

UQ College (UQC)

## Policy and Procedure

<b>Reference:</b>	Student
<b>Title:</b>	SS 1.1.00 UQ College Student Charter
<b>Custodian:</b>	CEO
<b>Reviewer:</b>	Senior Academic Manager, English Language Pathways Senior Academic Manager, Foundation and VET Pathways
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<b>Audience:</b>	All UQ College Students & Staff
<b>Associated UQC and UQ Policies:</b>	<p><a href="#">Education Services for Overseas Students (ESOS) Regulations 2019</a>  <a href="#">National Code 2018 (Part B Standard 8)</a>  <a href="#">Right to Information Act (Qld) 2009</a></p> <p><a href="#">UQC Policies and Procedures</a>            UQC SS 1.1.01 Student Attendance Policy and Procedure            UQC SS 1.1.02 Student Integrity and Misconduct Policy and Procedure            UQC SS 7.1.01 Student Grievance Resolution Policy and Procedure</p> <p>UQ Policies and Procedures:  <a href="#">PPL 1.60.02 Privacy Management</a>  <a href="#">PPL 1.70.01 Diversity, Equity and Inclusive Behaviours Policy</a>  <a href="#">PPL 1.70.02 Prevention of Discrimination, Harassment and Bullying Behaviours</a>  <a href="#">PPL 1.70.03 Disability Inclusion and Reasonable Adjustment for Staff</a>  <a href="#">PPL 4.30.02 Intellectual Property Procedure</a></p>
<b>Version:</b>	1.1

## Purpose

The UQ College (UQC) Student Charter sets out the expectations students can have of UQC as they receive their education, and the responsibilities that students have during their studies at UQC. It recognises that ethical and honest behaviour and treatment underpins the College's relationship with its students.

## Policy

UQC is committed to the pursuit of excellence in all aspects of teaching and learning. The College recognises that students are central to a dynamic UQC and University community, and that active student participation is enhanced by an environment which promotes healthy lifestyle choices, encouragement of the development of a network of support for all students, and support of student representative organisations.

The College encourages all students to take advantage of UQ's and UQC's considerable benefits, to contribute as part of an international community of dedicated students, teachers, academics and alumni, and to be active participants in the social and sporting activities that UQ and UQC has to offer. As a member of the University's and College's community, we also expect students to accept shared responsibility to conduct themselves in a manner consistent with the University's values and guiding principles in order to maintain a safe harmonious environment.

UQC is committed to:

- establishing and sustaining a community that supports independent learning, critical judgment, academic integrity and ethical standards in all students;
- the pursuit of excellence in all aspects of learning;
- involving students as active participants in their educational experience; and
- enhancing the student experience.

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## 1. Respect and Engagement

	You can expect	We expect you to
<b>1.1 Respect</b>	<ul style="list-style-type: none"> <li>to be treated with courtesy and respect</li> <li>to communicate freely and to be able to voice alternative points of view in rational debate</li> <li>to be provided with a work and study environment in which concerns and complaints are addressed as fairly and quickly as possible For further details refer to the <a href="#">UQC Student Grievance Resolution Policy and Procedures</a></li> <li>to enjoy a study environment free from harassment, discrimination and bullying and that the College will facilitate investigation and resolution of alleged harassment or discrimination. Refer to associated UQ policies for further details.</li> </ul>	<ul style="list-style-type: none"> <li>not engage in conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties</li> <li>treat other members of the College and University communities with respect and courtesy in all interactions including online communications</li> <li>respect the opinions of others and deal with disagreement by rational debate</li> <li>not engage in conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating. Refer to associated UQ policies for further details.</li> </ul>

	You can expect	We expect you to
<p><b>1.2 Privacy</b></p>	<ul style="list-style-type: none"> <li>• to have personal privacy respected, so that personally sensitive information will be requested only where necessary for the College and University academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access. Refer to associated UQ policies for further details.</li> <li>• to have access upon request to personal records which the College may hold about you, subject to the provisions of the Right to Information Act (Qld) 2009 and relevant College and University access policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• respect the privacy of all members of the College and University community and follow University Privacy Policy by:               <ul style="list-style-type: none"> <li>○ Requesting permission of the people involved before taking and posting photos or videos of them.</li> <li>○ Not sharing sensitive personal information via social media.</li> <li>○ Not releasing private student or staff information without a sufficient reason within the College or University.</li> <li>○ Not releasing private student or staff information to third parties (except where required by law).</li> </ul> </li> <li>• maintain your personal details such as address and other contact information in the relevant College administration databases</li> <li>• not share your UQ College or UQ username and password with others. Refer to associated UQ policies for further details.</li> </ul>

	You can expect	We expect you to
<b>1.3 Equity and Diversity</b>	<ul style="list-style-type: none"> <li>the College to address the reasonable needs of all students equitably regardless of individual differences such as gender, religion, ethnicity, age, sexuality, disability or mode of study. Refer to associated UQ policies for further details.</li> <li>assistance to develop the skills and values that enable people with diverse beliefs, personal characteristics and backgrounds to work together</li> </ul>	<ul style="list-style-type: none"> <li>treat other members of the College and University community in a fair and respectful manner regardless of individual differences such as gender, religion, ethnicity, age, sexuality or disability Refer to associated UQ policies for further details.</li> </ul>

	You can expect	We expect you to
<b>1.3 Feedback, Participation and Engagement</b>	<ul style="list-style-type: none"> <li>an opportunity to evaluate courses, programs and teaching</li> <li>an opportunity to participate in events that facilitate interaction with peers in academic and other less formal settings</li> </ul>	<ul style="list-style-type: none"> <li>provide fair and honest feedback on the quality of teaching, courses and programs</li> <li>participate in various student surveys as the data gathered informs the College and University about the quality of the student experience</li> </ul>

## 2. Learning and Teaching

	You can expect	We expect you to
<b>2.1 Study and Assessment</b>	<ul style="list-style-type: none"> <li>to be provided with accurate, timely and helpful information regarding your studies, and about enrolment and other administrative procedures that apply to you</li> </ul>	<ul style="list-style-type: none"> <li>familiarise yourself with College and University policies and procedures relevant to your enrolment and studies and observe the statutes, rules and policies of the College and University</li> <li>actively develop your linguistic social, and academic skills</li> <li>access student academic and support services, improving study skills and seeking advice wherever appropriate</li> </ul>

	You can expect	We expect you to
<b>2.2 Academic Integrity</b>	<ul style="list-style-type: none"> <li>that your copyright in any essay or assignment you produce will be recognised and that students' moral rights in relation to original academic work will be acknowledged in, for example, scholarly publications, academic presentations or teaching materials</li> </ul> <p>Refer to associated UQ policies for further details.</p>	<ul style="list-style-type: none"> <li>maintain the highest standards of academic integrity in your work, not cheat in examinations or other forms of assessment</li> <li>ensure that you do not plagiarise the work or ideas of other persons and that the findings of any research you conduct are interpreted and presented appropriately and based on accurate data.</li> </ul> <p>Refer to associated UQ policies for further details.</p>

	You can expect	We expect you to
<p><b>2.2 Participation and Assessment</b></p>	<ul style="list-style-type: none"> <li>• that program and course content will be fit for purpose and up-to-date</li> <li>• that assessment will be fair, equitable, valid and reliable</li> <li>• that assessment will be explicit and there will be a logical relationship between tasks, learning objectives, the criteria used for judgements around assessment and the grades awarded for different levels or standards of performance</li> <li>• that evaluations on the quality of your learning are made by reference to explicit or predetermined criteria and standards and not by reference to the achievement of other students</li> <li>• that the provision of feedback on formative assessment will be recognised as a valuable part of the learning process.</li> </ul>	<ul style="list-style-type: none"> <li>• inform the College as soon as possible of anything which might affect your studies</li> <li>• attend classes, maintain steady progress in courses undertaken and submit required work on time (except in unforeseen or exceptional circumstances, in which case an approved extension is obtained)</li> <li>• conduct yourself in a professional manner while undertaking all activities on UQ College and/or University of Queensland premises and all external activities (e.g. professional and cultural site visits) directly related to your studies</li> <li>• incorporate feedback on formative assessment into your learning</li> </ul>



## 3. College and University Resources and Facilities

	You can expect	We expect of you
<b>3.1 Resources</b>	<ul style="list-style-type: none"> <li>to be provided with access to resources, facilities and other support to enable you to study</li> <li>that the facilities and/ or equipment you use are safe and comply with the College and University's occupational health and safety guidelines</li> </ul>	<ul style="list-style-type: none"> <li>respect College and University property and the facilities, such as classrooms, library, and computing resources, which the College and University provides to support teaching and learning</li> <li>report any faults or concerns with College and University property and facilities to the relevant point of contact as soon as possible</li> <li>comply at all times with the College and University's occupational health and safety requirements</li> <li>use resources in a sustainable way</li> </ul>

	You can expect	We expect you to
<b>3.2 Support Services</b>	<ul style="list-style-type: none"> <li>to be provided with access to support services including; learning advice, health and counselling services, disability support services, accommodation information and recreational facilities</li> <li>to be provided information about a range of relevant external services such as transport, hospital care and public services.</li> </ul>	<ul style="list-style-type: none"> <li>be proactive in seeking assistance and information from support services as early as possible when you need support</li> </ul>

## Document History

Version	Summary of Changes	Author	Action Date
1.0	Draft	Iain Mathieson	22 February 2022
1.1	Draft	Scott Leisemann	4 March 2022