

Student Charter Policy

Section 1 - Summary

(1) This Policy explains the operation of the Student Charter, which outlines the rights and responsibilities of students while studying at Victoria University (VU).

Section 2 - Accountability

Accountable / Responsible Officer	Role
Accountable Officer	Associate Provost, Students
Responsible Officer	Director, Student Services

Key Decision-making powers under the Policy (if applicable)

(Delegated) Power	Role
Nil	Nil

Section 3 - Scope

(2) This Policy applies to:

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

Section 4 - Definitions

(3) Nil

Section 5 - Policy Statement

(4) The Student Charter is consistent with the University's values in ensuring that the rights and responsibilities of students and the University are acknowledged and respected. The University aims to use a personalised approach to create an atmosphere of openness and excellence. As the University of Opportunity and Success, we enhance the quality of the student experience and outcomes, with an emphasis on career preparedness and development,

employability and entrepreneurship, and leadership capability for a global context.

- a. The Student Charter is consistent with all relevant University policies, specifically the [Privacy Policy](#), [Student Equity and Social Inclusion Policy](#) and the [Appropriate Workplace Behaviour Policy](#) which foster integrity and respect in the interaction and behaviour between students and staff.
- b. All University staff are required to observe appropriate standards of behaviour towards, and in the company of, children and young people under 18 years of age, including online conduct in accordance with the [Safety and Welfare of Children and Young People - Staff Code of Conduct](#) set out in [Appendix 1 - Child Safety Reporting Process](#).
- c. As per the University Gender Equity Strategy, students will be treated with fairness, dignity and respect and that sexism or violence in any form will not be tolerated.

(5) The Student Charter works in conjunction with the University [Customer Service Commitment](#).

Part A - The Charter

Mission

(6) Through its distinctive approach to curriculum, the student experience, research and knowledge exchange, emphasising engagement with industry and community, VU will be renowned for 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.

(7) VU is dedicated to 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.

Our Values

(8) VU 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) VU is committed to excellence in education, research and knowledge exchange.

(10) The staff and students of VU demonstrate respect for others from diverse countries and cultures, educational and socio-economic backgrounds, and for the natural environment.

(11) It is expected that VU will:

- a. Provide a supportive, stimulating and effective learning environment that empowers students to reach their potential.
- b. Provide high quality learning experiences that are in accordance with good quality learning and teaching practice.
- c. Provide the physical learning environment, facilities and student focused services to support students to succeed in their studies.
- d. Provide accurate, timely and useful information to students in relation to their course of study, enrolment, policies, services and processes.
- e. Provide an environment free from discrimination and harassment in accordance with both Commonwealth and State Legislation and associated [University policy](#) and provide timely and constructive feedback on assessment

recognising it as a valuable part of the learning process.

- f. Provide fair, transparent and efficient complaints, grievances and appeals procedure [see [Student Complaints Policy](#) and [Student Appeals Procedure](#)].
- g. Provide a clear statement of acceptable academic behaviour by students [see [Academic Integrity Policy](#)].
- h. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required [see [Privacy Policy](#)].
- i. Expect that all staff as members of the VU community commit to the ethical values of honesty, trust, fairness, respect and responsibility.
- j. Support the contribution of students and their representatives to the life of the University.
- k. Respect individual student needs and abilities including recognition of previous and current learning experience [see [Credit - Advanced Standing Procedure \(HE\)](#) and [Credit Policy](#)].
- l. Deliver all services to students, as per the University [Customer Service Commitment](#).

(12) It is expected that students will:

- a. Engage actively with the educational, social and cultural life of the University.
- b. Be fully committed to your own learning including taking responsibility for monitoring your own progress.
- c. 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](#).
- d. Acknowledge that membership of the VU community requires commitment to the ethical values of honesty, trust, fairness and responsibility including treating other students with respect.
- e. Respect all University staff, property and facilities.
- f. Provide honest and constructive feedback about your academic programs and participate in the continuous quality assurance processes of the University.
- g. Acquaint yourself with University [policies and procedures](#) relevant to your enrolment and course of study and adhere to the rules and regulations of the University as they apply to students.
- h. Take responsibility for meeting reasonable attendance requirements.
- i. Take responsibility for keeping your own record of submitted work.
- j. Take responsibility for activating and monitoring your VU student email account for the duration of enrolment to ensure timely and accurate communication.
- k. Support VU's commitment to an environment that promotes the safety and welfare of children and young persons under 18 years and protects such persons from abuse or harm in accordance with relevant legislation and University Policy - [Safety and Welfare of Children and Young People Policy](#) and [Safety and Welfare of Children and Young People Procedure](#).

Monitoring and Review

(13) The Director, Student Services shall review the Student Charter Policy biennially.

Section 6 - Procedures

(14) Nil

Section 7 - Guidelines

(15) Nil

Status and Details

Status	Historic
Effective Date	21st December 2017
Review Date	21st December 2020
Approval Authority	Vice-President (Infrastructure and Students)
Approval Date	15th December 2017
Expiry Date	11th November 2021
Accountable Officer	Lisa Line Deputy Vice-Chancellor Enterprise and Digital Lisa.Line@vu.edu.au
Responsible Officer	Darrel Caulfield Chief Student Officer and Registrar darrel.caulfield@vu.edu.au
Enquiries Contact	Darrel Caulfield Chief Student Officer and Registrar darrel.caulfield@vu.edu.au