

# Student Charter Policy

## Section 1 - Summary

(1) The Student Charter embodies the values, principles and purpose of Victoria University (VU), outlining what VU students are responsible for and the rights they are entitled to.

(2) Victoria University acknowledges the diversity of our community and recognises the different ways policies and procedures may affect students based on gender and intersecting identities (e.g., race, disability, socio-economic status). This Student Charter underpins the role that we all have in creating a thriving place to work and study.

## Section 2 - Scope

(3) This Policy applies to:

- a. All students; and
- b. All staff and members of the VU Community.

## Section 3 - Policy Statement

(4) The Student Charter is consistent with VU's values in ensuring that the rights and responsibilities of students and VU are acknowledged and respected. At VU we strive to create a safe and respectful learning and working environment for all students, staff and visitors, based on shared values.

### The Charter

#### Student Rights

(5) It is expected that VU will:

- a. Provide a supportive and effective learning environment that empowers students to reach their potential and is free from unacceptable behaviour, including discrimination, harassment, bullying, vilification, victimisation and violence in accordance with both Commonwealth and State Legislation and associated [University policy](#).
- b. Provide high quality learning experiences that are excellent, relevant, contemporary and accessible.
- c. Provide an inclusive, accessible and safe physical and/or online learning environment, facilities and student focused services to support students to succeed in their studies.
- d. Provide accurate, timely, accessible and useful information to students in relation to their course of study, enrolment, policies, services and processes, in line with VU's [Service Commitment](#).
- e. Provide clear, timely and constructive feedback to students on their assessments and academic progress.
- f. Expect that placement providers and partners demonstrate professional and appropriate behaviour when supervising VU students in placements, projects or fieldwork related to course of study.
- g. Provide staff with training to support inclusive language and behaviour, fostering a safer environment for LGBTIQ+, disability, Aboriginal and Torres Strait Islander, and culturally and racially marginalised students.

- h. Provide academic and wellbeing supports to give every student the best possible chance of success (see [Support for Students Policy](#)).
- i. Enable freedom of lawful speech and academic freedom, while recognising views are to be shared respectfully, without discrimination or harm to others.
- j. Provide fair, transparent, free and efficient complaints, grievances and appeals procedures (see [Student Complaints Policy](#) and [Student Appeals Procedure](#)) based on the principles of good faith and procedural fairness.
- k. Expect that all staff as members of the VU community treat students with respect and commit to the ethical values of honesty, accountability and fairness.
- l. Provide a clear statement of acceptable academic behaviour by students (see [Academic Integrity Policy](#)).
- m. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required (see [Privacy Policy](#)).
- n. Offer students ways to engage with university community outside of study and support them to participate.
- o. Engage and co-design with students with living experience, ensuring their voices help shape policies and support services.

## Student Responsibilities

(6) It is expected that students will:

- a. Keep themselves informed about university life.
- b. Be fully committed to their own learning, including taking responsibility for monitoring their own progress, keeping their own record of submitted work, using assessment feedback to improve their learning, meeting reasonable attendance requirements, and seeking support when they need it.
- c. Behave fairly, respectfully and appropriately to other members of the University community in all contexts, including online, to support an environment free from discrimination, harassment, vilification and victimisation in accordance with Commonwealth and State Legislation and associated [University policy](#).
- d. Respect all VU staff, property and facilities and act in ways that do not damage the University's reputation.
- e. Protect and respect the right to safe and peaceful protest that does not disrupt or interfere with the operations and activities (academic or otherwise) of the university.
- f. Take personal responsibility for interactions with placement providers and partner organisations and demonstrate appropriate and professional behaviour while undertaking industry placements, projects or fieldwork related to course of study.
- g. Provide fair, honest and constructive feedback about their academic programs and participate in the continuous quality assurance processes of the University.
- h. Be informed about and follow VU [policies and procedures](#) relevant to enrolment and course of study and adhere to the rules and regulations of VU as they apply to students.
- i. Take responsibility for monitoring university communications including monitoring their VU student email and keeping personal contact details and data updated.
- j. Support VU's commitment to an environment that promotes the safety and welfare of children and young persons in accordance with relevant legislation and VU policy – [Safety and Welfare of Children and Young People Policy](#) and [Safety and Welfare of Children and Young People Procedure](#).

## Section 4 - Procedures

(7) Nil.

## Section 5 - HESF/ASQA/ESOS Alignment

(8) HESF: 2.1 Facilities and Infrastructure; 2.2 Diversity and Inclusion; 2.3 Wellbeing and Safety; 2.4 Student Grievances and Complaints; 3.2 Staffing; 3.3 Learning Resources and Educational Support; 6.1.4 Corporate Governance.

(9) Outcome Standards for NVR Registered Training Organisations 2025: Standard 1.4 Assessment; 1.8 Facilities, equipment and resources; 2.1 Information; 2.5 Diversity and Inclusion; 2.6 Wellbeing; 2.7, 2.8 Feedback, Complaints and Appeals.

(10) ESOS: Standard 6 Overseas Student Support Services; Standard 10 Complaints and Appeals.

## Section 6 - Definitions

(11) Nil.

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	12th September 2025
<b>Review Date</b>	12th September 2028
<b>Approval Authority</b>	Academic Board
<b>Approval Date</b>	6th August 2025
<b>Expiry Date</b>	Not Applicable
<b>Accountable Officer</b>	Lisa Line Deputy Vice-Chancellor Enterprise and Digital Lisa.Line@vu.edu.au
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