PURPOSE

The Student Charter sets out the expectations students can properly hold as they receive their education. It recognises that ethical and honest behaviour and treatment underpins the Institute’s relationship with its students.
Overview

One of the Institute’s principal functions is to educate its students. ICTE-UQ is committed to the pursuit of excellence in all aspects of teaching and learning, and particularly to the provision of high quality teaching.

Excellence in teaching and learning involves students as active participants in their educational experience, rather than as customers or passive consumers. In addition to the Institute’s role of providing education to its students, ICTE-UQ seeks to instil in all students independent scholarly learning, critical judgement, academic integrity and ethical sensitivity.

The Charter also recognises that students are central to a dynamic ICTE-UQ and University community, and so it elaborates the expectations associated with students’ participation in the life of the ICTE-UQ and University community. It is acknowledged that 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.
1. Student Expectations / ICTE-UQ Responsibilities

Students as individuals can expect:

a. To be treated with courtesy and respect;

b. The Institute to address the reasonable needs of all students regardless of individual differences such as gender, ethnicity, age, sexuality, disability or mode of study;

c. To communicate freely and to be able to voice alternative points of view in rational debate;

d. To enjoy a study environment free from harassment, discrimination and bullying;

e. To be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible;

f. To have personal privacy respected. Students may expect that personally sensitive information will be requested only where necessary for ICTE-UQ / UQ academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access;

g. To have access upon request to personal records which the Institute may hold about them, subject to the provisions of the Freedom of Information Act 1992 and relevant ICTE-UQ access policies and procedures.

While participating in their education, students can expect:

a. To be provided with accurate, timely and helpful information regarding their studies, and about enrolment and other administrative procedures that apply to them;

b. That program and course content will be up-to-date and informed by current scholarship in the discipline;

c. To have reasonable access to teaching staff for individual consultation outside class times, in person or by other means (such as telephone or electronic mail);

d. That evaluations of academic performance will reflect each student's true merit;

e. That feedback on formative assessment will be recognised as a valuable part of the education process. Items of summative assessment should be marked promptly and the mark or grade obtained communicated in a timely manner;

f. That their copyright in any essay assignment, or project they 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;

g. That the facilities or equipment they use are safe and comply with the University’s occupational health and safety guidelines.

2. ICTE-UQ Expectations / Student Responsibilities

Students as individuals can be expected to:

a. Treat other members of the ICTE-UQ and University community with respect and courtesy;
b. Treat other members of the ICTE-UQ and University community equitably;
c. Respect the opinions of others and deal with disagreement by rational debate;
d. Avoid conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating.

While participating in their education, students can be expected to:

a. Acquaint themselves with ICTE-UQ and University policies and procedures relevant to their enrolment and studies and observe the statutes, rules and policies of the University;
b. Attend classes, maintain steady progress in courses undertaken and submit required work on time (unless unforeseen or exceptional circumstances, which are communicated to the relevant staff members as soon as possible, arise);
c. Conduct themselves in a professional manner while undertaking site visits or internships, or attending any workshops, presentations or activities hosted by other organisations, and respect the confidentiality of patient, client or commercial information made available to them as part of their practical learning activities;
d. Incorporate feedback into their learning, make use of the assessment criteria with which they are provided, and be aware of rules and policies relating to assessment;
e. Maintain the highest standards of academic integrity in their work. Students must not cheat in examinations or other forms of assessment and must ensure that they do not plagiarise the work or ideas of other persons and that the findings of their research are interpreted and presented appropriately and based on accurate data.

As members of ICTE-UQ and University community, students can be expected to:

a. Provide fair and honest feedback on teaching performance and the presentation of courses;
b. Respect ICTE-UQ and University property and the facilities, such as the learning centre, library, and computing resources, which the Institute provides to support teaching and learning, so that these are available to fellow students;
c. Avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties.