

Student Charter

Section 1 - Purpose / Objectives

(1) The Student Charter was established to support the University's mission and foster positive interaction and constructive behaviour between students and staff of the University.

(2) This policy explains the operation of the Student Charter , which:

- a. outlines the fundamental rights and responsibilities that students can expect from Victoria University to assist them in achieving their potential;
- b. outlines the fundamental rights and responsibilities that the University can expect from students whilst undertaking studies at Victoria University;
- c. represents a spirit of goodwill between the University and students that reflects the sentiment of mutual obligation for genuine support and action.

Section 2 - Scope / Application

(3) This policy is important to:

- a. All students; and
- b. All staff who interact with students.

Section 3 - Definitions

(4) Nil

Section 4 - Policy Statement

(5) The Student Charter is intended to be consistent with the University Values in ensuring the rights and responsibilities of students and the University are acknowledged and respected.

(6) The Student Charter is intended to be consistent with all relevant University policies, specifically the Privacy Policy, Student Equity and Social Inclusion Policies and the Staff Code of Conduct which foster integrity and respect in the interaction and behaviour between students and staff.

Part A - The Charter

Mission

(7) Through its distinctive approach to curriculum, the student experience, research and knowledge exchange, emphasising engagement with industry and community, Victoria University will be renowned for:

- a. empowering students from diverse countries and cultures, socio-economic and educational backgrounds, to be successful lifelong learners, grow their skills and capabilities for the changing world of work, and be confident, creative, ethical and respectful, local and global citizens;
- b. finding creative and evidence-based solutions to important contemporary challenges in Australia, Asia and globally, relating especially to education and lifelong learning, to health and active living, to the cultural diversity and well-being of communities, to economic development and environmental sustainability, and to the success of particular industries and places, including our heartland of the West of Melbourne, Australia's fastest growing region.

OUR VALUES

(8) Access

- a. Victoria University is an accessible and friendly university to students and staff from diverse countries and cultures, socio-economic and educational backgrounds, as well as to our industry, government and community partners.

(9) Excellence

- a. Victoria University is committed to excellence in education, research and knowledge exchange.

(10) Respect

- a. The staff and students of Victoria University demonstrate respect for others from diverse countries and cultures, educational and socio-economic backgrounds, and for the natural environment.

(11) We ask that all staff and students model their behaviour to reflect our values.

(12) This Student Charter outlines the fundamental rights and responsibilities that students at Victoria University have to assist them in achieving their potential. Many of these rights and responsibilities contain references to specific regulations, policies and guidelines which detail how they will be upheld.

(13) The University is committed to improving the many programs, services and processes that relate to students. The University strongly encourages its students to be aware of their rights and responsibilities and to exercise these rights and responsibilities appropriately. The Student Charter represents a spirit of goodwill between the University and students that reflects the sentiment of mutual obligation for genuine support and action.

IT IS EXPECTED THAT VICTORIA UNIVERSITY WILL:

(14) provide a supportive, stimulating and effective learning environment that empowers students to reach their potential

(15) provide high quality learning experiences that are in accordance with good quality learning and teaching practice

(16) provide the physical learning environment, facilities and student focussed services to support students to succeed in their studies

(17) provide accurate, timely and useful information to students in relation to their course of study, enrolment, policies, services and processes

(18) provide an environment free from discrimination and harassment in accordance with Commonwealth and State Legislation and associated University policy

- (19) provide timely and constructive feedback on assessment recognising it as a valuable part of the learning process
- (20) provide fair, transparent and efficient complaints, grievances and appeals procedures*
- (21) provide a clear statement of acceptable academic behaviour by students
- (22) treat personal information confidentially and ensure it is only released with the student's consent or when legally required
- (23) expect that all staff as members of the Victoria University community require commitment to the ethical values of honesty, trust, fairness, respect and responsibility
- (24) support the contribution of students and their representatives to the life of the University
- (25) respect individual student needs and abilities including recognition of previous and current learning experience.

IT IS EXPECTED THAT STUDENTS WILL:

- (26) engage actively with the educational, social and cultural life of the University
- (27) be fully committed to their own learning including taking responsibility for monitoring their own progress
- (28) respect the diversity of all students and staff and support an environment free from discrimination and harassment in accordance with Commonwealth and State Legislation and associated University policy
- (29) acknowledge that membership of the Victoria University community requires commitment to the ethical values of honesty, trust, fairness and responsibility including treating other students with respect
- (30) respect all University staff, property and facilities
- (31) provide honest and constructive feedback about their academic programs and participate in the continuous quality assurance processes of the University
- (32) acquaint themselves with University policies and procedures relevant to their enrolment and course of study and adhere to the rules and regulations of the University as they apply to students
- (33) take responsibility for meeting reasonable attendance requirements
- (34) take responsibility for keeping their own record of submitted work
- (35) take responsibility for activating their VU student email account for the duration of enrolment to ensure timely and accurate communication.

Section 5 - Procedures

- (36) The Director Student Engagement is responsible for the overall distribution and development of the Student Charter.
- (37) The Director Student Engagement shall review the Student Charter biennially.
- (38) The Student Advisory Service shall undertake the promotion and distribution of the Student Charter.

Section 6 - Guidelines

(39) Nil

Status and Details

Status	Historic
Effective Date	4th September 2014
Review Date	4th May 2017
Approval Authority	Vice-Chancellor
Approval Date	4th September 2014
Expiry Date	20th December 2017
Responsible Officer	Yvonne Rolley Associate Director, Student Life and Wellbeing
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