

Students Policy

INTRODUCTION

The University is committed to providing both an excellent education and experience for students, which is in line with its mission and values . 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.

STATEMENT OF AUTHORITY

The authority behind this policy is the [Charles Darwin University Act 2003](#) part 3, section 15.

COMPLIANCE

This is a compliance requirement under the:

- [Higher Education Standards Framework \(Threshold Standards\)](#);
- [Standards for Registered Training Organisations \(RTOs\)](#); and
- [National Code of Practice for Providers of Education and Training to Overseas Students](#)

INTENT

The intention of this policy is to provide the framework for the delivery of quality services to the University's students.

RELEVANT DEFINITIONS

In the context of this document

Australian Qualification Framework (AQF) means the framework for regulated qualifications in the Australian education and training system;

Governance document means a formally approved document that outlines non-discretionary governing principles and intentions, in order to guide University practice. Governance documents are formal statements of intent that mandate principles or standards that apply to the University's governance or operations or to the practice and conduct of its staff members and students they include the Charles Darwin University Act (2003), by-laws, policies, procedures, guidelines, rules, codes and the Enterprise Agreement;

Organisational unit means a college, school, centre or other academic unit, a department, or other administrative unit;

Senior Executive means a staff member of the University holding the position of Vice-Chancellor, Provost, Deputy Vice-Chancellor, Pro Vice-Chancellor or Chief Financial Officer or equivalent; and

Senior Manager means a staff member of the University holding the position of Director or Head of School or equivalent.

POLICY

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 Qualification 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 procedures, 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;
- Procedures 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 procedures; and
- Having their views taken into consideration in institutional decision- making.

In relation to student administration, students can expect:

- Efficient enrolment procedures;
- 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;
- 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; and
- The University's expectations of students, such as those 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 accessible and articulated clearly.

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 use;
- 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 fields of study.

Charles Darwin University is committed to:

- Developing, maintaining and reviewing appropriate plans, programs, strategies, and governance documents to underpin student-related activities;
- Undertaking student-related activities only where a suitable professional environment can be achieved;
- Compliance with relevant legislation and University governing documents with regard to student-related matters;
- Providing the resources required to pursue University goals and objectives relating to educational activities;
- Establishing and monitoring performance against meaningful and measurable objectives; and
- Identifying competency needs and providing appropriate training and professional development for staff members to meet those needs.

Specific Responsibilities and Authorities

The Pro Vice-Chancellor, Education Strategy is responsible for:

- Developing, reviewing and implementing governance documents that specify the University's requirements on matters relating to learning and teaching; and
- Monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

The Deputy Vice-Chancellor, Research and Research Training is responsible for:

- Developing, reviewing and implementing governance documents that specify the University's requirements on matters relating to research, research training and postgraduate education; and
- Monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

The Pro Vice-Chancellor, Student Engagement and Success is responsible for:

- Developing, reviewing and implementing governance documents that specify the University's requirements on matters relating to quality specifically in relation to student support services; and
- Monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

Senior Managers are responsible for ensuring the Students Policy is implemented within the relevant organisational unit and for monitoring its observance.

ESSENTIAL SUPPORTING INFORMATION

Internal

[Academic and Scientific Misconduct Policy](#)

[Academic Business Policy](#)

[Equal Opportunity Policy](#)

[HDR – Minimum Resources for Candidates Guidelines](#)

[Information Privacy Policy](#)

[Quality Policy](#)

[Students - Academic Grievance Procedures](#)

[Students Administrative Complaints Procedures](#)

[Students Breach of Academic Integrity Procedures](#)

[Students Grievances with Staff or Other Students Procedures](#)

External

[Australian Qualifications Framework](#)

[Higher Education Standards Framework \(Threshold Standards\) 2015](#) (Commonwealth)

[Higher Education Support Act 2003](#) (Commonwealth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
(Commonwealth)

[Standards for Registered Training Organisations \(RTOs\) 2015](#) (Commonwealth)

Document History and Version Control

Last amendment:	21 Sep 2018	Next Review:	May 2008
Sponsor:	Provost		
Contact Officer:	Provost		

Version	Date Approved	Approved by	Brief Description
1.00	4 May 2005	Council	Creation of original document and upload to CDU website.
1.01	29 Dec 2010	Governance	<ul style="list-style-type: none"> • Convert document to new format • Add statement of authority, relevant definitions, document and history control page and essential documents in keeping with new policy format. • Amend minor grammatical and spelling errors. • Amend Deputy Vice-Chancellor Research to Deputy Vice-Chancellor Research and International to reflect change in title. • Amend Pro Vice-Chancellor Teaching and Learning to Senior Deputy Vice-Chancellor to reflect change in title. • Amend Audit and Risk Committee to Finance, Risk and Review Committee to reflect change in title. • 'Internal Audit function' removed as no longer in use • Senior Staff changed to Senior Executive. • HoS changed to Senior Manager • Dean changed to Pro Vice-Chancellor to reflect title change.
1.02	2 Feb 2011	Governance	<ul style="list-style-type: none"> • Minor changes to spelling, grammar and formatting. • Addition of hyperlinks and essential supporting documentation.
1.03	10 Jan 2012	Governance	<ul style="list-style-type: none"> • Removal of reference to Finance, Risk and Review Committee as no longer active. • Amended position titles in accordance with new organisational chart. • Update hyperlinks • Minor changes to grammar and formatting
1.04	13 Feb 2013	Governance	<ul style="list-style-type: none"> • Converted document to current template • Updated and added hyperlinks • Minor changes to wording, formatting and grammar. • Assigned document number
1.05	15 Dec 2017	Governance	<ul style="list-style-type: none"> • Converted document into new template • Updated definitions • Updated hyperlinks • Amended Privacy Policy to Information Privacy Policy • Amended PVC, Academic to Pro-Vice Chancellor, Education Strategy • Amended Pro Vice-Chancellor, Research and Research Training to Deputy Vice-Chancellor, Research and Research Training • Amended the Executive Director, Corporate Services to Pro-Vice Chancellor, Engagement and Success

			<ul style="list-style-type: none"> • Amended the Sponsor from VC to Provost and Contact Officer from EDCS to Provost
1.06	21 Sep 2018	Governance	<ul style="list-style-type: none"> • Amended reference to the AQTF and replaced with AQF • Amended PVC Engagement & Success to PVC Student Engagement & Success • Removed reference to Faculty PVC – NA since HE restructure and replaced with Senior Managers • Added definition for organisational unit and AQF • Updated hyperlinks