

## Student Charter

### 1.0 Purpose

### 2.0 Scope

### 3.0 Framework

3.1 Teaching, learning, assessment and research expectations | 3.2 Equity and ethical expectations | 3.3 Feedback, complaints and discipline expectations

### 4.0 Definitions

### 5.0 Information

### 6.0 Related policy documents and supporting documents

### 1.0 Purpose

The Student Charter is a statement of the University's aspirations and mutual expectations of employees and students as they work together to achieve the University's **Vision and Mission**.

### 2.0 Scope

The Student Charter applies to all students of the University in all career levels, modes of study and locations, physical or digital, participating in activities organised by or under the auspices of the University.

For the purpose of this Charter, the term "student" includes:

- all enrolled students and HDR candidates at the University and
- students with Active Enrolment Status, including those who are not 'carrying load' and students on approved Leave of Absence, Deferment or between enrolment periods.

### 3.0 Framework

The Student Charter details the partnership between the University and its students. The achievement of the University's **Vision and Mission** is only possible through the respectful interactions of all members of the University community, fair student representation and active student participation in University life and community. The Student Charter also affirms the University's commitment to the standards provided under the Higher Education Standards Framework (Threshold Standards) 2021.

The Charter was developed in consultation with students, through their representative bodies, and employees.

#### 3.1 Teaching, learning, assessment and research expectations

**Students** can expect:

- orientation and transition assistance when starting their studies
- an education and broader student experience that builds career readiness
- clear information regarding the program or course of study and HDR candidature requirements
- clear information about assessment, HDR candidature milestones and thesis examination and helpful and timely feedback
- reasonable and equitable access to library, laboratory, studio, internet, computing and general course resources

- to be informed of significant changes to program structures or HDR candidature in a timely manner and provided support to manage any impact
- feedback to be sought and used to enhance students' learning experiences as well as the overall student experience
- own any intellectual property they generate, except where other arrangements have been mutually agreed in writing with the university in accordance with the university's Intellectual Property Policy.

The **University** expects students to:

- comply with relevant program, course and candidature requirements, including the Workplace Health and Safety requirements and any additional requirements associated with Work Integrated Learning and practicums
- comply with any reasonable direction of the University and its employees, including University health and safety requirements, respecting University property and responsible use of IT
- ensure their personal information, including contact details, is up to date through the student portal – My Griffith
- manage their own learning in accordance with their academic timetable or candidature milestones, ensuring attendance when required and regularly checking for University communications
- engage with their University study to the best of their ability by participating actively and positively in their learning, assessment and research activities
- maintain appropriate academic and professional standards throughout their study, including complying with the requirements of the Student Academic Integrity Policy, Responsible Conduct of Research Policy and the Australian Code for the Responsible Conduct of Research 2018.
- provide constructive feedback on their learning and the teaching, supervision, support and access to resources they receive.

### 3.2 Equity and ethical expectations

**Students** can expect:

- the University to provide a safe and healthy study environment and to be treated with courtesy, acceptance and respect
- for their reasonable needs to be respectfully addressed, regardless of gender, ethnicity, religion, age, background, disability or sexual orientation
- to participate fully in the University's activities free from harassment, discrimination, bullying or other anti-social or unlawful behaviours
- reasonable and timely access to academic, professional and personal support services
- to enjoy academic freedom and freedom of speech on University campuses (physical and digital) and activities
- access to information on the University's policies and procedures
- a transparent admission system that is inclusive and equitable, administered in accordance with published criteria
- their personal information is dealt with in accordance with the University's Privacy Statement.

The **University** expects students to:

- uphold professional and appropriate standards of behaviour towards all persons they interact with in their capacity as a University student whilst undertaking activities related to their degree or HDR candidature regardless of location or medium, including placements, work integrated learning (WIL) and practicum, including complying with the requirements of the Student Conduct, Safety and Wellbeing Policy
- in circumstances where there is a potential impact on their capacity to undertake their studies, make requests for reasonable adjustments, as far as reasonably practicable, in a timely manner
- recognise the significance of Australia's First Peoples, their cultures, perspectives and diversity, and their place in the University's learning and research activities.

### 3.3 Feedback, complaints and discipline expectations

**Students** can expect:

- their complaints to be addressed in a timely and professional manner
- the University to seek and welcome their feedback on matters relating to the learning environment, courses and research training environment and to be advised of the outcomes of such reviews
- access to information in plain English and accessible formats about how to apply for a review of a decision or submit a complaint, along with access to advocacy and support services
- employees to be aware of and uphold their responsibilities under the University's policies and procedures as they affect them and their interaction with students.

The **University** expects students to:

- attempt to resolve issues informally, if possible and appropriate, before seeking a review of a decision or making a student complaint
- refrain from engaging in frivolous or vexatious complaints
- be aware of and uphold their responsibilities under the University's policies and procedures, abide by the conditions that necessarily follow and accept sanctions applied for failing to do so.

## 4.0 Definitions

**Active Enrolment Status** refers to a student who has:

- accepted an offer of admission to a program or course (subject) and shall have completed the enrolment procedures prescribed by the University
- paid such fees and charges as the University may require to be paid as a condition of enrolment
- fulfilled the conditions prescribed for Commonwealth supported students, in the case of a student admitted to a program as a Commonwealth supported student and
- completed any other procedures which may be required as a condition of enrolment.

## 5.0 Information

Title	Student Charter Framework
-------	---------------------------

Document number	2023/0000421
-----------------	--------------

Purpose	The Student Charter is a statement of the University's aspirations and mutual expectations of employees and students as they work together to achieve the University's Vision and Mission.
Audience	Students
Category	Academic
Subcategory	Learning & Teaching
UN Sustainable Development Goals (SDGs)	This document aligns with Sustainable Development Goal/s: 4: Quality Education
Approval date	16 November 2023
Effective date	Trimester 1, 2024
Review date	2029
Policy advisor	Registrar
Approving authority	Deputy Vice Chancellor (Education)

## 6.0 Related Policy Documents and Supporting Documents

Legislation	Australian Code for the Responsible Conduct of Research 2018 Higher Education Standards Framework (Threshold Standards) 2021
Policy	Assessment Policy Higher Degree by Research Policy Program and Course Policy Responsible Conduct of Research Policy Student Academic Integrity Policy Student Complaints Policy Student Conduct, Safety and Wellbeing Policy Student Review and Appeals Policy

## Students with Disabilities Policy

---

### Procedure

Student Breaches of Academic Integrity Procedure  
Course Profile Requirements Procedure  
Academic Awards Procedure  
Higher Degree by Research Academic Progress Procedure  
Research Integrity Breach Investigation Procedure  
Student Complaints Procedure  
Student General Conduct Procedure  
Student Review and Appeals Procedure

---

### Local Protocol

The Griffith Graduate  
Higher Degree Research Graduate Attributes  
Griffith Learning & Teaching Capabilities Framework  
Griffith University Privacy Statement

---