

DOCUMENT TYPE	D	
ACADEMIC	1	
TEACHING AND LEARNING	1	
WELLBEING AND INTEGRITY	7	
NUMBER	004	
		Policy Database Document Reference Number 117004D

STUDENT CHARTER – EXPECTATIONS - PROCEDURES

Parent Policy Title	Student Charter																																					
Associated Documents	Student Charter - Responsibilities																																					
Preamble	The purpose of this section of the charter is to establish students' reasonable expectations of the University.																																					
General	La Trobe University endorses the guidelines of the Australian Vice-Chancellors' Committee [now Universities Australia], 'Universities and their Students: Principles for the Provision of Education by Australian Universities', August 2005.																																					
Table of Contents	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Item</th> <th style="text-align: left;">Section</th> </tr> </thead> <tbody> <tr> <td>Governance</td> <td>1</td> </tr> <tr> <td>Course development and approval</td> <td>2</td> </tr> <tr> <td>Admission arrangements</td> <td>3</td> </tr> <tr> <td>Teaching and learning:</td> <td></td> </tr> <tr> <td>• course changes</td> <td>4</td> </tr> <tr> <td>• subject information</td> <td>5</td> </tr> <tr> <td>• environment</td> <td>6</td> </tr> <tr> <td>• participation</td> <td>7</td> </tr> <tr> <td>• quality of services at partner institutions</td> <td>8</td> </tr> <tr> <td>Support for study and student life:</td> <td></td> </tr> <tr> <td>• equal opportunity</td> <td>9</td> </tr> <tr> <td>• freedom from harassment and discrimination</td> <td>10</td> </tr> <tr> <td>• management of complaints</td> <td>11</td> </tr> <tr> <td>• support services</td> <td>12</td> </tr> <tr> <td>Assessment</td> <td>13</td> </tr> <tr> <td>Appeals and grievances</td> <td>14</td> </tr> <tr> <td>Confidentiality</td> <td>15</td> </tr> </tbody> </table>		Item	Section	Governance	1	Course development and approval	2	Admission arrangements	3	Teaching and learning:		• course changes	4	• subject information	5	• environment	6	• participation	7	• quality of services at partner institutions	8	Support for study and student life:		• equal opportunity	9	• freedom from harassment and discrimination	10	• management of complaints	11	• support services	12	Assessment	13	Appeals and grievances	14	Confidentiality	15
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1. Governance	<p>The University will have clear, consistent, rational and understandable policies and practices underpinning the provision of all courses, regardless of the basis on which those courses are funded or delivered.</p>
2. Course development and approval	<p>The University will ensure that all courses are developed and approved to fulfil the University's mission and objectives for student learning. They will have mechanisms to approve and review existing courses on a regular basis. The University will have policies and procedures to ensure that courses are relevant and of high quality. To achieve this, it will:</p> <ul style="list-style-type: none"> • monitor courses to ensure their quality and integrity; • ensure that there is an appropriate level of academic staff resources such that good staff-student interaction is supported; • monitor staff performance; • monitor student services to ensure that they are maintained at appropriate levels; • ensure that the needs of students are met in relation to physical resources, learning resources and support, and fair assessment practices; • ensure comparable assessment practices for all students; and • ensure students have access to adequate supervision, course advice and facilities through the relevant academic department.
3. Admission arrangements	<p>Potential students will have reasonable access to current and accurate information about available University courses, application and entry procedures, credit transfer policies and financial implications prior to the enrolment period.</p> <p>Students will be selected for entry into the University by fair and open procedures, with published criteria outlining access for all levels of candidacy. The principles upon which selection decisions are made will be stated clearly and adhered to by the University.</p> <p>Selection criteria for students will maintain the University's academic standards and maximise the likelihood of success.</p>
4. Teaching and learning – course changes	<p>Students enrolled in a particular course can normally expect to complete that course in the format as described in official University publications, provided that they make satisfactory progress. Where changes to courses are made during the normal period of candidacy, these should not disadvantage students.</p>
5 Teaching and learning – subject information	<p>Written information about each subject will be made available to students no later than the first week of the academic timetable. The information will outline subject objectives, workload expectations, assessment procedures, attendance requirements, reading requirements, laboratory involvement and other requirements of the student. Such information will not be changed</p>

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	<p>unless for exceptional circumstances, in which case students will receive adequate warning and consultation.</p> <p>A clear statement on the nature and unacceptability of academic dishonesty, including cheating, plagiarism and fabrication or falsification of data, and on individual rights and responsibilities regarding the proper use of copyright material will be included in this information.</p>
6. Teaching and learning - environment	<p>The University will endeavour to provide a suitable environment for teaching and learning and research supervision in which students will be stimulated to reach a high level of intellectual attainment. The learning environment will take account of the different characteristics of students and their varying cultural and educational backgrounds, including those of Indigenous Australian students.</p> <p>The teaching and learning environment should be a positive and cooperative one where students will have reasonable access to staff to discuss issues and problems and can expect fair, critical and helpful assessment and feedback on their academic work in a timely manner.</p>
7. Teaching and learning - participation	<p>The University will provide opportunities for students to participate in the functioning of the University at various levels and to provide feedback on the teaching-learning environment.</p>
8. Teaching and learning – quality of services at partner institutions	<p>In maintaining a partnership arrangement with another institution, the University will ensure that the academic and academic support services offered under the arrangement are of comparable quality to those offered by the University.</p>
9. Support for study & student life – equal opportunity	<p>The University will endeavour to address the reasonable needs of all its students regardless of gender, ethnicity, age, disability or background.</p>
10. Support for study and student life – freedom from harassment and discrimination	<p>The University will endeavour to provide an environment for students which is free from harassment and discrimination as set out by relevant University policy and State and Federal Anti-discrimination legislation. Where alleged harassment or discrimination occurs, procedures will be available to students to facilitate expeditious and just resolution of grievances. The relationships that University staff develop with their students should not provide any basis for the abuse of the power that staff have over students in the University environment nor of the trust that students may legitimately expect to place in staff.</p>
11. Support for study and student life – management of	<p>The University will endeavour to provide a harmonious work and study environment in which concerns and complaints will be addressed and resolved as quickly as possible. Student grievances that relate to academic</p>

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complaints	standing and progress will be dealt with quickly and satisfactorily through a clear set of procedures provided by the university.
12. Support for study and student life – support services	The University will encourage a network of support for all students to be developed which may include access to health services, recreational facilities, counselling services, learning assistance, child-minding facilities, graduate career planning, housing and accommodation information.
13. Support for study and student life – Student Representative Organisations	Student Representative Organisations have played a traditional and significant role in the life of Australian universities. It is expected that the University will support such organisations, as the University deems appropriate, within the legislative framework applying to the University and its administration.
14. Assessment	Academic performance in accordance with the requirements of the course is the only criterion to be considered in assessing any student's eventual success or otherwise in the course, subject to due regard for exceptional circumstances of a compassionate or compelling nature. The University will provide for appropriate dissemination of final assessment results to students within a reasonable time of the completion of units or subjects.
15. Appeals and grievances	The University will operate clearly outlined mechanisms for appeals and grievances, including a mechanism which provides students with an opportunity to review and to question formally their results.
16. Confidentiality	At all times students can expect the University to hold confidential all personal information and to release it outside the University only with the consent and knowledge of the student or when legally required to do so
Status	Revised format. Previously approved Director, Academic Services 4.9.2000, revised 20.10.2003. The implementation of the latest version of this charter supersedes all previous versions.
Approval Body	Noted by Senior Management Committee, 24 July 2009, Minute 3.6.
Initiating Body	Director, Academic Services
Definitions	N/A
Date Effective	20 October 2003

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