy.

In relation to teaching and educational issues, students may have recourse to mechanisms such as the Senate Appeals Committee, concerning (for example) the result awarded in a course or the decision of an Executive Dean (or delegate) about their studies. However, to be considered by the Senate Appeals Committee, an appeal must come within the Committee's jurisdiction.

More generally, students with concerns regarding the conduct of teaching, can consider taking the following steps:

Students may approach the Head of School or Director of Centre, or if applicable, a designated person such as a School Ombudsman.

It is recognised that there are situations in which students may be reluctant to approach the Head of Department or School or Director of Centre or may remain dissatisfied despite doing so. In these circumstances, students should contact the Executive Dean of the Faculty responsible for the program in which they are enrolled. The Executive Dean has broad responsibility for the teaching programs in the Faculty and will endeavour to conciliate or mediate an outcome which addresses student concerns. In some Faculties, these responsibilities may be delegated to a Director of Studies. In dealing with grievances, consideration will be given to issues such as maintaining student confidentiality in individual cases.

Where students remain dissatisfied following the involvement or intervention of the Executive Dean, they should contact the Deputy-Vice Chancellor (Academic), preferably in writing, with their concerns. The Deputy-Vice Chancellor (Academic) will consider whether further conciliation may help to resolve the grievance. However, where the circumstances warrant it, a formal investigation may be undertaken. Again, consideration will be given to issues such as maintaining student confidentiality in individual cases. The Deputy-Vice Chancellor (Academic) will have final responsibility for determining the complaint.

The Education Resource Officer in the Student Union (telephone 3377 2212) is available to provide assistance and advice concerning study-related matters and processes, including grievance and appeal mechanisms. Students are encouraged to contact the Union to discuss concerns they have, before taking the steps outlined above.