Student Expectations and Responsibilities Policy

1 Purpose

These guidelines outline both students' reasonable expectations of the University as well as the responsibilities expected by the University of its students. It draws into a coherent document many of the principles outlined in the University's various policies, procedures and guidelines. In each case, the relevant policy is hyperlinked.

2 Scope

In addition to these guidelines, students are required to be aware of, and abide by, relevant government legislation and the University Act. All views expressed in the UniSQ Student Expectations and Responsibilities are subordinate to the relevant government legislation and the University Act.

Consideration of a student's expectations and responsibilities will be dealt with through the appropriate University policies and procedures.

The UniSQ Student Expectations and Responsibilities primarily relates to off-campus delivery but the principles equally apply in other study contexts such as on-campus and online delivery and transnational delivery with partners.

3 Definitions

- **Expectations** specify reasonable expectations that are not guarantees.

- **Responsibilities** specify normal expected behaviour.

4 Expectations and Responsibilities

	Expectations	Responsibilities
Staff and students	Students can expect: - An equal opportunity to learn. - Appropriate procedures for dealing with complaints and	Students are expected to: - Treat fellow students and staff courteously, free from harassment of all kinds, including that based on gender, age, ethnicity,

	grievances which are clearly defined and easily accessible. - Privacy and confidentiality. - [See also: Code of Conduct Policy]	social background, disability, sexual preference or religious beliefs and customs. - Attempt to resolve issues through informal discussion before making a formal appeal or taking formal action. - Make themselves aware of the University's procedures for complaints and Student Grievances and use these procedures appropriately.
Academic requirements of programs	Students can expect: - Teaching of a standard appropriate to a university. - Reasonable opportunities to provide feedback on teaching performance, course content, support services, facilities, or any other aspect of their experiences without fear of retribution. - Fair, timely and constructive feedback on their performances and progress. - Reasonable support from academic and general staff, when needed. - Current and accurate information about courses, programs, assessment and administrative procedures. - Assessment that provides	Students are expected to: - Provide honest and fair feedback to the teaching staff. - Pay attention to the information provided about courses, programs, assessment and administrative procedures. - Attend information sessions, and lectures, tutorials, workshops and practical sessions as required and access all relevant electronic information. - Constructively use the performance and progress feedback that is provided. - Be well prepared for classes by completing any required readings and preparatory tasks.

	an opportunity to demonstrate their learning. • For Higher Degree by Research students, provision of effective research management and supervision.	• For Higher Degree by Research students, play an informed part in the planning and execution of a research project; maintaining progress according to agreed milestones and raising any issues in a timely manner. Students are also expected to[*]: • Regularly check and use the UniSQ student portal (UConnect) and UMail. It is recommended that students check their UMail at least weekly.

University environment	Students can expect:
	
	• A safe physical environment.
		Students are expected to:
		
		• Use University facilities and equipment responsibly and follow safety guidelines.
		
		• This includes:
		
		    ○ not placing themselves or others at risk of injury;
		
		    ○ using any personal protective equipment provided by the University;
		
		    ○ reporting hazards associated with their class or other activities to the relevant academic

		- or professional staff member; ○ reporting incidents and injuries, even when they do not seem serious, to the relevant academic or professional staff member.
University resources	Students can expect: - Reasonable resources to support student learning.	Students are expected to: - Use resources such as library books, computers and laboratory facilities with due care and with consideration for the fair access of others.
Wellbeing of others	Students can expect: - To communicate various perspectives and views in an environment where Academic Freedom and freedom of Speech are respected. - To study in a harmonious learning environment.	Students are expected to: - Respect the rights of others to hold and express a range of viewpoints. - Express views with due consideration of the wellbeing of others and understanding of relevant ethical implications. - Communicate politely with others (including electronically). - Not disrupt the learning of others. [See also: Student General Conduct Policy]
Academic staff	Students can expect:	Students are expected to:

	• Reasonable access to staff for individual consultation outside of class times (either in person, via phone or email).	• Respect the rights of others to manage their time and balance competing responsibilities. • Adequately prepare for consultation and respond appropriately.
Equity and diversity	Students can expect • Treatment in a non-discriminatory manner that takes into account individual circumstances such as disability or cultural diversity.	Students are expected to: • Make themselves aware of the services that are available. • Talk to [Disability Resources](#) or academic staff about any special circumstances that may affect academic performance, including learning disabilities and English language needs. • Recognise and affirm diversity, showing respect for both staff and fellow students at all times. • Disclose significant circumstances or situations likely to affect their performance, or where they need particular [help, support or consideration](#).
Intellectual property and academic integrity	Students can expect: • Information about intellectual property and [Plagiarism](#) guidelines and consequences for non-compliance. • Have intellectual property	Students are expected to: • Comply with Student Academic Integrity Policy Instruments. • Fully acknowledge, and properly reference, the contribution of others in all

	rights recognised and respected.	work. • Familiarise themselves with the concepts of fair-dealing and Plagiarism and duly acknowledge resources and assistance in producing projects, essays and other pieces of work.
Technology to support learning	Students can expect[*]: • Every course in which they are currently enrolled to have an up-to-date presence on StudyDesk. • StudyDesk to be functional at least 99.9% of the time, with no more than two outages per month. • Support to enable them to access and use online learning resources to be available between 8am and 5pm (EST), Mon-Fri, excluding Queensland public holidays and other days deemed as public holidays by the University. • All major announcements regarding their studies to be provided via their individual UMail accounts. Students can also expect: • A safe online environment, free from abuse, vilification, personal attack and unwanted information.	Students are expected to[*]: • Have access to a computer with minimum technical specifications as set out in the University's recommendations for hardware and software. • Have a reasonable level of proficiency in the use of basic software applications used for sending and receiving emails, downloading and opening attachments, and any other specific software applications relevant to individual courses of study (details of which are contained in the course specifications). • Check their University email account (UMail) at least once a week and keep their mailbox within the size quota to ensure University mail can be delivered to the mailbox; Students are also expected to:

		• Use the University's systems in accordance with the Acceptable Use of ICT Resources Policy.

*Exclusion: Students enrolled in UniSQ UpSkill Courses

5 References

Nil.

6 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

7 Policy Information

Accountable Officer	Vice-Chancellor
Responsible Officer	Provost
Policy Type	Governance Policy
Policy Suite	
Subordinate Schedules	
Approved Date	12/2/2019
Effective Date	12/2/2019
Review Date	12/2/2024
Relevant Legislation	
Policy Exceptions	Policy Exceptions Register
Related Policies	Academic Freedom and Freedom of Speech Policy Acceptable use of ICT Resources Policy Assessment Policy Code of Conduct Policy

	Employee Complaints and Grievances Policy Handling Personal Student Information Policy and Procedure ICT Information Management and Security Policy Intellectual Property Policy Learning and Teaching Policy Privacy Policy Student Advice, Student Welfare and Pastoral Support Policy and Procedure Student Communication Policy Student Grievance Resolution Policy Students with a Disability Policy and Procedure
Related Procedures	Assessment Procedure Commercialisation of Intellectual Property Procedure Discrimination, Bullying and Harassment Complaints against Employees Procedure Grades Procedure Higher Doctorates Procedure Incident and Hazard Reporting and Investigation Procedure Integrated Planning and Performance Procedure Intellectual Property Procedure Student Communication Procedure
Related forms, publications and websites	
Definitions	**Terms defined in the Definitions Dictionary** Academic Freedom Academic Freedom comprises: the freedom of Employees, in the

course of their academic activities, to educate, discuss, or research and to disseminate and publish the results of those activities; the freedom of Employees and Students, in the course of their academic activities, to engage in intellectual inquiry, to express their opinions and beliefs, and to contribute to public debate, in relation to those activities; the freedom of Employees and Students to express their opinions in relation to the University; the freedom of Employees, without constraint imposed by reason of their employment by the University, to make lawful public comment on any issue in their personal capacities; the freedom of Employees to participate in or speak on behalf of professional or representative bodies and associations; the freedom of Students to participate in or speak on behalf of student societies and associations; and the autonomy of the University in relation to the choice of Academic Programs and Courses, the ways in which they are taught and the choices of research activities and the ways in which they are conducted. Public comment is not made in a personal capacity where: the comment includes a reference, express or implied, to the University; or the Employee identifies their employment or any affiliation with the University, refers to their position in the University.

Plagiarism

An attempt to obtain undeserved advantage by taking and presenting words, ideas or information from another source as their own, without appropriate acknowledgement or referencing. This includes all published and unpublished material, whether in manuscript, printed or electronic form, and material generated wholly or in part through the unauthorised or unacknowledged use of artificial intelligence. Re-using one's previously assessed work, in whole or part, for a different assessment item or publication and presenting it as new is also a form of plagiarism.

Policy Instrument

A Policy Instrument refers to an instrument that is governed by the Policy framework. These include Policies, Procedures and Schedules.

Speech

Speech extends to all forms of expressive conduct including oral speech and written, artistic, musical and performing works and activity and communication using social media; the word 'speak' has a corresponding meaning.

Definitions that relate to this policy only

Keywords	Student, expectations, responsibilities, code of conduct, student charter
Record No	13/446PL