

Student Charter

Section 1 - Principles

Student Charter statements

(1) The University of Canberra (University) and the University of Canberra College (UCC) recognises that students are central to the higher education system and encourages students to participate in the life of the University.

(2) A major function of the University is to educate its students.

(3) The University is committed to achieving alignment with the [Student Success Framework](#) to:

- provide a proactive student experience appropriate to the age, stage, background, and circumstances of its diverse student population;
- provide a supportive, inclusive and safe educational environment that fosters student curiosity, engagement, participation, commitment, and a sense of belonging;
- achieve excellence in all aspects of teaching, learning and research culture – excellence in these spheres involves students as active participants and partners in their educational experience;
- provide a rich and engaging academic experience through inclusive practices and the delivery of high-quality courses and units; and
- enable students to achieve personal and academic growth, and experience a rewarding, celebratory, stimulating and transformative journey in a collegial learning community.

(4) A partnership between students and staff is foundational to this [Student Charter](#). Students and staff members work together to achieve excellence through high standards of conduct. Such a partnership helps students understand the importance of building working relationships and requires ethical and respectful behaviour by all parties.

Student Charter values

(5) The [Student Charter](#) embodies the core values and principles that the University holds as a community and the partnership that exists between students and the University.

(6) The [Student Charter](#) supports the University to achieve adherence with the University's Galambany values:

Narragunnawali	Embrace Indigenous ways of knowing, being and doing in our work and our culture, get amongst the conversation, listen authentically and be a driver of meaningful reconciliation.
Walk together	Connect and collaborate with our community both near and far, embody the spirit of Canberra as a meeting place of ideas and creativity and show what is on offer.
Everyone's invited	Celebrate differences and embrace similarities, value unique contributions, and promote accessibility and equity for all.
Dare to be curious	Find purpose in learning, step out of your comfort zone and be brave, stir curiosity and share ideas and discoveries that shape our future.
Change the world	Do not be afraid to have an impact, do differently and inspire each other to be innovative.

(7) The University's values are supported by the University [Charter of Conduct and Values](#).

(8) The University recognises the significance of Australia's First Nations people in line with its value of Narragunnawali.

Section 2 - Purpose

(9) The purpose of the [Student Charter](#) is to help students understand the meaning of being a student member of the University community, stating the expectations students and the University may have of each other as members of the University community.

(10) The [Student Charter](#) is an overarching statement of aspirations and mutual expectations of staff and students as they work together to achieve the University's vision and mission.

(11) The [Student Charter](#) aims to encourage proactive partnership between the University and its students in learning, professional practice, student experience, research and the life of the University community.

(12) The [Student Charter](#) supports the University in achieving alignment with the University objectives of the [Connected Decadal Strategy](#) and the [Student Success Framework](#).

(13) The [Student Charter](#) affirms the University's commitment to the [Higher Education Standards Framework \(Threshold Standards\) 2021](#).

Section 3 - Scope

(14) This [Student Charter](#) applies to undergraduate, postgraduate, coursework and research students and staff members of the University and its third party providers (TPPs).

(15) If students are found to contravene expectations set out in this Charter, the University may take action against the student under the [University of Canberra \(Student Conduct\) Rules 2023](#).

Section 4 - Expectations

Academic learning

Students

(16) Students at the University can be expected to:

- a. commit to and uphold and demonstrate the values of the University;
- b. make themselves familiar with information relevant to their units and course;
- c. participate actively and positively in the teaching and learning process;
- d. comply with the requirements of their units and course;
- e. be engaged in orientation to their course and the University;
- f. demonstrate academic integrity and applying the University's academic integrity principles in accordance with the [Academic Integrity Policy](#);
- g. critically and honestly consider any [Inherent Requirements](#) for their course of study and be proactive in seeking appropriate University support and guidance if unable to meet [Inherent Requirements](#) at any time throughout the program;
- h. monitor their own progress within the University systems (for example, teaching and learning environment and

- the academic program);
- i. participate in the quality assurance of the University by providing feedback on the quality of their student experience;
 - j. maintain and update when necessary their contact details on MyUC so that the University can maintain appropriate contact with them;
 - k. engage with the course and unit resources in accordance with the course and unit requirements, using the wide variety of learning resources available to them;
 - l. engage with the academic and non-academic opportunities on offer to become a lifelong learner;
 - m. organise time according to their deadlines to ensure they are well prepared for assessments and submit assessed work by the stated deadline;
 - n. read, understand and comply with the University's Rules, Policies and Procedures, including but not limited to the [University of Canberra \(Student Conduct\) Rules 2023](#), the [Academic Integrity Policy](#) and [Academic Integrity Procedure](#), [Assessment Policy](#), [Assessment Procedures](#), and if enrolled in a research course the [Research Conduct and Governance Policy](#) and the [Australian Code for the Responsible Conduct of Research 2018](#);
 - o. keep in contact with academic staff regarding barriers or challenges to participating in their studies;
 - p. take time to reflect and act on the feedback provided to enhance their work;
 - q. uphold the values of academic freedom and freedom of speech as set out in the University's [Academic Freedom and Freedom of Speech Policy](#) by demonstrating respect and tolerance of opposing points of view, being open to ethical debate and acknowledging the right of others to express their views and beliefs;
 - r. seek timely advice regarding course requirements and academic progression and accepting assistance and using University services, as required, to maximise academic success;
 - s. uphold and maintain appropriate academic, professional and ethical approaches and standards throughout their study and academic endeavours;
 - t. make genuine attempts to progress academically by meeting expectations associated with, course, unit and assessment requirements, and by taking responsibility for their own academic progress; and
 - u. communicate respectfully, constructively and professionally with all staff in all communications and interactions (written and verbal).

University and staff

(17) Students can expect that the University and its staff will:

- a. commit to and uphold and demonstrate the values of the University;
- b. offer a suitable orientation to units and courses;
- c. monitor courses and units for quality and integrity;
- d. provide access to accurate and timely course advice;
- e. provide resources and information about each unit in an appropriate accessible format before the commencement of the unit;
- f. provide students with reasonable access to staff to discuss issues and problems;
- g. provide feedback and grading of assessments in a timely manner in accordance with the [Assessment Policy](#);
- h. provide a positive, inclusive and cooperative learning environment that takes account of the different characteristics and the varying cultural backgrounds of students;
- i. provide reasonable opportunities for students to participate in the quality assurance of the University, particularly by being invited to provide feedback on their student experience;
- j. provide reasonable opportunities for international and national work integrated learning and student mobility experiences;
- k. provide access to student support services, including, but not limited to health services, social and recreational

facilities, counselling services, library services, learning assistance and child-minding facilities (with flexibility for online access to services where appropriate);

- l. provide access to information and outcomes of academic, non-academic, serious, research and behavioural misconduct, including the development of good practices in maintaining academic and research integrity;
- m. commit to strengthening a research culture and providing an outstanding experience for research students;
- n. deliver a fair, formal, timely and efficient complaints, grievance and appeals process against academic and administrative decisions;
- o. communicate respectfully, constructively and professionally with all students in all communications and interactions (written and verbal);
- p. uphold the values of academic freedom and freedom of speech as set out in the University's [Academic Freedom and Freedom of Speech Policy](#) by demonstrating respect and tolerance of opposing points of view, being open to ethical debate and acknowledging the right of others to express their views and beliefs;
- q. provide access to tuition fee information, including payment, cancellation and refund information;
- r. handle and protect personal and sensitive information according to the University's [Privacy Policy](#) and applicable Territory law;
- s. support and consult with relevant students, student organisations and external organisations about University matters impacting students as they arise; and
- t. provide opportunity to participate in the governance of the university through representation on council, academic and faculty boards, committees and working parties.

Behaviour and wellbeing

Students

(18) Students at the University can be expected to:

- a. treat university property with respect;
- b. act responsibly and courteously toward others;
- c. access information about the University's Statutes, Rules, Policies and Procedures;
- d. choose to be represented by an independent and democratically elected student organisation that is formed by and for the students at the University;
- e. have a student organisation represent the interests of its members;
- f. raise issues, concerns or complaints without fear of victimisation and be provided with the necessary support, processes and guidance;
- g. contribute to a safe, inclusive and supportive environment free from unacceptable behaviour, including discrimination, harassment, bullying, vilification, victimisation and violence; and
- h. report instances of gender-based discrimination, harassment or violence through any medium and expect those reports to be treated respectfully and confidentially, and to receive appropriate support to report and recover from these instances.

University and staff

(19) Students can expect that University and its staff will:

- a. provide a safe and healthy study environment;
- b. treat students with courtesy, acceptance and respect;
- c. meet their reasonable needs, regardless of gender identity, ethnicity, religion, age, background, disability or sexual orientation;
- d. provide a transparent admission system that is inclusive and equitable, administered in accordance with

published criteria and the University's [University of Canberra \(Admission\) Rules 2022](#), [Admission \(Coursework\) Policy](#) and [Admission \(Coursework\) Procedure](#);

- e. provide students access to an internal complaints process which is based on procedural fairness and reflects equity, confidentiality, transparency, accessibility and efficiency including providing students with comprehensive, free and easily accessible information about that process and policy;
- f. meet the Commonwealth, state or territory legislation (or other regulatory requirements) about child welfare and protection appropriate to the jurisdiction(s) in which it is operating in where the University enrolls a student who is under 18 years of age;
- g. support and consult with all students and relevant student organisations within the legislative framework applying to the University and its administration;
- h. have and maintain policies and procedures related to all aspects of the University's function and have these available to all students;
- i. consult with students prior to developing and amending policy texts (policy, procedures, and guidelines); and
- j. act proactively to prevent and educate students and staff about gender-based discrimination, harassment and violence through any medium and implement transparent and supportive mechanisms for reporting and managing instances of the above.

Section 5 - References

(20) This [Student Charter](#) has been developed with reference to the following documents:

- a. James Cook University Student Charter;
- b. La Trobe University Charter of Rights and Responsibilities;
- c. Griffith Student Charter;
- d. Monash University Student Charter;
- e. Charles Stuart University Student Charter;
- f. University of Queensland Student Charter;
- g. Edith Cowan University Student Charter; and
- h. Murdoch University Student Charter.

Status and Details

Status	Current
Effective Date	1st January 2025
Review Date	1st January 2030
Approval Authority	Director, Student Life
Approval Date	20th November 2024
Expiry Date	To Be Advised
Custodian	Michelle Lincoln Deputy Vice-Chancellor
Responsible Manager	Mara Eversons Director, Student Life
Author	Nick Markesinis Policy Specialist
Enquiries Contact	Nick Markesinis Policy Manager <hr/> Policy