

UNIVERSITY OF CANBERRA STUDENT CHARTER

The University of Canberra is committed to providing a great student experience, appropriate to the age, stage, background and circumstances of its diverse student population.

The needs of our students are our highest priority and we endeavour to provide a rich and engaging academic experience through the delivery of high quality professional courses. Additionally, we are committed to providing a supportive environment in which students can achieve personal and academic growth and can experience a rewarding, stimulating and transformative journey through their years as University of Canberra students.

The University is committed to excellence. Achieving excellence requires high standards of conduct and commitment by students and staff members alike as they work together in partnership. Such a partnership requires ethical and respectful behaviour and treatment by both parties.

The Student Charter sets out what students can expect from the University of Canberra and the University of Canberra College and what is expected of students as members of the university community.



UNIVERSITY RESPONSIBILITIES

Students at the University of Canberra and the University of Canberra College may expect:

- To be treated with courtesy and respect
- To enjoy an environment free from discrimination, harassment or bullying
- To be offered with a suitable orientation to their course and to the University
- To have their courses monitored for quality and integrity
- To have access to accurate and timely course advice
- To be provided with information about each unit in an appropriate accessible format within a reasonable time of the unit commencing
- To be provided with feedback and grading of their assignments and examinations in a timely manner
- To be provided with a learning environment that takes account of the different characteristics and backgrounds of students
- To be provided with a positive and cooperative learning environment
- 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
- To have access to on-campus student support services
- To have access to information on the nature and outcomes of academic and behavioural misconduct
- To have access to a fair and efficient complaints and appeals process
- To have access to fee information, including payment, cancellation and refund information
- To have their private and confidential information properly used and protected.

STUDENT RESPONSIBILITIES

Students at the University of Canberra and the University of Canberra College are expected to:

- Treat staff members with courtesy and respect
- Make themselves aware of, and comply with, all University statutes, rules and other regulations
- Act in a way that respects the rights and welfare of all members of the University community
- Make themselves familiar with information relevant to their units and course
- Participate actively and positively in the teaching and learning process and comply with the requirements of their course
- Produce honest work. Cheating, plagiarism, fabrication or falsification of data is not acceptable
- Monitor their own progress within the teaching and learning environment and the academic program
- Participate in the functioning of the University by providing feedback on the quality of teaching
- Treat University property with respect
- Maintain their up-to-date contact details on OSIS in order that the University can maintain appropriate contact with them as necessary
- Act responsibly and courteously towards others when representing the University.

