INTERNATIONAL STUDENT HANDBOOK

Diploma Programs
Graduate Certificate in Academic Foundations

INTRODUCTION

Welcome to the University of Canberra College.

The College was founded as a wholly owned company of the University of Canberra. Its mission is to provide students with academic programs that are both a pathway and preparation for study at the University of Canberra. The Diplomas and the Graduate Certificate in Academic Foundations are accredited by the University of Canberra and are taught by the University of Canberra College. As an educational institution we aim to provide our students with the support needed to assist them to achieve successful study outcomes.

The purpose of this handbook is to provide you with information regarding assessment and the formal policies and procedures associated with your study program. As one of our students, please do not hesitate to contact us if you have any questions or concerns relating to the information contained in this handbook. The staff at the College are only too willing to discuss any problems and to be of assistance.
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PART 1 - GENERAL INFORMATION

Location

The University of Canberra College Administration Office is located on the University of Canberra campus in building 11 level B. If you need to meet with a member of the College staff please come to the College Reception and make an appointment. Alternatively you can call on 6201 5709 to make an appointment. Our fax number is 6201 5132.

College Reception opening hours are:- 9am to 5pm Monday to Friday. Appointments are available outside these hours.

Your Contact Details

As part of your orientation you completed an enrolment form and put your details in MyUC. Please remember it is a condition of your student visa that you keep your contact details for both your home country and your Australian address up-to-date. Both the College and the University regard it as your responsibility to keep your address and contact information correct. If either your address or telephone number changes then you can update the information by logging onto MYUC and putting your details in the tab called MYDetails. If you need assistance please come to reception in building 11.

Your Personal Information

The University of Canberra College abides by the information privacy principles set out in the Commonwealth Privacy Act 1988. The College will not disclose your personal information to others without your permission except as required by law. These obligations may include the requirement to advise the appropriate Commonwealth Department of changes to your enrolment.

Within the College and the University, access to your information is restricted to those staff that require it to carry out their responsibilities. Results of studies, which you undertake at the College, will be released only to those educational institutions to which you are seeking admission. If you feel that the College has breached your privacy you may register a complaint through the College’s complaints procedures.

If you require another person to collect any personal information the University of Canberra College will require your written permission. Please note, results are not given out over the telephone.

Students can request access to their personal records including academic result spreadsheets, electronic records and registry files (note:- only international students have a registry file). You can request access to your files by writing to the Academic Director or during an interview with the Academic Director.
How Important Information Is Made Available To You

The College uses a number of ways to contact you and provide you with essential information. These include your student email, text messaging and Moodle.

Email

When you were enrolled at UC/UCC you were automatically set-up with an email address. Your email address is: your student number@uni.canberra.edu.au (for example u1234567@uni.canberra.edu.au). Please be aware that when you send an email from your University account your name and student number will be displayed eg Tim J Smith [u1234567@uni.canberra.edu.au]. This address is used for all official UCC correspondence, UC correspondence and after you graduate the address will be used for Alumni etc.

Through the University’s Email you can do the following:

- Send and receive email
- Create an address book to store all your favourite email addresses
- Create folders to organise your emails
- Access calendar
- Keep your email for life

Logging onto your email for the first time

Go to www.uni.canberra.edu.au, on the right of your screen you will see MyUC click on this.

Sign in using your username. Your username is your ID number with a u infront uxxxxxxx. Your Password was issued to you at enrolment. Press the LOGIN button.
Select study tools as shown in the screen below.

For further information regarding email you should refer to the following link http://www.canberra.edu.au/icts/student-support/communication/email

The College uses your student email to contact you when we need to leave any important messages. You should ensure you check your student email on a regular basis. Please note that once your enrolment has been completed all email contact will be through student email only.

Text messaging
The College uses text messaging to leave information for students on their mobile phones. Please inform us if you would prefer us not to contact you by text messaging. Ensure that you keep your mobile number up-to-date. You can do this in MyUC.

Moodle
Moodle is the University of Canberra’s online environment to support your learning and teaching. The UC campus uses Moodle to provide you with important information and support your studies. College students can access a general site which contains information relevant to all students. This site is called ‘UC College Information’. On this site you will find this handbook (detailing the University of Canberra College’s policies and procedures), timetables, subject outlines, newsletters and calendars.
Unit Sites:
You will also have a separate site for each unit that you are studying. The unit sites contain information for that unit including:

- Lecture notes
- Tutorial questions
- Online quizzes
- Information about assignments
- Drop boxes for submission of assignments
- Special announcements about timetable changes, additional information to help you with assignments or exams.

How to logon to Moodle
To access UC College Information you need to:

1. Connect to the internet with a browser
2. Open the URL http://www.canberra.edu.au/home/
3. Select MyUC on the righthand side of the screen.
4. Type in your username and password, same as accessing your email.
5. SELECT Study Tools
6. Click on Learn Online (Moodle)
When you have finished using the site you can log out by clicking the logout link.

**Computer Access**

UCC students have access to computers in:
- Building 7 and 11
- Library
- ILTC (Level A, Building 5)
- Students studying specialised units may also receive access to labs in other buildings.

The Information Technology Management website will be very help if you are having problems. Here is a link [http://www.canberra.edu.au/icts/service-desk](http://www.canberra.edu.au/icts/service-desk)

**STUDENT ASSISTANCE**

**Academic Assistance**

Your official contact officer at the College is Ellie Thompson, Senior Program Coordinator. Ellie is found in the UCC Office and her contact number is 6201 5095. Ellie’s email address is ellie.thompson@canberra.edu.au. Ellie will assist you to locate help with your accommodation, studies or settling in to life in Australia. The Student Services Officers in 11A43 can also assist with correspondence, changes to offer letters etc.

As a College student you can take advantage of a range of academic programs designed to assist you in your studies. All commencing Diploma students attend a unit called Academic Orientation. This unit is designed to provide assistance and support your studies.
The International Learning and Teaching Centre (ILTC)
The ILTC is located in room 5A8 and is open from 9am to 5pm, Monday to Friday. The Centre is an excellent resource for all UC College students. Not only is the centre fully equipped with computers, DVD players but UC College staff have arranged to leave lecture notes, copies of hand outs, reading bricks and sample papers to assist students. The staff at the centre can help you to locate the materials.

College students can also use the Student Resource Centres relating to their individual study areas. For example Information Technology students can attend the student resource centre in 11A33 where individual assistance is available. Teachers of General Maths, Discrete Maths, Introduction to IT, Information Technology 1, Information Systems in Organisations, Software Technology 1, Database Design and Business Statistics all encourage students to use this centre.

Academic Skills Centre
The Academic Skills Centre (ASC) is located in 5A13 and is open to every enrolled student at the College and the University of Canberra. The Program is part of the portfolio of the Pro Vice-Chancellor Education, and has been set up to enable all students in the University to acquire and enhance the skills needed to succeed in their studies.

Writing essays and reports, reading academic literature, taking notes in lectures, participating in tutorials, delivering seminar talks these and other academic activities are difficult skills to master. Writing really successful essays and reports, reading really effectively and efficiently, taking really useful notes, participating really confidently, delivering talks that really work these are harder still. To assist you to develop these skills the ASC runs workshops, tutorials, and individual consultation.

Here is the link for further information: [http://www.canberra.edu.au/studyskills/home](http://www.canberra.edu.au/studyskills/home)

OTHER ASSISTANCE

Health and Counselling Centre
The counsellors in the Centre assist all students with any personal problems that are affecting or could affect their studies. If you want to discuss something with a counsellor simply make an appointment. All discussions are confidential.

The Health and Counselling Centre also has a medical service, which provides general practitioner consultations plus emergency medical care, a visiting dietician and dentist. The Health and Counselling Centre can be contacted by calling 6201 2351. The Centre is located in building 1 level B.

International Student Support Service
The International Student Support Service (ISSS) provides a range of programs and services to enhance the transition, engagement, and overall student experience of the University’s and the College’s international students.
ISSS is staffed by a team of qualified and experienced International Student Advisors (ISAs) who are on hand to assist you. The ISSS drop-in times are between 10 am – 12.30 and 1.30 - 4 pm Monday to Friday. If you need to meet an ISA at a time that suits you, you need to make an appointment. You can make an appointment on www.canberra.edu.au/isa. If you have a simple enquiry, please send ISSS an email on International.Student@canberra.edu.au with your questions or by calling 6201 2673 and an ISA will respond to you as promptly as possible.

When issues relating to grievances against members of staff occur, it is the University of Canberra College’s practice for the student to take the complaint to the Academic Director in the first instance. If the student feels uncomfortable with this practice, or if the grievance concerns the Academic Director, an ISSS staff member may be contacted for information and advice.

**STUDENTS WITH DISABILITIES**

The University of Canberra College supports the University of Canberra’s commitment to developing the independence of people with disabilities in the wider community through full and equitable participation in higher education.

The College seeks to achieve this commitment by encouraging applicants with disabilities to enrol in our university preparation programs.

**The AccessAbility** office at the University of Canberra will assess students with disabilities so that the needs of the individual student can be identified and incorporated into a student’s study plan. Examples include providing scribes for the writing of exam papers or revising the time frame needed to complete assessment tasks. Please remember that these services are also available to students with temporary disabilities caused by accident or illness.

While the University of Canberra College takes the needs of students with disabilities seriously, it is not able to guarantee that all additional services or resources requested by the student to complete the course of choice can be provided.

Make an appointment to see a Disability Advisor at a convenient time by dropping into the Accessability office any day or calling us on 6201 5233.

**UC AccessAbility** is dedicated to the co-ordination of suitable reasonable accommodations to support students with a disability. These accommodations are based on individual needs to empower students to achieve their study, personal and career goals. The UC AccessAbility mission is achieved by the provision of:
• One on one advocacy and case management support
• Flexible support options to assist and empower student learning
• Information sharing and referral when requested
• Working to ensure that the University campus and community is accessible and supportive for students with a disability
• Ensuring confidentiality and respect for students’ privacy

For the University of Canberra’s Policy please refer to the following link:

STUDENT SERVICES

The Library
The Library is located in Building 8. It houses a book and serial collection to support the course and research needs of students, and provides access to a large number of electronic information databases, both full text and bibliographic. It also provides areas for individual and group study, photocopying facilities, equipment for use with audiovisual resources and public access terminals for library catalogues and email and Internet access. Services include the following:-

• General training sessions are offered to students at the beginning of each semester on the use of the online catalogue, electronic databases and the Internet.
• The Loans Desk provides long and short term borrowing services for all currently registered students and staff.
• The Information Desk provides assistance on using the Library facilities. A wide variety of user documentation and Library information guides is also available.

Enquiries can be made at the Library Information and Loans Desk, (02) 6201 2953 or email loans@canberra.edu.au

Career Services
The Careers Service is dedicated to providing students with meaningful support and assistance so they develop the skills to be actively involved in their personal career development and planning and find work opportunities successfully. This is achieved by

• providing one-on-one career development sessions;
• conducting career development workshops;
• maintaining an up-to-date careers resource centre and website;
• facilitating access to graduate employment opportunities via Careers Fair and employer presentations: and
• providing a list of casual, professional and graduate employment opportunities

For the latest, most comprehensive information on undergraduate jobs in Australia go to www.graduateopportunities.com/closing_dates
Part-Time Employment
Part-time and casual vacancies are displayed in the Students’ Association window. Information about the Students’ Association is provided below. Students on student visas are only permitted to work a maximum of 20 hours per week. (Department of Immigration and Citizenship)

Financial Assistance

Student Loans
Students requiring Financial Assistance are advised to approach Service One Members Banking (SOMB) in the first instance. SOMB is located inside the Student Centre just off the main concourse. Please visit their website www.canberra.edu.au/seasu/financial-assistance/student-loansfor more information. If you are unable to obtain a loan through SOMB, you may wish to apply for a loan under the University of Canberra’s Student Loans Scheme.

The University of Canberra Student Loans Scheme
This is administered by the Student Equity and Support Unit (SEASU). It offers assistance to students with university/study related costs, such as accommodation, purchase of textbooks and/or materials relative to course work. Other requirements are considered on an individual basis. The maximum loan amount is $2,000.

Scholarships
The University of Canberra Scholarships Office provides information about scholarships for undergraduate and postgraduate students. A range of scholarships are available for students in financial hardship and for high achievers.

Payment Plans
University of Canberra College students can apply to the College’s Business Manager for a payment plan. Enquire through the College reception.

The Multi-faith centre
The Multi-faith Centre is located at Rooms 1C83 and 1C19 in Building 1. It is a facility for:
- Worship, practice and continuing education in religious traditions.
- Rites of Passage in different faiths - marriage, funerals, christenings, naming ceremonies etc.
- Education in multi-faith living.
- Working together for understanding, peace and harmony.
- Modelling religious tolerance and dialogue.
- Service to the University community forming links with the local community.
Muslim Prayer Room
A Prayer Room for Islamic worship is located in 2A2. The room has facilities for ablution and has separate prayers for men and women. Access is by swipe card only, so you must go to security on the concourse in Building 1 to arrange to have your student card enabled.

Friday prayer is also available on campus and it is located in the Green Room, next to the Gym, Building 4. The prayer starts at 1:00pm every Friday at this location.

The Mosque is located at 130 Empire Drive, Yarralumla ACT.

Residential Services
Student residences are available through the Cameron Residences, Campus Living Villages or Arscott House. The Cameron Residences are managed by UniLodge and are located near Belconnen Mall and Belconnen Markets. Campus Living Villages (CLV) manage the on campus accommodation without catering during semester sessions and vacation periods. Arscott House is managed by the Student’s Association and is for students looking for full catering.

The Co-op Bookshop
The Co-op Bookshop is the textbook supplier to the University of Canberra and the University of Canberra College. It is advisable for students to take up a membership of the Co-op (currently $20) as you become a lifetime member and receive a member discount on all purchases.

Location: on the concourse.

Secondhand textbooks
Secondhand textbooks can be purchased from www.textbookexchange.com.au.

Signup is free and you can buy and sell textbooks for free.
Legal Assistance
Students needing assistance with legal matters can contact the Legal Aid Commission of the Australian Capital Territory. Their contact details are:
Phone: 6243 3471
Email: legalaid@legalaidact.org.au
Website: www.legalaidact.org.au

STUDENT ORGANISATIONS

Students' Association
The main function of the Student’s Association is to provide advocacy and representation for students on campus. The Students’ Association has a variety of services including advice and support on Austudy; academic appeals and exclusion; subsidised photocopying; part-time employment service; passport photographs; faxes; safety cards; an annual women’s handbook; typewriter and sewing machine hire; free condoms, tea and coffee; microwave facilities; Women's room; and Parent’s room. The Students' Association also operates the Info Centre, the one-stop shop for all student information needs.
Location: 1B 17 Phone: 6201 2000
http://www.theucsa.org.au
University of Canberra Union (UCU)
UCU is the community centre of the University and is responsible for a wide range of services including food and beverage facilities, lounges, a theatre and general recreational areas, Union shops, Fitness and Recreation Centre, conference and catering facilities, and a Post Office. It organises a range of social, cultural and sporting activities throughout the year.
Phone: 6201 5367
www.canberra.edu.au/ucu/about

Safety on Campus
The Security Section is located in Building 1 on the Concourse, Room 1B23. Officers patrol the campus and are on call round the clock to deal with inquiries and provide assistance. A Unisafe Emergency Telephone is visible to the right of the entrance.

At night, Security will escort students and staff to car parks and residences. This service is available as time permits by phoning ext 2222.

Safety Tips:
• Report any suspicious behaviour on campus to Security. Prompt reporting of incidents helps prevent recurrences.
• Be alert and walk purposefully. Confidence deters attackers.
• Use the 'Preferred Pathways' which are better lit and used by more people. Information on www.canberra.edu.au/university/maps/preferred-pathways
• If threatened, be prepared to scream 'No!' and get away.
• Take a self defence course.
• When you're socialising, drink in moderation.

INSURANCE COVER FOR STUDENTS
The University maintains insurance policies to protect itself against a variety of risks and exposure. The policies cover matters such as public liability, personal accident, travel, field trips, internships and placements, personal injury and property loss or damage

The University does not provide insurance to cover private belongings including those located in the residences. It is up to individuals to make their own arrangements for insurance cover. Privately-owned motor vehicles which use car parks and roads in the University grounds are NOT covered by the University as these are public facilities controlled by the ACT government. Owners and drivers using these facilities do so at their own risk. For more information contact the University’s Audit, Risk and Contracts Co-ordinator.
STUDENT VISA REQUIREMENTS

If you are on a student visa you are required to fulfill the following with regards to your enrolment:

*You must satisfy attendance and course requirements and maintain a valid enrolment for your course:*

- You must be full-time and attend all classes.
- You must make satisfactory academic progress. As a guide you must pass 50% of your units over 2 consecutive terms. Students who do not make academic progress will be placed on probation and be given an intervention program to assist them. Students who do not meet the terms of their probation will have their enrolment cancelled.

*You must not work unless you have been granted permission to do so*

If you were granted a Student visa on or after 26 April 2008, you and your dependent family members will already have permission to Work automatically included with your visa.

- You do not need a visa label to be placed in your passport as evidence of your work rights. Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system. Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so. Further information on how to access VEVO is available.

- You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. Here is the link to the tax office to apply for your tax file number: [http://www.ato.gov.au/individuals/content.asp?doc=/content/38760.htm](http://www.ato.gov.au/individuals/content.asp?doc=/content/38760.htm)

- You can work for a maximum of 20 hours per week during the teaching term and fulltime during semester breaks.

- The Fair Work Ombudsman has a dedicated online resource that can assist you with information about your rights and responsibilities for working within Australian. The information is available online in Hindi, Chinese Portuguese, Thai, Korean and Nepali. It will provide you with a simple and concise explaining of your workplace rights and it is important for you as a student be aware of your rights while working in Australia. Here is a link to this information: [www.fairwork.gov.au/internationalstudents](http://www.fairwork.gov.au/internationalstudents)

*You must leave Australia before your visa expires.*
You must complete your course in the stated duration of your enrolment.

- Should circumstances arise where you will not complete your course on time the College will be required to organise an extension of your visa. For example:- If you fail a unit, you will be required to repeat that unit and this will extend your study time. This also means that you will receive a new offer which you will need to accept and return back to Admissions. New COE’s will be then issued.

An Important Note: It is very important that you remember to accept your new offer.

You must remain with the education provider you originally enrolled with for the first six (6) months of your course or, if the course is less than six months, for the duration of your course.

- Should you decide to change your education provider within the six (6) month period you will be required to make an appointment to see the Senior Program Co-ordinator and complete a withdrawal form. This does not mean that leaving us for another provider will be approved automatically.
- If you change education provider you must inform your current education provider within seven (7) days of issue of an ECOE.

You must advise your education provider of your residential address within seven (7) days of your arrival in Australia and must advise any changes of address within (7) days.

- To update your address you need to go to MyUC.

You must maintain your Overseas Student Health (OSHC) cover while in Australia.

- As an international student, it is a requirement of your visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services.
- If you have been studying at the University of Canberra English Language Institute (UCELI) then you will already have your OSHC Worldcare Card.
- New students will need to follow the instructions below to receive their card.
- Go to the following link  
Your policy number will be your Student Identification No. : u3xxxxxx, followed by your family name and date of birth.

You can find further information about your policy at the following link: https://www.oshcworldcare.com.au/Default.aspx

If you need to renew or update your membership details you can do this at the following link: https://www.oshcworldcare.com.au/member_student/login.aspx

A OSHC Worldcare Representative is available on Campus. This may change from time to time due to unforeseen circumstances.

Where: Student Centre, Building 1 off the main concourse

When: Monday 9:00am – 12:00pm and 1:00pm - 5:00pm
       Wednesday 9:00am – 12:00pm and 1:00pm - 5:00pm

Urgent Matters: Call 136742 or email: actcsr@worldcare.com.au
                24 hours Emergency helpline: 1800 651 349

This is just an outline of what is required, if you need further information you should refer to the following link for the Department of Immigration
http://www.immi.gov.au/students/visa-conditions-students.htm
**PART 2 - ENROLMENT INFORMATION**

**About your Diploma Programs**

The University of Canberra has accredited the following Diplomas. They are taught by the University of Canberra College on behalf of the University of Canberra.

| Diploma of Communication and Diploma of Communication Extended | Bachelor of Advertising and Marketing  
| Bachelor of Communication Public Relations  
| Bachelor of Media Arts Production  
| Bachelor of Journalism  
| Bachelor of Communication and Media Studies  
| Bachelor of Arts  
| Diploma of Business and Diploma of Business Extended | Bachelor of Commerce  
| Bachelor of Business Administration  
| Bachelor of Business Informatics  
| Bachelor of Economics  
| Bachelor of Management  
| Bachelor of Tourism Management  
| Diploma of Information Technology and Diploma of Information Technology Extended | Bachelor in Information Technology  
| Bachelor of Business Informatics  
| Bachelor of Software Engineering  
| Diploma of Business Informatics and Diploma of Business Informatics | Bachelor of Business Informatics  
| Diploma of International Studies and Diploma of International Studies Extended | Bachelor Arts in International Studies  
| Bachelor of Communication and Media Studies  
| Bachelor Arts  
| Diploma of Science | Bachelor of Applied Science in Forensic Studies  
| Bachelor of Applied Science in Human Biology  
| Bachelor of Environmental Science  
| Bachelor of Medical Science  
| Bachelor of Pharmaceutical Science  
| Bachelor of Science  
| Diploma of Design | Bachelor of Graphic Design  
| Bachelor of Arts in Architecture  
| Bachelor of Industrial Design  
| Bachelor of Interior Architecture  
| Diploma of Justice Studies | Bachelor of Social Science in Justice Studies  

Diplomas are studied in 2 terms and Extended Diplomas are studied in 3 terms.
Students with IELTS 6 are offered the 2 term Diploma. The 2 term Diploma has 8 units. Each unit is worth 3 credit points. To be awarded your Diploma you will need to earn 24 credit points.

Students with IELTS 5.5 are offered the 3 term Diploma. We call this Diploma the Diploma Extended. The 3 term Diploma has 12 units. Each unit is worth 3 credit points. To be awarded your Diploma you need to earn 36 credit points.

On successful completion of your Diploma you will be granted direct entry into the second year of the relevant degree. You will receive 2 semesters advanced standing (credit) at the University of Canberra. This is equivalent to 8 units of study.

Students from some overseas Universities and Colleges for example Renmin University, Hunan University, National Institute of Technology in Beijing, Hubei University, Kang-Nam (KU), Qingdao University have pre-arranged programs that differ from the above because they have studied some of their program at their home country University.

Students are required to complete their Diploma before proceeding to their Bachelor’s degree.

Note: Students may access other degrees at the University of Canberra but will receive less advanced standing.

Commencement of Classes
Students are required to be in class from the first day of each new term. Continuing students who are delayed should apply for leave of absence by completing the necessary application form, available from the College Reception. Enrolments close for each term on the Monday of Week 3.

Changes to your Enrolment (important)
Any changes that affect your enrolment ie withdrawal from unit or course, leave of absence, you should make an appointment to see our Senior Program Co-ordinator and complete the appropriate forms. Without you providing the appropriate paperwork and information we may not be aware that you are still enrolled with the College. If your enrolment with the College is not correct you may incur a debt or cancellation of your Confirmation of Enrolment (COE) which leads to a cancellation of your visa.

Leave of Absence (defer the term)
Students may apply for leave of absence. To apply, students must make an appointment to speak with the Senior Program Co-ordinator and complete the appropriate form available from the College Reception. You must complete at least one full term to be eligible for leave of absence. International students under the terms of their student visas can only apply for leave of absence on the basis of compassionate and compelling circumstances. Documentation must be submitted with the leave of absence application. The maximum period for leave of absence is 1 term. If a period of leave of absence commences mid term then unit grades will be applied as per the withdrawal from a unit rules. The University refers to Leave of Absence as Intermission.
Withdrawal from your Course

Students wishing to withdraw from their course must fill in an Application to Withdraw from Studies form, which is available from the College Reception and make an appointment to speak to the Senior Program Co-ordinator. Prompt notification of your intention to withdraw is essential as it may affect your ability to receive a refund (See refund policy). International students will be advised during an interview of the impact of their withdrawal on their student visa. If a student withdraws from their course part way through a term then unit grades will be applied as per the withdrawal from a unit rules.

If a student is on a student visa and is withdrawing from their course to enrol in another course at another institution you will be required to formally apply for release from your principal course. For most students your principal course is your University of Canberra Bachelor’s course and this means you will need to get approval from the University. The College will assist you with this process. Should your request to be released from your principal course to transfer to another provider be denied you have the right to appeal this decision. Information regarding your appeal is available, through the Student Grievance Resolution Policy and is available at the back of this handbook.

Withdrawal from a Unit (subject)

Students wishing to withdraw from a unit should submit the appropriate form available from the College Reception. Approval to withdraw from a unit is not automatic and approval will depend on the reasons for making the application. Students who are on student visas are required to study full time and this limits their ability to withdraw from a unit. Students who withdraw from a unit before the end of week 4 of term will be eligible for an adjustment to their fees. Students withdrawing after week 4 of term are not eligible for a refund.

Students who withdraw before Friday of week 4 of term will have the unit removed from their academic record. If you withdraw after week 4 but before the close of business on the Friday of week 7 your Statement of Results/Academic Transcript will show the unit with a withdrawn result. Students who withdraw after the close of business on the Friday of week 7 of term will be deemed to have failed that unit and their Academic Transcript will show a fail grade (NW). A fail grade awarded in these circumstances can be changed to a withdrawn result on the grounds of illness or some other valid reason.

Changing your Course to a New Diploma

Any student wishing to apply to change their Diploma should submit the appropriate application form available from the College reception by no later than Friday of week 2 and make an appointment to see the Senior Program Coordinator. Approval to change Diplomas will be subject to an interview. A change of course may result in an increase in fees.
The process is summarised in the flow chart below.

Do you need an Extra Term to complete your Diploma?

Students may need to extend their study duration due to an approved leave of absence, to repeat failed units or as part of an approved study plan where a student was at risk of not meeting satisfactory course progress. For students on a student visa this will require you to extend your student visa. The required process is summarised in the diagram on the following page.
Advanced Standing (status) and Recognition of Prior learning - Diploma courses only

Diploma students may apply for advanced standing or status if they have completed similar units in other qualifications. Status is equivalent to the achievement of a satisfactory pass in that unit. It is granted to students who have successfully completed studies, which are judged to be similar in standard and content to the unit in which status is being sought.

If you are applying for status or RPL you must submit the appropriate application form from the College Reception. There are no fees charged for your application. You will also be required to attach all the necessary documentary evidence needed to support your application. The documentation you will need to supply differs according to the unit, and you should consult the list provided with your application form (set out below) to determine the evidence you must submit. If the evidence you submit is not enough to assess your application properly, you will be contacted and invited to submit more information. Your application will be put “on hold” until you have provided sufficient evidence to support your application. You should make your application as early as possible. If you are concerned about not having enough evidence for your application, please submit it and we will put your application “on hold” while you complete collecting your evidence. If you are applying for advanced standing for a unit you are currently enrolled in you must continue to attend classes and participate in the unit. Any adjustment to College fees as a result of receiving status is normally through a credit transfer to the following term’s fee. You will be informed...
of the outcome of your application in writing. If your application is unsuccessful the written response will provide an explanation of why your application was unsuccessful.

Computing General: Diploma Extended only
All students may sit a Pre-test to demonstrate current competency. Students must achieve a score of 80% in the competency test to be granted advanced standing. All students are required to attend the Computing General introductory lecture, complete the Computer Survey and attend the Occupational Health and Safety lecture.

English Language and Culture 1 and 2: Diploma Extended only
Students do not receive advanced standing for English. Students with a higher level of English proficiency will study a revised program. All Diploma students who have not studied at UCELI will sit an English pretest to assess their current English language proficiency. Students who have studied at UCELI will be placed according to their UCELI results. Note Students from UCELI can choose to do the pre-test if they want to go into a higher level of English.

Students will be placed into one of the following English language programs.

Program 1
Term 1 - English 1 Language and Culture
Term 2 - English 2 Language and Culture

Program 2
Term 1 - English 2 Language and Culture
Term 2 - Academic English

Program 3
Term 1 - Academic English
Term 2 - Elective or Student Tutor Program

All other Units
Application for advanced standing in any of these units should be supported by statement of results for equivalent units, course descriptions or outlines and curriculum, the name of the textbook used in the unit, as well as copies of completed assessment tasks if possible. The University of Canberra must approve your application for status.

Attendance
Attendance is recorded in lectures, tutorials, seminars, workshops and laboratories. Students must take ID cards to all classes, as most attendance will be recorded by scanning ID cards. The College will check student attendance throughout the semester. Individual students may be placed on a specialised attendance monitoring program should they be seen as being at risk of not making satisfactory student progress due to poor attendance.
Students who have a poor attendance record find it difficult to keep up with the work being presented. There is a strong correlation between poor attendance and failure in a unit. Additionally many units include a continuous assessment mark as part of their assessment. Poor attendance means you are not in class to participate and makes it difficult to pass this part of the assessment. The criteria used to assess participation will be found in the unit outline for each unit.

If you are unable to attend classes due to illness or other serious misadventure then you should contact the University of Canberra College Reception. You will be required to fill in a notification form together with supporting evidence (for example, medical certificate that states you were unfit for study and includes the dates).

If illness prevents you from meeting deadlines for formal assessment (assignments or essays) you should contact the University of Canberra College Reception within 3 working days of the assessment date and fill in an Application for Special Consideration with supporting evidence (for example a medical certificate).

If you are ill prior to the commencement of an examination you are advised not to sit the examination and to seek medical attention. You will be required to ask your doctor to complete the College approved form rather than submit a medical certificate. This form will require the Medicare provider number and signed by the Doctor. This is so we can be sure that your illness did impact on your assessment. Should you neglect to do this and your medical certificate does not give us enough information then you will be asked to go back to the doctor. This form is available on the College Moodle site. Certificates of Attendance and Letters of Support are not acceptable.

In the event of an illness during an examination session you must notify the examination supervisor in charge at the time, and submit the same supporting documentation as for illness which affects formal assessment within 3 working days.

Students who were absent from an examination due to illness or misadventure may be required to sit a deferred exam. The decision to sit a deferred exam is at the discretion of the University of Canberra College and will be consistent with the assessment policy for that unit and the College’s examination policy found in this handbook. You will be required to sit the deferred exam on the announced date unless your medical certificate indicates that you will not be fit on that date.

If you are too ill to attend the Doctor on the day you have missed classes or you missed an assessment task then you are required to attend the Doctor as soon as possible. Medical Certificates which are back dated will not be accepted where the time span is greater than 3 days.

Note:- Certificates of Attendance at a Doctor’s surgery are not accepted as Doctor’s Certificates. Letters of Support are also not accepted as Doctor’s Certificates. Your doctor’s certificate must be from a registered Medical practitioner.
PART 3 - ASSESSMENT INFORMATION

You will receive information regarding assessment for each unit that you study. This information is found in the Unit Outline for each unit and includes the method of assessment, the relative weight of the assessment tasks and the due dates. You should familiarise yourself with the assessment requirements for each of your units. It is your responsibility to ensure that your assessment tasks are handed in by the due dates.

Feedback
Feedback is information returned to students on their progress in their course or unit. The information can be in the form of marks or grades and or comments and suggestions. Please take the opportunity to discuss this feedback with your tutors and lecturers so that you have an understanding of where you can make improvements.

Extensions for Assessment Submission
Students can apply an extension to the due date for submission of an assignment on the grounds of illness or other unavoidable and verifiable personal circumstances. Please come to the College reception and fill in an application for Special Consideration. Documentary evidence may be required to grant your application for an extension. The Unit Convenor will decide whether to grant an extension and the length of the extension. Please read the section on attendance for further information.

The maximum time for an extension is the Friday of the first week of the next teaching period. A further extension is only permitted under certain circumstances. Students granted an extension will be given a WH Grade if the extension extends beyond release of results.

Grades and Descriptors
For final assessment in the unit, the result will be one of the following grades: HD, DI, CR, P, UP or Fail. The following descriptors are used as a guide to determination of grades.

<table>
<thead>
<tr>
<th>DESIGNATED GRADE</th>
<th>VERBAL DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Distinction (HD)</td>
<td>Work of outstanding quality on the learning outcomes of the unit, which may be demonstrated in areas such as criticism, logical argument, interpretation of materials or use of methodology. This grade may also be given to recognise particular originality or creativity.</td>
</tr>
<tr>
<td>Distinction (DI)</td>
<td>Work of superior quality on the learning outcomes of the unit, demonstrating a sound grasp of content, together with efficient organisation and selectivity.</td>
</tr>
<tr>
<td>Credit (CR)</td>
<td>Work of good quality showing more than satisfactory achievement on the learning outcomes of the unit, or work of superior quality on a majority of the learning outcomes of the unit.</td>
</tr>
<tr>
<td>Pass (P)</td>
<td>Work showing a satisfactory achievement of the learning outcomes of the unit.</td>
</tr>
</tbody>
</table>
### Ungraded Pass (UP)
Work showing achievement of the learning outcomes of the unit to a satisfactory level or better.

### Fail (NW, NX, NC, or NN)*
Work showing an unsatisfactory achievement of one or more learning outcomes of the unit, and not qualifying for the grade of pass.

- **NW**: Fail result based on written notification of withdrawal from a unit after due date
- **NX**: Fail result based on failure to reach a pass grade having completed all the assessment requirements
- **NC**: Fail result based on failure to complete one or more of the assessment items for the unit
- **NN**: Fail result based on non participation in a unit

### Interim grades

<table>
<thead>
<tr>
<th>Interim grade</th>
<th>Letter grade</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Withheld result</td>
<td>WH</td>
<td>Circumstances such as extensions to submission of assessment items</td>
</tr>
<tr>
<td>Deferred result</td>
<td>DX</td>
<td>Deferred examinations</td>
</tr>
<tr>
<td>Supplementary result</td>
<td>SX</td>
<td>Supplementary assessment</td>
</tr>
</tbody>
</table>

- **WHC**: Student conduct investigation
- **WHE**: Student assessment extension
- **WHH**: Academic investigation of assessment (ie review of assessment items)
- **WHX**: Student on exchange program

At the end of each teaching term results will be available through MYUC.

Student results will not be given out over the telephone and will not be given to a third party unless written consent has been given by the student to the College, or by prior arrangement.

The following table represents the relationship between letter and numerical grades at the University of Canberra College and the University of Canberra for both individual assessment items and the final result for the unit:

<table>
<thead>
<tr>
<th>GRADE</th>
<th>LETTER GRADE</th>
<th>NUMERICAL GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Distinction</td>
<td>HD</td>
<td>85%-100%</td>
</tr>
<tr>
<td>Distinction</td>
<td>DI</td>
<td>75%-84%</td>
</tr>
<tr>
<td>Credit</td>
<td>CR</td>
<td>65%-74%</td>
</tr>
<tr>
<td>Pass</td>
<td>P</td>
<td>50%-64%</td>
</tr>
<tr>
<td>Fail</td>
<td>N</td>
<td>0%-49%</td>
</tr>
<tr>
<td>Ungraded Pass</td>
<td>UP (Ungraded pass) for units assessed on a Pass/ Fail basis only</td>
<td>50%-100%</td>
</tr>
</tbody>
</table>

Note: some of your units require more than 50% to pass. You need to check each unit outline.
Moderation in Cases where results may lead to failure of the unit

When the work of a student is awarded a mark or grade that leads to a fail grade in a unit, the work must be reassessed by another staff member in that discipline.

Supplementary Assessment (including examinations)

Supplementary assessment including supplementary examinations is a form of assessment designed to give eligible students a second chance to pass a final unit of study. To be eligible to undertake supplementary assessment in a unit:-

- a student must be enrolled in their final term of study
- have failed a single unit with a final mark between 45-49% in the unit and
- have passed all other units taken that semester

The failed unit must be the final unit required to complete the academic requirements of their course.

Supplementary assessment will only be assessed on a pass/fail basis in the supplementary task and the unit.

If you believe you are eligible for supplementary assessment you should contact your unit convenor for the failed unit.

Examinations

Information on Examinations is in the policy section of this Handbook.

Deferred Examinations

A deferred examination enables eligible students to complete a final exam at a later time because of illness or other unavoidable and compelling circumstances. You must complete an application form available from the College reception within 3 working days of the missed examination. Applications lodged after three working days may be considered if circumstances made it impossible to lodge the application on time. For example a ongoing serious illness.

Illness during the Exam Period

If you are ill prior to the commencement of an examination you are advised not to sit the examination and to seek medical attention. **You will be required to ask your doctor to complete the College approved form rather than submit a medical certificate. This form will require the Medicare provider number and be signed by the Doctor.** This is so we can be sure that your illness did impact on your assessment. Should you neglect to do this and your medical certificate does not give us enough information then you will be asked to go back to the doctor. This form is available on the College Moodle site. Certificates of Attendance and Letters of Support are not acceptable.
In the event of an illness during an examination session you must notify the examination supervisor in charge at the time, and submit the same supporting documentation as for illness which affects formal assessment within 3 working days.

Students who were absent from an examination due to illness or misadventure may be required to sit a deferred exam. The decision to sit a deferred exam is at the discretion of the University of Canberra College and will be consistent with the assessment policy for that unit and the College’s examination policy found in this handbook. You will be required to sit the deferred exam on the announced date unless your medical certificate indicates that you will not be fit on that date.

Review of Results

Students who are dissatisfied with a grade on their final result or for marks received on an assessment task for a unit may seek a review of their result. The procedure is outlined below.

Grounds for Review

The grounds for a Review of Results exist where a student considers that the result was caused by:

- The published assessment procedures on assessment not being followed;
- The assessment procedures not giving reasonable guidance to students;
- An error in processing the assessment results has occurred.

Examples include the unit outline not being followed, changes to the assessment without the knowledge of the student, or misleading feedback on progress.

The Review Process

Step 1
Students consult their lecturer and arrange to see their examination and/or assessment papers. In the case of the final exams the College arranges a viewing of papers day. The date and time of this day is announced with the release of results.

Step 2
If after consultation and discussion the student wishes to take the matter further, the student makes formal application for review of results by completing the relevant application form. The matter will then be referred to a review panel. This panel will consist of three staff members, 2 academic and 1 administrative member. The academic members will be staff who are not responsible for teaching that unit at the University of Canberra College.
The panel will

- Check the student’s results to ensure that all marks have been entered and calculated correctly.
- Conduct the appropriate review eg arrange a remark of the assessment task with an independent marker, examine the reasons for applying penalty marks to an assessment task.

Any remark of an assessment task will be a blind remark. Notification of the outcome of the review will be made in writing.

**Step 3**
If the outcome of the review panel is not satisfactory to either the student or the lecturer of the unit an appeal may be lodged with the Student Appeals Committee at the University of Canberra

Notification of the outcome of the review will be made in writing.

**Academic Progress**

Student progress will be checked at the end of each term to monitor progress and identify students who are at risk of not making satisfactory academic progress.

Students who fail one or more units in a term will receive a letter and email advising them of the specific services on offer at the University of Canberra to support their academic progress.

An intervention strategy will be implemented when a student fails 50% or more of their units in any single term. The intervention strategy will be designed to support a student’s studies so that they are not at risk of failing to make satisfactory academic progress.

Students who fail to pass 50% of all units studied for 2 consecutive terms will be placed on academic probation with conditions on continuing the course. Students who fail to meet their conditions of continuation may be excluded. Students will be given an opportunity to provide a statement of reasons as to why they should be excluded from their course of study. A student who provides a statement of reasons will be notified of the final decision in relation to their academic standing. Any subsequent appeals must be in accordance with the Student Grievance Resolution Policy. See the policy section of this handbook.

Students who fail a unit will be required to repeat that unit. Normally, students are only permitted to study a unit twice. You may be eligible to study a unit a third time but will be required to prove that you have strategies in place to ensure a favourable outcome. If you are approved to study a unit for a third time you will be placed on probation with conditions for continuation. Students who fail to meet their conditions of continuation may be excluded.
If you are excluded from your course you may reapply for your course after the period of exclusion has expired.

Students, who have been placed on academic probation and then apply for a “Leave of Absence” that is approved, will remain on academic probation on their return to study.
PART 4 - FEES

Fee Statements

International student fees are made up of:-
- Tuition fees
- Student Services and Amenities Fee
- Overseas Student Health Cover Payment

Tuition fees cover the cost of providing
- The course of study
- Access to the University Library, Computer Centre and other campus facilities and services
- Airport reception and orientation

Amenities and Service Fees

All University of Canberra students are required to pay a Student Services and Amenities Fee (SSAF) each semester to cover the provision of student support services. The fees are subject to annual review and may increase from year to year.

The SSAF is identified separately in the offer letter sent to International students and in the fee invoice. The University of Canberra website shows what how the revenue from SSAF is spent.

Overseas Student Health Cover (OSHC) Payment

The Australian Government requires international students to be covered by medical insurance (OHSC) for the duration of their study. OSHC must be paid together with the relevant tuition and Amenities and Services fees when students accept their place in the course.

OHSC can be paid either for the duration of the course of study or for a minimum of 12 months. Students paying OSHC annually are responsible for renewing their health cover directly with Wordcare Assist, the University’s current provider for medical insurance for international students. Fees charged by Worldcare assist may change on an annual basis.

Fee Statements

Fee statements for each term will be mailed to you from week 2 of that term. You can also print your fee statement from My UC. Fees must be paid by the due date on the statement but no later than Friday of week 4 (census date) of each term. Students who have not paid fees by the due date will be encumbered. This means that all services including email, moodle access and library services will not be available. Additionally students with unpaid fees by the census date will receive a formal letter notifying them of the College’s intention to exercise its right to cancel enrolment.

Students with outstanding fees at the time of release of results will not have their results made available to them and will not be able to either progress to the following term or graduate to the University of Canberra.
The College will assist students who are experiencing difficulties in paying their fees by the due date. Please make an appointment to see the Business Manager at reception before the fee due date to discuss payment options. Depending on circumstances students may have the option of applying for an extension of the fee due date or a fee payment plan.

The Diploma course fee will increase yearly for all new students and existing Diploma students extending their period of study past the original period of offer. Continuing students will not be levied the fee increase.

Refund Policy

The University of Canberra College has a fee refund policy for situations where special circumstances exist.

The University of Canberra College will refund 100% of the tuition fees that you have paid if your application for a student visa is unsuccessful. You should write to the Academic Director, University of Canberra College promptly if your visa application is denied so that we can commence the refund procedure as soon as possible. You must include the original rejection letter.

The University of Canberra College will refund 100% of the tuition fees that you have paid if the course the University of Canberra College offers does not start on the agreed starting day, the course stops being provided after it starts and before it is completed, or the course is not supplied fully to you because the University of Canberra College has had a sanction imposed.

If you change your mind about studying at the University of Canberra College you should advise us in writing of this decision. We will agree to a refund if you meet one or more of the following conditions:

a) You change your mind before getting your visa.

b) After you get your visa you are unable to travel to Australia because of family illness. (We would expect that you would advise the immigration office of this and arrange for your visa to be cancelled. You should provide us with evidence of this cancellation).

c) After arriving in Australia you are required to return to your home country because of illness or other special circumstances. (Again we would need to see that you had made arrangements with DIAC to change the duration of your student visa to enable return home only).

Your eligibility for a refund will depend on when we have received advice of your decision:

- If advice is received after accepting your offer but prior to the first day of teaching we will refund 100% of the tuition fees paid.
- If written advice is received before 5:00pm on Friday of Week 4 of the term then we will refund 50% of the tuition fees that you paid.
• If the written advice is received after 5:00pm on Friday of week 4 of the term you will not be eligible for any refund.

**NOTE:** Please note that we are required to advise the Department of Immigration and Citizenship of changes to your study program and a withdrawal of your application may result in changes to your entitlement to enter or remain in Australia.

Refunds will be reimbursed in Australian dollars. Agency fees, if applicable, cannot be refunded. Refunds will be paid within 4 weeks after we have received your application in writing.

When you sign your application form to study at the University of Canberra College you agree to the above Refund Policy. Please note that this refund policy does not remove the right for a student to take further action under Australia’s consumer protection laws or through the College’s dispute resolution processes.
PART 5 - STUDENT CONDUCT AND BEHAVIOUR

Student / Staff issues

The staff of the University of Canberra College are committed to the delivery of high quality programs that emphasise the academic needs of the individual student. If you as a student have any concerns then do not hesitate to contact the Administration Reception and discuss these issues with us. Teaching staff will ask you to complete a unit evaluation at the end of each teaching term. This will provide you with an opportunity to provide us with feedback so that we can continually improve our teaching and the way we do our work.

It is important that all students at the University of Canberra College achieve their academic goals. While all staff at the College will endeavour to provide students with the services and facilities needed to assist students in achieving their goals each student also needs to take responsibility for their own learning as well as respecting the rights of other students who are also endeavouring to achieve success. Accordingly the following responsibilities and code of conduct have been developed.

Students’ Responsibilities and Rights

1. Students are required to treat staff members with courtesy and respect.
2. Students are responsible for making themselves aware of all rules and regulations pertaining to their rights and responsibilities as students. They can expect that the University of Canberra College will make such rules and regulations readily available to them.
3. Students are expected to act in a way that respects the rights and welfare of all members of the University community. Students have a responsibility to be aware of and understand cultures other than their own, and to be sensitive and tolerant to these cultural diversities.
4. Students are expected to be familiar with all the unit information made available to them and to raise any questions or concerns with the appropriate member of Academic Staff in a timely manner.
5. Students have a responsibility to participate actively and positively in the teaching and learning process. Students should attend classes as required, maintain steady progress within the subject framework, comply with the workload expectations and submit required work on time.
6. The University of Canberra College is entitled to expect honest work from students. Cheating, plagiarism and fabrication or falsification of data are not acceptable. Students are also expected to be aware of their individual rights and responsibilities regarding the proper use of copyright material. This information is available at www.canberra.edu.au/secretariat/copyright.
7. Students are responsible for monitoring their own progress within the teaching and learning environment and the academic program. Students will have reasonable access to Academic Staff for assistance and to the various Academic Support Services.
8. Students have a responsibility to participate in the functioning of the College by providing feedback on their experience as students.
9. Students have a responsibility to treat University property with respect.
10. Students must maintain their up to date contact details in the student portal in order that the College can maintain appropriate contact with them as necessary.
11. Students must act responsibly and courteously towards others when representing the College on placements, internships, field trips, sporting events and other sponsored activities.
12. Students who belong to student organisations will act responsibly and in the best interest of all students.
13. Students are expected to be aware of their responsibilities.
14. Mobile phones should be turned off during classes.

**Students can expect:-**

1. To be treated with courtesy and respect.
2. To enjoy an environment free from discrimination, harassment or bullying.
3. To be offered a suitable orientation to their course and to the campus.
4. To have their courses monitored for quality and integrity.
5. To have access to accurate and timely course advice.
6. To be provided with information about each unit in an appropriate accessible format within a reasonable time of the unit commencing.
7. To be provided with feedback and grading of their assignments and examinations in a timely manner.
8. To be provided with a learning environment that takes account of the different characteristics of students and their varying cultural backgrounds.
9. To be provided with a positive and cooperative learning environment that allows students to have reasonable access to staff to discuss issues and problems.
10. To be provided with reasonable opportunities to participate in the functioning of the University particularly by being invited to provide feedback on unit content and teaching.
11. Access to on-campus student support services, including, but not limited to health services, social and recreational facilities, counselling services, learning assistance and child-minding facilities.
12. Access to information on the nature of academic and behavioural misconduct and access to information on the sanctions likely to follow misconduct.
13. To have their formal appeals and complaints heard in accordance with the principles of natural justice. The College will endeavour to provide a harmonious work and study environment in which concerns and complaints will be addressed and resolved as effectively as possible. Student grievances will be dealt with through a clear set of procedures provided by the College.
14. Access to information regarding total course fees and fee increases, methods of payment, and details of cancellation and fee refund procedures.
15. That the University will support and consult with relevant student organisations, within the legislative framework applying to the University and its administration.
16. That the College will use students' personal information internally in ways that are appropriate and release it outside the College only with the consent and knowledge of the student or when legally required to do so.
Dispute resolution/response to complaints

The College has policies in place, which will allow a student to:-

- apply for a review of decisions made by the College
- seek resolution of a dispute where that matter is within the control of the College
- make a complaint about the quality of administrative and teaching services offered by the College.

If you are dissatisfied with the grades or marks you received for an assessment task or your final grade then you can apply for a Review of Results. This is a separate process.

If you are seeking a review of an administrative decision, resolution to a dispute that you have been unable to resolve informally or you wish to make a complaint, then

- make an appointment to see the Academic Director, or
- telephone the Academic Director on 6201 2961, or
- send a written complaint to the Academic Director, The University of Canberra College, c/o The University of Canberra ACT 2601

The College will acknowledge receipt of your request/complaint in writing within 10 working days of receipt. Complaints will be responded to in writing. If the matter is a dispute then the Academic Director will seek to resolve the dispute but if you find that the outcome is unsatisfactory then the Academic Director will outline the Student Grievance Resolution Policy and processes for you and make arrangements to initiate that process in response to your written request. The College will aim to establish the meetings required for both stage 1 and 2 (see below) of the process within 10 working days of receiving your written request.

Note that the College will accept and process complaints made by friends, family and organisations on your behalf but only if you provide written permission. We will respect your right to privacy and anonymity should you request this. You may use the complaints procedures if you feel that the College has breached your right to privacy. Special arrangements will be made if you feel your language or literacy skills or disability will result in making it difficult for you to adequately present your case.

The process for dispute resolution and appeals

Stage 1 - Informal Resolution

Stage 1 of the process will be to seek a resolution through negotiation. The College believes that most disputes should be resolved at this stage and will endeavour to offer fair and reasonable remedies. It will assist you to achieve this by providing a mediator should you feel uncomfortable about talking to the other party. You may also arrange to have friends, family or another organisation (e.g. students association) to assist you.

Stage 2 - Formal Resolution through the University of Canberra
**Stage 2** of the process commences if you are dissatisfied with the outcome from Stage 1. You can apply to have the matter heard through the University of Canberra’s dispute resolution process. A copy of the University of Canberra’s dispute resolution process is available in the policy section of this handbook as well as in the policy section of the College website.

**Stage 3 - External Review**
A student may approach the ACT Ombudsman for a review of a decision of the University Student Appeals Committee. More information about lodging a complaint is available at: http://www.ombudsman.act.gov.au/

The dispute resolution process does not remove the right for a student who is concerned about the conduct of the University of Canberra College to contact Officers of the Department of Education, Training and Youth Affairs or to take further action under Australia’s Consumer Protection Laws.

**Student Conduct Rules**

University of Canberra College students are subject to the Statutes and Rules of the University of Canberra and to the directions of its officers. A student may be excluded from the University of Canberra College and the University if the Student Conduct Committee is satisfied that there has been a breach of the **Student Conduct Rules**. Copies of the Statutes and Rules are at http://www.canberra.edu.au/university/governance/legislation

Students are particularly asked to note the section on Academic Integrity below

**Academic Integrity**

Student academic integrity, based on the principles of ethical behaviour and a respect for knowledge, is fundamental to the academic environment at the University. Good scholarship involves building on the work of others but this use must be acknowledged and proper attribution made. Cheating, plagiarism, and falsification of data are dishonest practices which contravene academic values. The University regards academic dishonesty as a serious offence and a penalty will be imposed on anyone found guilty of such conduct. The two main forms of academic dishonesty are plagiarism in assignments and misconduct in examinations.

**Plagiarism** means claiming and using the thoughts or writings or creative works of others without appropriate acknowledgment or attribution. It includes:

a) copying part or all of another student’s assignment;

b) allowing another person to write some or all of an assignment;

c) copying paragraphs, sentences or parts of sentences directly from texts or the internet without enclosing them in quotation marks or otherwise showing them to be copied - even if the source is acknowledged, this is still plagiarism;

d) using concepts or developed ideas, even if paraphrased or summarised, from another person, from texts or the internet without acknowledging the source;
e) copying graphics, architectural plans, multimedia works or other forms of intellectual property without appropriate acknowledgment.

**Misconduct in an examination includes the following forms of dishonesty:**

a) using a substitute or acting as a substitute to undertake an examination;  
b) using unauthorised materials or prohibited electronic devices, such as mobile phones, in an examination;  
c) not complying with the University’s instructions for students for an examination.

**Other forms of academic misconduct include:**

a) the fabrication or falsification of data or results of laboratory, field, or other work;  
b) submitting for an assessment item any work previously submitted for an assessment item relating to that unit (except with the approval of the University staff member who administers the unit of study);  
c) assisting another student to commit an act of academic dishonesty.

**Responsibility of the University**

The University has an obligation to:

a) set in place policies and procedures relating to academic integrity;  
b) provide training for staff to minimise opportunities for academic dishonesty, and to help staff deal with any instances;  
c) provide advice for students to avoid plagiarism;  
d) provide students accused of academic misconduct proper opportunity to answer allegations;  
e) provide and advertise a process for students to appeal decisions involving academic misconduct;  
f) maintain records of established academic misconduct in a Student Academic Misconduct Register.

**Responsibility of Students**

Students have a responsibility to:

a) read, understand and respect the policy and rules concerning academic integrity;  
b) familiarise themselves with the conventions of referencing in their discipline;  
c) familiarise themselves with conduct and materials permitted in examinations;  
d) avoid all acts which could be considered instances of academic dishonesty.

The Academic Integrity Module (AIM) is an online resource that students can use to familiarise themselves with values and practices in relation to academic integrity, including conventions and examples of APA and Harvard referencing systems. Email the Academic Skills Program for more information at asp@canberra.edu.au
Penalties

If a Unit Convenor decides that plagiarism may have occurred, the matter will be referred in writing to the Associate Dean (Education) in the Faculty. On the basis of the information provided, the Associate Dean (Education) will decide whether a Summary Inquiry will be conducted or no further action will be taken.

If a Summary Inquiry finds the student has committed an offence, penalties include:
- failing the student in the assessment item;
- requiring additional assessment towards a unit; and
- recommending to the delegated Faculty body that the student be failed in the relevant unit.

Alternatively, in more serious cases, the matter may be referred to the Student Conduct Committee if the seriousness of the offence warrants a Committee Inquiry. A Committee Inquiry may result in the student being fined, suspended or excluded from the University. Further details can be found in the Student Conduct Rules 2009. The Students’ Association is available to advise students who are concerned with possible breaches of the rules.


Sexual Harassment
Sexual harassment, as described in the “Sex Discrimination Act 1984” is a form of sexual discrimination which is illegal and formally opposed by the University. The University has procedures for dealing with complaints of sexual harassment. These procedures take account of the sensitive nature and unequal power structure which can characterise sexual harassment, and the consequent fears of victims about making complaints.

The Student Equity and Support Office (ph 6201 2333, email; studentequity@canberra.edu.au) should be contacted for any complaints of sexual harassment by a University staff member. The Dean of Faculty for nominee) should be contacted for any complaints of sexual harassment by a student.
PART 6 - POLICIES

HEALTH AND SAFETY POLICY

The University of Canberra College is committed to undertaking its activities in a healthy and safe manner without detriment to the environment. Its health and safety objectives are:

- To eliminate or reduce to a minimum the hazards and subsequent risks which may result in occupational injury or disease; and
- To promote safe work practices and positive health and lifestyle behaviours

As a student of the College you have a duty to comply with our occupational health and safety policy by conducting your work and tasks safely and without detriment to others. You are also asked to report any hazards to the administration office so that we can take the appropriate action.

SMOKING POLICY

Smoking is prohibited in all outdoor eating and drinking areas, including the Hub, Sizzle Cafe and areas directly outside the refectory and will be appropriately signposted. Smokers must use the designated smoking areas around campus – refer to the map below for designated smoking areas. The UC Smoking Policy states that students and staff must:

- Comply with this policy and refrain from smoking in all areas except those designated as smoking areas.
- Co-operate with directions from employees and other students in relation to smoking in non-designated smoking areas.
- Be polite when asking smokers to stop smoking in a non smoking area.
- If you are a smoker and are approached to stop smoking, you are expected to comply with the request and to not be argumentative.

If a student is found repeatedly failing to comply with the policy, the non-compliance will be managed in accordance with the University’s misconduct policies.
Map indicating smoking designated areas
STUDENT CONDUCT

Section 1 - Prohibited Conduct (General)

A student must not:

Wilfully or negligently damage, destroy, lose, remove without permission or otherwise interfere with:

- Any property of, or under the control of the University of Canberra College or the University of Canberra

Or

- Any property of an officer or employee of the University of Canberra College or the University of Canberra

- Enter a part of the University of Canberra grounds in contravention of a direction by the Vice Chancellor

- In connection with the provision of information required by the University of Canberra College make a false or misleading statement or engage in or be party to conduct intended to deceive

- Obstruct, or attempt to obstruct, an officer or employee of the University of Canberra College or the University of Canberra in the performance of his or her duties

- Engage in conduct that hinders or prevents the use by other students of any of the University’s facilities or the attendance of students at a class conducted by or for the University of Canberra College

- Engage in a course of behaviour offensive to:

  - An officer or employee of the University of Canberra College or the University of Canberra

Or

  - A student of the University of Canberra College
Section 2 - Student Misconduct During Examinations / in Submitting Assessment

Student misconduct is defined as:

a) Cheating
b) Plagiarism.

Plagiarism is the appropriation by reproducing, paraphrasing, summarising or otherwise acknowledgement. Plagiarism includes submitting work prepared by another author, including another student, as one’s own work.

c) Fake claims on work done. Only sources actually consulted should be included in references. Where they have been found in others’ work the actual source read should be cited not the original work.

d) Other forms of deception and dishonesty such as taking unauthorised notes, books or other unauthorised materials into an examination.

e) Submitting the work of another person, whether in whole or in part and whether with or without the knowledge of the other person.

f) Failing to comply with the University’s instructions to students in relation to an examination.

g) Acting, or assisting another person to act dishonestly in, or in connection with an examination or assessment task.

h) Submitting fake claims of results.

The action for proven student misconduct during examinations or in submitting assessment could range from the award of a fail grade for the piece of work in relation to which the misconduct has occurred, failure in that subject (unit), suspension or expulsion from the College.

Section 3 - Procedures Relating to Prohibited Conduct/Student Misconduct - check

The University of Canberra College and the University of Canberra regard student misconduct as a serious offence. Staff will report Students who are suspected of misconduct to the Academic Director for an interview. This interview is called a Summary Enquiry. Students will be notified in writing of the date of the summary enquiry and the reasons for the enquiry. Students can attend the interview and/or provide a report on their defence of the incident. The Academic Director will make a decision.

The Academic Director can:

- Reprimand the student
- Order the student to pay compensation in respect of any damage, destruction or loss resulting from the student’s breach of conduct
- Order the suspension of a student from the University of Canberra College
- Order the exclusion of a student from the University of Canberra College
- Declare that no further action is to be taken in relation to the matter

In the case of student misconduct during examinations or in submitting assessment the Committee of Inquiry can:
• Award a fail grade for the piece of work in relation to the misconduct
• Award a fail grade for that subject
• Order the suspension of a student from the University of Canberra College
• Order the exclusion of a student from the University of Canberra College
• Declare that no further action is to be taken in relation to the matter

Section 4 - Appeal Against a Decision of the Committee

A student may appeal the decision of the Academic Director. Student appeals go to the Dean of Students on campus.

EXAMINATION POLICY

Unauthorised Materials

Unauthorised materials are not permitted in the exam room. These include:-
• Notes, books, printed material, writing paper, except where listed as permissible materials.
• Any device, which might disturb other candidates during the course of an examination such as alarms on watches.
• Any device, which can be used for obtaining information during the course of an examination such as; mobile phones, laptops, MP3 players, iPods, hand-held computers and electronic dictionaries. Any students found with unauthorised electronic devices or other prohibited material may not have their exam marked.

Permitted Materials

Permitted materials include:
• Writing materials. Pencil cases must be placed under the desk.
• Any item listed in the examination timetable for that subject.
• Where materials allowed are ‘any permitted materials,’ these include items normally expected to be used for study, such as text books and lecture notes.
• Where dictionaries are permitted they must not be electronic.

Students allowed to take in notes as part of their permissible materials will be required to hand these notes in with their exam papers.

Food or drink is not to be taken into Exam room. Items such as glucose sweets, or plain or clear water, which may be permitted at the discretion of the Invigilator.
Dictionaries/Thesauruses

Dictionaries are not permitted in the examination room unless they are listed as permitted materials. If a dictionary is permitted it must be a paper based copy. Dictionaries permitted in exams must not be annotated i.e. must not have any writing in it.

Thesauruses are not allowed as dictionaries and are not permitted unless specified as a permitted material.

Calculators

Calculators are allowed in the exam room only if specified as permitted materials.

Students are to clear the memories of programmable calculators and remove them from calculator cases before taking them into the examination room. Calculators that are not acceptable will be confiscated and returned at the conclusion to the examination.

Students should check with their unit convenor prior to the day of the examination if they are unsure whether their calculator is the approved type.

Personal Items

Students are permitted to take purses and wallets into the examination room and must place them under their desk or in their bags. Bags must be placed in the areas provided in the examination room.

The wearing of hats and other headwear that do not have a religious obligation are not allowed during exams unless permitted by the Invigilator.

Mobile phones will be required to be placed in student’s bags at the side of the examination room. If a student does not have a bag then the mobile phone will be placed in an envelope with the student’s name on it for collection after the exam.

Stationery Items

Students are not permitted to bring scrap paper into the exam. All rough workings are to be done on the blank sides of the exam question papers or on the script books provided.
Attendance/Admission at the Examination Room

Students require a current student identification card to obtain admission to the examination room. If the card has been mislaid or is not valid, you will be directed to the appropriate place or person for identification.

Students are required to be at the exam room 15 minutes before the exam is to start.

Students who arrive more than 30 minutes after the commencement of an exam will not be permitted to enter the exam room. Unless documentation supporting serious misadventure can be provided you are ineligible to sit for a deferred exam. Sleeping in is not a valid reason for securing a deferred exam.

Students are not permitted to leave the exam room in the first 30 minutes or the last 15 minutes of an examination.

Students are allowed temporary leave of absence from the exam room at the discretion of the invigilator during an examination for a visit to the toilet or due to illness.

Procedures for the Conduct of Exams

Students will be required to sit in designated seats; this will be identified by the students ID number on the desk.

Misconduct in the Examination Room

Invigilators will examine permitted materials during the exam. The Invigilator has the authority to take whatever action is necessary to prevent misconduct within the examination area. Examples of misconduct include:

- talking to another student during an exam,
- copying from another student and
- bringing in unauthorised material.

Where necessary, a report on the breach will be forwarded to the Academic Director, with copies to the Lecturer in charge of the unit in which the breach took place. The student may be escorted from the exam room. The student will be contacted by the Academic Director for an interview. A Summary Inquiry may convene as a result of the interview.

The Academic Director will discuss an alleged case of misconduct informally with the student, where possible. The Academic Director will recommend whether to conduct a Summary Inquiry or if no further action should be taken.
Examination Script Books

Script books, completed or blank, remain the property of the College and must not be removed from the examination room or the custody of the unit convenor.

Students are entitled to supervised access to their own completed exam answer sheets within 12 months of the release to the College.

The College will retain completed Script books for one year.

Illness During the Examination Period

Candidates who are unwell at the scheduled time of the examination of a unit in which they are enrolled, are advised not to undertake the examination. Candidates will be required to fill in an application for special consideration and submit a declaration from their doctor within three (3) working days. The template for this declaration will be provided by the College or can be accessed on the Moodle. Certificates of Attendance at a Doctor’s Surgery are not acceptable as evidence of illness.

Applications lodged after the due submission date may be considered if circumstances made it impossible for the application to be lodged within three (3) days. For example an ongoing serious illness.

Deferred Examinations

A deferred examination enables eligible students to complete a final exam at a later time because of illness or other unavoidable and compelling circumstances.

The following list sets out some examples of acceptable grounds for Deferred Examinations and what form of original documentation is required.

<table>
<thead>
<tr>
<th>Circumstance</th>
<th>Examples of documentary evidence required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illness or serious health problems</td>
<td>A medical or counselling certificate the College has a template that the doctor completes. This ensures that we receive sufficient information including:-</td>
</tr>
<tr>
<td></td>
<td>• the registered provider number</td>
</tr>
<tr>
<td></td>
<td>• the date on which the student was to sit the examination</td>
</tr>
<tr>
<td></td>
<td>• advice regarding the severity of the complaint and that circumstances would affect the student’s performance in the specified examination</td>
</tr>
<tr>
<td></td>
<td>• the dates when the students was affected by the illness. The doctor’s statement must be dated on, or before the date of the examination. Statements dated after the date of the examination will only be accepted in exceptional</td>
</tr>
<tr>
<td></td>
<td>circumstances.</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Bereavement – death of family member or close friend</td>
<td>Death notice or other appropriate evidence</td>
</tr>
<tr>
<td>Sporting commitments at the state or national representative level</td>
<td>documentary evidence of participation such as written advice from the team manager or an appropriate national Athlete Career and Education (ACE) adviser</td>
</tr>
<tr>
<td>Unavoidable work commitment</td>
<td>Documentary evidence from employer</td>
</tr>
<tr>
<td>Voluntary defence or emergency commitments</td>
<td>Documentary evidence from the relevant authority</td>
</tr>
<tr>
<td>Car accident or breakdown on the way to the examination</td>
<td>Police report (in the case of an accident) or a mechanic’s report (in the case of a breakdown)</td>
</tr>
<tr>
<td>Legal commitments such as jury duty or being subpoenaed to attend court</td>
<td>Documentary evidence from the Court</td>
</tr>
</tbody>
</table>

In all cases some form of documentary evidence and a declaration by the students would be required to support an application for a deferred examination. The documentation will be considered but will not guarantee that the application will be successful. This must be lodged within three days of the examination.

If students are applying for a deferred exam due to illness or health problems, the student will be required to have the doctor complete the deferred Special Consideration Form found on Moodle rather than accept medical certificates the College has a template that the doctor completes. This ensures that we receive sufficient information including:

- the registered provider number
- the date on which the student was to sit the examination
- advice regarding the severity of the complaint and that circumstances would affect the student’s performance in the specified examination
- the dates when the students was affected by the illness. The doctor’s statement must be dated on, or before the date of the examination. Statements dated after the date of the examination will only be accepted in exceptional circumstances.

The following would be generally unacceptable grounds for Deferred Examination:

- Less than four consecutive examinations (for example, two on one day, and one on the following morning);
- Sitting the examination when the student is unwell;
- Students will not be given deferred exams or special arrangements because of travel arrangements made to return home for holidays;
- Social and leisure events, including sporting (and sports training) other than at state national or international representative level;
- Misreading the Examination Timetable (including arriving more than 30 minutes after the commencement of the examination);
- Where the student could reasonably have been expected to avoid the circumstances of missing or performing poorly in the examination;
- Students will not be granted a deferred examination for an examination in a unit that has already been deferred unless there are exceptional circumstances deemed as such by the Academic Director. Students with ongoing, documented health problems...
that arose after the census date may wish to consider applying to Student Administration for a late withdrawal from the unit.

**Appeals**

If a student is not satisfied with the decision (to approve or not approve the application for a deferred examination) they may, in the first instance, seek a review of the decision by the Academic Director (who may consult with the unit convenor, course convenor or other appropriate staff).

**Supplementary Examinations**

Supplementary assessment including supplementary examinations is a form of assessment designed to give eligible students a second chance to pass a final unit of study. To be eligible to undertake supplementary assessment in a unit:

- a student must be enrolled in their final term of study
- have failed a single unit with a final mark between 45-49% in the unit and
- have passed all other units taken that semester

The failed unit must be the final unit required to complete the academic requirements of their course.

Supplementary assessment will only be assessed on a pass/fail basis in the supplementary task and the unit.

**Deferring a Supplementary Examination**

In exceptional unavoidable and verifiable circumstances a student can apply to defer the supplementary examination, subject to the approval of the College.

The criteria for considering applications to defer a supplementary examination will be the same as the criteria for considering applications to defer a final examination.
**Individual Examination Arrangements**

Special arrangements will be made for students with disabilities or special needs.

**Definitions**

The following definitions are relevant to this policy:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred examination</td>
<td>A deferred exam is an exam approved to be taken in the following week of the exam period when a student is unable to take a final exam at the scheduled time because of illness or other unavoidable and compelling circumstances. The content of the deferred exam may be different from the original exam.</td>
</tr>
<tr>
<td>Invigilator</td>
<td>A person who is employed by the College to supervise an examination.</td>
</tr>
<tr>
<td>Final Examination</td>
<td>An invigilated exam based on, for example, a test, quiz or essay paper set for students to complete in the official examination period at the end of each teaching period.</td>
</tr>
</tbody>
</table>
| Supplementary examination     | A supplementary exam is a final exam repeated by an eligible students who:  
  - is enrolled in their final teaching period;  
  - has failed a single unit, with a final mark between 45 – 49% in the unit;  
  - has passed all other units undertaken in that semester.  
  The failed unit must be the final unit required to complete the academic requirements of their course.  
  The content of the supplementary exam will be different from the original exam. |
| College examination period    | The official examination period for final exams held at the end of each College teaching period.                                                                                                |
STUDENT GRIEVANCE RESOLUTION POLICY

Date of effect 4 August 2008
Approval Original approval: Council meeting no.114 – 3 August 2007
Revision: Council - by flying minute no.14 – 4 August 2008
Documents replaced by this policy Review of Subject Results and Student Grievance Resolution Procedures
Procedures supporting this policy The procedures are in this policy.

A. Introduction

Purpose
1. This policy sets out the University of Canberra’s principles and procedures for the resolution of student grievances.

Scope
2. The policy applies to all students of the University - award and non-award, on-shore and off-shore, summer school students, students of the University of Canberra College (UCC), and students of the UC English Language Institute (UCELI).

3. In general, the policy only applies to currently enrolled students but may apply to students on intermission, past students and graduates at the discretion of the Dean of Students.

4. Grievances relating to actions or decisions that are more than one year past will generally not be considered, except in the case of compelling and/or exceptional circumstances as determined by the Dean of Students.

5. This policy applies to student grievances relating to actions or decisions taken by University staff, including matters involving administration, learning and teaching and breaches of University policy. This includes grievances in relation to unit results.

6. In general, the University does not recognise grievances relating to academic judgement. The University’s position is that academic judgement is a proper part of higher education and the learning environment. Where differences in academic judgement lead to perceived discrimination or other negative consequences then a student has a right to pursue a grievance under this policy.

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1 If an international student is issued with an intention to report notice for unsatisfactory attendance (in the case of ELICOS students) or unsatisfactory course progress, the student has 20 working days to access the University’s formal internal complaints and appeals process (as per the requirements of the Education Services for Overseas Students [ESOS] Act). The University will not cancel an international student’s enrolment whilst the appeals process is ongoing.
7. This policy will be applied according to the principles of natural justice as defined by the Human Rights and Equality Opportunity Commission (HREOC).

B. Principles

The University approaches student grievance resolution, and devises student grievance resolution processes, according to the following guiding principles.

8. The resolution of student grievances will be handled informally where possible and there is an onus on students to seek informal resolution of grievances in the first instance.

9. Student grievances will be addressed as close as possible to the source of student dissatisfaction.

10. Grievances will be resolved expeditiously and with due regard for confidentiality in accordance with the Privacy Act 1988. Students should feel secure in the knowledge that they will not suffer any form of disadvantage as a result of making a complaint.

11. The authority of the Dean of Faculty and the Student Appeals Committee to decide grievances and appeals will be respected.

12. Student grievance processes will promote the principles of natural justice and students will be treated equitably.

13. Effective, reciprocal communication and feedback will underpin the relationship between all parties in the grievance process.

14. There will be appropriate recording and communication of the outcomes of student grievances to all relevant parties.

15. Grievances will be regarded by staff as valuable input to the continuous improvement of programs, policies, procedures and services, and monitored and acted upon accordingly.

16. Grievance procedures and the support available to students will be widely publicised to facilitate access to the grievance resolution process.

C. Procedures

17. The University has established a resolution process for administrative matters and a resolution process for academic matters. (A flowchart of the steps in the resolution processes is provided at Appendix 1.)

18. A grievance relating to an administrative matter might arise in relation to a decision or action of an administrative unit of the University, for example, the levying of a late fee or a decision not to permit a student to withdraw late from a unit.
19. A grievance relating to an academic matter might include, for example, decisions or actions of individual academic staff to do with credit, progress through a course, course completion, research student supervision, or an apparent breach by a staff member in applying the University’s assessment or other academic policies.

Resolution of Student Grievances on Academic Matters

Step 1: Informal Resolution
20. While a student is free to address their grievance to any individual or body identified as having a responsibility in relation to a particular category of grievance, a student is encouraged, in the first instance, to attempt to resolve the matter informally with the individual closest to the source of the grievance. This may mean writing to the staff member whose action or decision has led to the grievance or speaking to the staff member face-to-face.

21. If the grievance is not resolved to the student’s satisfaction then, as part of the informal resolution stage, the student should normally approach the relevant Course Convener/Discipline Head in an effort to resolve the matter with the staff member concerned.

Step 2: Formal Resolution
22. If the matter is not resolved to the student’s satisfaction then the student may seek formal resolution of the matter by writing to the Faculty Dean (or, if relevant, the Directors of UCELI or UCC) setting out the details of the dispute.

23. The Faculty Dean may delegate responsibility for investigation and determination of the grievance. This delegation would usually be to the Associate Dean Education (or the Associate Dean Research if the matter involves a higher degree by research candidate).

24. The Faculty Dean or designate may take such action as he or she deems necessary to properly investigate the matter. Normally, this will include interviewing the student, seeking the view of the staff member who is the subject of the grievance and/or seeking the view of the relevant Course Convener/Discipline Head. Where appropriate, consultation with the Dean of Students is advisable. Actions taken to resolve the grievance will be recorded.

25. The Faculty Dean has the authority to decide any student grievance matter. The decision of the Faculty Dean will be provided to the student (and other relevant parties, including the staff member who is the subject of the grievance) in writing, with reasons for the decision provided.

Step 3: Appeal
26. A student may appeal the final decision of the Faculty Dean to the Student Appeals Committee. The appeal must be in writing and should be submitted to the Secretary, Student Appeals Committee, University of Canberra, within 25 working days of the date of the written determination of the Faculty Dean.
27. The Student Appeals Committee shall consist of the following categories of people:

   a. a Chair of the Committee selected by the Vice-Chancellor from two established alternate Chairs at senior lecturer level or above who are permanent and full time, each from a different area of the University;

   b. a member of academic staff, selected from two alternates, who are permanent and full time, each from a different area of the University. These members will be elected by the University of Canberra branch of the NTEU;

   c. a member of general staff, from two alternates, who are permanent and full time, each from a different area of the University. These members will be selected by the University of Canberra branch of the NTEU;

   d. a student nominated by the University of Canberra’s Students’ Association.

28. Where possible, the selection of members should have regard for the gender balance of the Committee.

29. Where necessary, the Chair of the Committee may co-opt onto the Committee a staff member with relevant expertise in the area that is the subject of the grievance.

30. A membership term will be for a period of two years. The membership term for the student will be one year.

31. The Student Appeals Committee would need a quorum of three to be operational.

32. Members of the Student Appeals Committee will be provided with training with respect to their responsibilities. Guidelines for the Student Appeals Committee will be provided for the operation of the Committee.

33. A date will be set for a Student Appeals Committee meeting, adhering to the timeline set out in Appendix 2.

34. The Committee will consider the merits of the case in full, including written documentation of the student and the Faculty Dean and must give the student an opportunity to present a case to the Committee, in person.

35. Otherwise, the Committee may conduct the hearing in any way the Chair of the Committee deems appropriate. Thus, the Committee may invite the Faculty Dean, the Dean of Students, the relevant person or persons from the faculty concerned, including the staff member who is the subject of the grievance, and any other persons to address the Committee.

36. Any party presenting to the Committee may be supported or advised at the meeting by any support person (not being a qualified lawyer).
37. The student, the Faculty Dean and the Dean of Students (and Directors where relevant) and any other party involved shall be advised in writing with reasons for any decision. A decision of the Student Appeals Committee will be final and incontestable within the University.

**Step 4: External Review**

38. A student may approach the ACT Ombudsman for a review of a decision of the University Student Appeals Committee. More information about lodging a complaint is available at: [http://www.ombudsman.act.gov.au/](http://www.ombudsman.act.gov.au/)

39. An appeal to the ACT Ombudsman should be lodged within 20 days of the decision of the Student Appeals Committee. Students are strongly advised to notify the Secretary of the Student Appeals Committee in writing that an appeal has been lodged with the ACT Ombudsman in order that the University can ensure that students’ rights are protected during the review process. The Secretary to the Committee will ensure that appropriate University staff are advised that a review is underway.

**Resolution of Student Grievances on Administrative Matters**

40. The resolution of student grievances relating to administrative matters will follow the same steps as the resolution of grievances relating to academic matters, except that the Informal Resolution step (Step 1) of the academic grievance process is not included.

**Step 1: Formal Resolution**

41. Administrative decisions are often bureaucratic ones which are made independently of the specific officer who may enact them. Accordingly, it is not appropriate for students to attempt to resolve grievances with individual staff members. Rather, students with a grievance should approach the relevant head of the administrative unit in writing with their grievance. Heads of administrative units may delegate the investigation and decision-making role to other officers, as appropriate.

**Step 2: Appeal**
See paragraphs 26-37.

**Step 3: External Review**
See paragraphs 38-39.
D. Other matters relating to grievances and appeals

Resolution Timelines
42. It is in the interests of all parties that the grievance resolution process is completed within a reasonable timeframe. The time involved in resolving a grievance at the informal stage may vary. Once the formal resolution stage is reached specific timelines for resolving grievances will apply. A timeline is set out at Appendix 2.

43. Formal appeals may be automatically made for up to one year after the action or decision leading to the grievance has occurred, with exceptions allowed at the discretion of the Dean of Students.

Support
44. The University encourages students to seek advice on grievance mechanisms from the University of Canberra Students’ Association. Representatives of the Students’ Association may play an advocacy role from time to time. Staff of the University’s Health and Counselling Service can provide students with documentation attesting to circumstances that should be taken into account by the University.

45. Where students initiate meetings to resolve grievances informally with University staff, or are invited to attend meetings for this purpose, students may request the presence of another person to attend with them (not being a qualified lawyer).

Reporting and Feedback
46. A report of each grievance and its resolution will be provided to the Pro Vice-Chancellor (Education) and copied to the Dean of Students and any staff member who is the subject of the grievance.

47. All parties to the grievance may provide feedback on any aspect of the process of the grievance investigation to the Pro Vice-Chancellor (Education).

48. The Faculty Dean will provide the University Education Committee and Academic Board with an annual summary of student grievances received, noting the course of origin, the student level and gender, and any actions taken to address endemic issues and any other statistic of relevance.

49. A record of the University Student Appeals Committee’s deliberations will be kept by the University. The Chair of the Committee will provide an annual summary of appeals considered by the Committee to Academic Board, noting the number of appeals dismissed and upheld.

E. Relevant information

Context
50. This policy is a consolidation and revision of the principles and processes in the superseded University documents Review of Subject Results and Student Grievance Resolution Procedures.
Responsibilities
51. Responsibilities for implementing this policy are:
   - Policy owner: Pro Vice-Chancellor (Education)
   - Policy custodian: Dean of Students
   - Policy contact: Dean of Students

Other Related Documents
52. All UC academic and administrative policies and procedures affecting students are relevant to this policy, in particular:
   - Assessment Policy [2900]
   - International Student Fees Policy [2929]
   - Policy on Domestic Student Contributions and Tuition Fees [2931]
   - Procedure for Remission of Higher Education Loan Programme (HELP) and/or Recredit of Student Learning Entitlement (SLE) [2933]

Appendix 1 - Steps in Student Grievance Resolution Process

Support
University of Canberra Students’ Association
Office of the Dean of Students
Disabilities Office
International Student Advisors
Health & Counselling Service
Ngunnawal Centre
Appendix 2 – Standard Timelines for the Student Grievance Resolution Process

<table>
<thead>
<tr>
<th>Student Process</th>
<th>Timing</th>
<th>University Process</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lodgement of formal grievance in writing to Faculty Dean or Director of Administrative Unit</td>
<td>Within 1 year of the grievance arising*</td>
<td>Acknowledgement by Faculty or Administrative Unit of formal grievance lodged with the Dean or Director of the Administrative Unit or designate</td>
<td>Within 10 working days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Notification of determination of Dean or Director of the Administrative Unit or designate</td>
<td>Within 25 working days of the grievance being lodged with the Dean</td>
</tr>
<tr>
<td>Lodgement of appeal to the Student Appeals Committee</td>
<td>Within 25 working days of the written determination of the Faculty Dean or Director of the Administrative Unit</td>
<td>Student Appeals Committee hearing (where an appeal has been lodged against the determination of the Dean or designate)</td>
<td>Normally within 25 working days of the appeal being lodged</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Notification of determination of Student Appeals Committee</td>
<td>Within 25 working days of the hearing by the Student Appeals Committee</td>
</tr>
<tr>
<td>Lodgement of appeal to the ACT Ombudsman</td>
<td>Within 20 working days of the decision of the Student Appeals Committee</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If there is an intention to report an international student for unsatisfactory attendance (in the case of ELICOS students) or unsatisfactory course progress, the student has 20 working days to access the University’s formal internal complaints and appeals process (as per the requirements of the Education Services for Overseas Students Act). The University will not cancel an international student’s enrolment whilst the appeals process is ongoing.