

3.1 STUDENTS POLICY

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Contact Officer	Manager, Governance
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Related Policies	2.0 Quality Policy, 3.0 Academic Business Policy
Relevant Legislation	Higher Education Support Act (Cth) 2003



PURPOSE

This policy provides the framework for the delivery of quality services to Charles Darwin University students.

POLICY

Charles Darwin University is committed to providing both an excellent education and experience for students, which is in line with the Mission and espoused values of the institution. The University recognises the mutual obligations of staff and students in pursuing this end, and its responsibility to provide adequate resources, services and delivery standards to facilitate the desired outcome.

IMPLEMENTATION

This policy will be implemented in a way that ensures:

- student-related activities are compliant with relevant legislation and national and international standards, including those outlined in the Australian Quality Training Framework;
- compliance with the University Quality Policy;
- education is of such a standard that, both nationally and internationally, each University award will receive recognition at least equal to similar awards from other Australian institutions;
- potential students have reasonable access to current and accurate information about available University offerings, application and admission processes, skills recognition policy, and financial commitments prior to the enrolment period;
- in relation to general advice and assistance, students can expect
 - general information regarding their obligations, including information on financial commitments associated with their study;
 - access to accurate advice and assistance on matters relevant to their study;
 - access to any relevant services that the University provides;
 - processes for raising grievances and providing feedback on any aspect of their studies, facilities or services provided;
 - having their queries, concerns and complaints addressed fairly and efficiently, with grievances dealt with efficiently through a clear set of processes; and
 - having their views taken into consideration in institutional decision-making;
- in relation to student administration, students can expect:
 - efficient enrolment processes;
 - accurate records of their personal details and study at the University being kept securely;
 - appropriate confidentiality within the University with regard to their academic progress, enrolment information and personal details;
 - examination results being determined and recorded as quickly and as accurately as possible and conveyed to them as soon as possible; and
 - academic achievements being appropriately recognised through such activities as professionally organised graduation ceremonies;

- University facilities are reasonably accessible, comply with relevant legislation, are of a reasonable standard, and are appropriate for their purpose;
- equality of opportunity in education;
- reasonable access to support and information services to assist students in reaching their academic and personal goals;
- education is conducted in the context of, and with reference to, the Mission, goals and objectives of the University;
- education offerings are reviewed with the aim of continuous improvement and adoption of current best practice;
- the University's expectations of students, such as relating to compliance with rules and standards, interaction with staff and other students, and appropriate engagement with the academic, social and cultural life of the institution, are articulated; and
- in relation to postgraduate study, students can expect:
 - access to reasonable resources;
 - instruction and advice on the use of the resources and facilities available for their research;
 - competent supervision throughout their candidature, with reasonable access to supervisors; and
 - opportunities to present seminars, to participate as far as possible in conferences, to be afforded tutoring/demonstrating opportunities and to be given advice about relevant and recent literature in their field of study.

COMMITMENT

Charles Darwin University is committed to:

- developing, maintaining and reviewing appropriate plans, programs, statements, processes and documents to underpin student-related activities;
- undertaking student-related activities only where a suitable professional environment can be achieved;
- compliance with relevant legislation, guidelines, policies and directives with regard to student-related matters;
- providing the resources required to pursue University goals and objectives relating to education activities;
- establishing and monitoring performance against meaningful and measurable objectives; and
- identifying competency needs and providing appropriate training and professional development of staff to meet those needs.

GENERAL RESPONSIBILITIES AND AUTHORITIES

- All staff members are responsible for undertaking their duties in accordance with this policy.
- Senior Staff have the responsibility and authority to implement this policy and monitor its implementation in the activities of their respective areas.
- Respective responsibility for the achievement of this policy rests with the Council, the Audit and Risk Committee, the Vice Chancellor, Senior Staff, the Internal Audit function and all other staff.

SPECIFIC RESPONSIBILITIES AND AUTHORITIES

- The Pro Vice Chancellor, Teaching and Learning, is responsible for issuing guidelines and processes that specify the University's requirements on matters relating to teaching and learning. The Pro Vice Chancellor, Teaching and Learning, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Deputy Vice Chancellor, Research, is responsible for issuing guidelines and processes that specify the University's requirements on matters relating to research training and postgraduate education. The Deputy Vice Chancellor, Research, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Executive Director, Corporate Services, is responsible for issuing guidelines and processes that specify the University's requirements on matters relating to quality specifically in relation to student support services. The Executive Director, Corporate Services, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Dean of a Faculty is responsible for ensuring the Students Policy is implemented within the relevant faculty, and for monitoring its observance. The Deputy Vice Chancellor, Research, is responsible for ensuring the

Students Policy is implemented within the Institute of Advanced Studies, and for monitoring its observance in the Institute.

- The Head of School is responsible for ensuring compliance with the Students Policy in school-level activities.

Professor Helen Garnett
Vice-Chancellor

Date