

## UTS College Student Charter

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### 1. Purpose

UTS College's purpose is to provide the best available opportunity for students to develop the knowledge, skills and attitudes they need to attain their goals.

In pursuing this purpose, UTS College is committed to offering a wide range of support programs and services to optimise students' academic success. In return UTS College expects students to honour their responsibilities to their studies and invites each student to actively contribute to their learning and their peers as they study at UTS College. Together, the staff and students of UTS College will strive to ensure that every student is given the opportunity to enjoy a fulfilling and rewarding learning experience which will promote their academic, social and personal growth.

The purpose of the UTS College Student Charter is to help students understand what it means to be a member of the academic community. The Student Charter encourages active and productive partnerships between UTS College and students, and recognises that students and staff have rights and responsibilities to each other. The statements outlined in this Charter complement, but are not a substitute for, UTS College policies and procedures. The Student Charter assists student understanding of the UTS College educational environment.

### 2. Learning Values

All members of the UTS College academic community are expected to be active participants in their learning and to act with integrity. Students who actively participate in their learning value passion, curiosity, commitment and honesty. UTS College students are:

#### 2.1. Passionate

Motivated to achieve desired learning goals  
Work with enthusiasm and purpose  
Celebrate and take pride in achievements  
Are active members of the classroom

## **2.2 Curious**

Desire to know and learn about their study  
Actively explore concepts and ideas  
Experiment and analyse and are open to new ideas  
Ask questions to deepen understanding to make informed judgements

## **2.3 Committed**

Take responsibility for their learning Actively  
develop communication skills Proactively  
seek and respond to feedback Are  
committed to lifelong learning

## **2.4 Honest**

Take responsibility for their actions and decisions  
Identify and honour the needs of others  
Work collaboratively to build positive relationships  
Learn with academic integrity: honesty, trust, fairness, respect, responsibility, and  
courage

## **3. Students' Expectations**

UTS College recognises the following reasonable student expectations

### **3.1 Learning and Teaching**

Students can expect a quality learning experience that:

- Supports the development of language skills and academic skills
- Is devoted to their learning needs in the classroom
- Uses technology to support their learning
- Provides feedback on their learning and their personal progress that is timely, constructive and meaningful
- Provides access to resources including teachers and student support professional
- Provides access to information and guidelines to enable them to appropriately acknowledge sources of information used in assignments.
- Sees UTS College teaching staff adhere to the UTS College [Code of Ethics](#)
- Enables them to have a say in their learning journey
- Occurs in high-quality learning environments
- Includes opportunities to provide feedback on their learning experiences and responses to this feedback are communicated to students

### **3.2 Learning Support**

Students can expect:

- Safe and supportive learning environments both face-to-face and online
- Learning support services and programs
- Course progress will be monitored and additional learning support offered if required

- A learning environment that is accessible to, and inclusive of, all prospective and enrolled students, expressly those with a disability, learning need or health issue (Access and Inclusion Policy)
- Confidential, individual support if experiencing personal, academic or learning related difficulties
- That teachers will take into consideration illness and life challenges. Teachers are attentive when help is needed

### **3.3 Administrative Matters**

Students can expect:

- Accurate and helpful information regarding health, wellbeing and student life
- Easy access to administrative and education policies and procedures
- UTS College will take all reasonable steps to protect the security of their personal information

### **3.4 Participation in the UTS College Community**

Students can expect to:

- Be treated equitably and with courtesy and respect
- To have their personal privacy respected by staff and students
- Be able to communicate freely and voice alternative points of view in rational discussion and debate
- Contribute their opinions and recommendations on aspects of their courses through Student Advisory Group and student surveys
- Have access to student activities that support and extend social engagement in the UTS College community

## **4. Students' Responsibilities**

UTS College expects students to meet the following responsibilities in undertaking their studies.

### **4.1 Academic Matters**

Students have a responsibility to:

- Read the information about their courses and conditions of enrolment, course progression and related academic policies
- Work to the best of their abilities, participate in class, complete all assignments and be on time to class
- Learn with passion, commitment and curiosity
- Learn honestly and not cheat
- Provide helpful feedback on teaching, subjects and courses

### **4.2 Learning Support**

Students have a responsibility to:

- Contribute to a safe learning environment by respecting UTS College staff, students, campus facilities and property
- Request help in a timely and proactive manner
- Make appropriate use of learning support services and programs

- Respond to communication from UTS College Academic and ELT staff and take positive action to improve
- Inform UTS College of any learning needs by providing appropriate supporting documentation
- Ask for help with any issues impacting their studies
- Inform UTS College academic advisers of any serious illness or incidents which affect their ability to complete and submit assessments

#### **4.3 Administrative Matters**

Students have a responsibility to:

- Ensure that their enrolments are valid and personal information is up to date
- Regularly check their emails from UTS College
- Read and reply in a timely manner to all communications from UTS College
- Use appeal systems as early as possible (when needed)
- Respect the rights of others to privacy
- Be honest, fair and reasonable when making a complaint
- Keep up to date with changes to UTS College rules, policies and procedures relevant to their study including:
  - [Subject and Course outlines](#)
  - UTS College [Calendar](#)
  - Student Handbooks [English Handbook](#) [Academic Handbook](#)
  - [Academic Policies](#)

#### **4.4 Participation in the UTS College Community**

Students have a responsibility to:

- Behave in a manner that does not interfere with other members of the UTS College community pursuing their studies, work or other reasonable activities
- Treat all members of the UTS College community equitably and with courtesy and respect
- Demonstrate fairness and respect
- Refraining from intimidating or bullying any member of the UTS College community in person or via technology
- Embrace diversity by not discriminating against or criticising members of the UTS College community on the basis of difference
- Behave in a manner which does not risk their safety or that of others
- Use UTS College's resources and facilities in an appropriate and responsible manner
- Comply with directions given by UTS College staff to promote the good order, health, safety and management of UTS College

### **5. Related Policies, Procedures and Resources**

#### **5.1 Academic Matters**

Enrolment Policy

Attendance Policy for UTS Foundation Students and ELT

Academic Course Progress Policy

Completion within Expected Duration of Study Policy

Assessment Policy  
 Academic Integrity Policy  
 Education Access and Inclusion Policy  
 Special Consideration Procedure These policies can be found [here](#) UTS College\_ [Calendar](#)

**5.2 Learning support**

UTS College Support Bookings  
 UTS HELPS - Self-help resources  
 UTS: Library Information Literacy  
 UTS Library Support for Students  
 UTS Library Referencing help

**5.3 Administrative matters**

Student Complaints and Appeals Policy  
 ICT Acceptable Use and Security Policy  
 Non- Academic Misconduct Policy Privacy Policy

**ADMIN USE ONLY**

APPROVAL		
Signature:		
Position title:	<b>Chair of the Academic Board</b>	Date: 5 September 2018
Policy Title	UTS College Student Charter	
Executive	Dean of Education	
Manager	Associate Dean of Education	
Policy ID	PO/EDUC/06/18/Exec	
Effective Date	5 September 2018	
<b>Approved by</b>	<b>Academic Board</b>	<b>Date 5 September 2018</b>