

## Student Charter

<b>Approving authority</b>	Academic Committee
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<b>Advisor</b>	Academic Registrar, Academic Administration <a href="mailto:academic-registrar@griffith.edu.au">academic-registrar@griffith.edu.au</a>   (07) 373 57334
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<b>TRIM document</b>	2019/1001000
<b>Description</b>	The Student Charter is a statement of the University's aspirations and mutual expectations, as staff and students work together to achieve the University's <a href="#">Mission</a> .

### Related documents

[University Strategic and Operational Plans](#)

[Griffith University Policy Library](#): a searchable database containing the officially approved policies, procedures, forms and legislation of the University

[Griffith University Mission Statement](#)

[[Purpose](#)] [[University Statement of Values and Commitments](#)] [[Student Charter](#)]

## 1. PURPOSE

The Student Charter is a statement of the University's aspirations and mutual expectations of staff and students, as they work together to achieve the University's [Mission](#). Expectations are drawn from the University's [policies and procedures](#).

The Student Charter details the partnership between the University and its students. The achievement of the University's [Mission](#) is only possible through the respectful interactions of all members of the University community, fair student representation and active student participation in University life and community.

The Student Charter applies to all students (non-award, undergraduate, postgraduate and research) of the University regardless of the learning mode and location of their studies. The Charter was developed in consultation with students, through their representative bodies, and staff.

## 2. UNIVERSITY STATEMENT OF VALUES AND COMMITMENTS

In pursuit of our [Mission](#), the University is committed to:

- Rigorous standards of scholarship.
- Positively influencing our communities through our teaching, research and scholarly activities.
- Recognising our location in the Asia-Pacific and deepening our engagement with the region.
- Bringing disciplines together to address the key issues of our time.
- Promoting the respect of individual rights and ethical standards.
- Participatory decision making and problem solving.
- Contributing to a robust, equitable and environmentally sustainable society.
- Recognising and valuing diversity.

- Recognising the unique place of First Peoples in Australian history and culture, and enabling their continued contribution to the nation.
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### 3. STUDENT CHARTER

Links throughout the Student Charter provide access to relevant student policies and support services.

#### 3.1 Teaching, Learning, Assessment and Research Expectations

**Students** can expect:

- assistance in their orientation and transition to Griffith;
- a range of [learning and teaching approaches](#) that facilitate engagement and communication between students and between students and their teachers, and the development of [The Griffith Graduate](#) attributes;
- fair, reliable and valid [assessment](#) including helpful and timely feedback on their academic work;
- clear information about [course](#) and [program requirements](#);
- changes to [programs](#) and [courses](#), made during the normal period of enrolment, allow students to complete their original program or transfer to a replacement program;
- [data to be collected, analysed and reported](#) about their learning for the purpose of informing [student-centred education](#) practices and optimising the learning environment;
- reasonable and equitable access to [library](#), laboratory, studio, [internet](#), [computing](#) and general [course resources](#);
- ownership of [intellectual property](#) they create in the course of their enrolment, unless other arrangements have been mutually agreed in writing with the University in accordance with the University's [Intellectual Property Policy](#).

The **University** expects students to:

- work to the [best of their ability](#) and towards the development of the attributes of The [Griffith Graduate](#);
- participate actively, positively and with [integrity in teaching, learning](#) and [research](#) activities;
- provide constructive feedback on their learning;
- take responsibility for managing their own learning, in accordance with the [Academic Calendar](#) and their timetable, ensuring attendance when required, adequate private study and full participation in all learning activities;
- complete and submit all required [assessment](#) tasks within required timeframes;
- comply with [program and course requirements](#);
- respect the academic responsibility of the University to establish and maintain appropriate [academic](#) and [professional](#) standards in [courses](#) and programs;
- to ensure their personal information including [contact details](#) are up to date through [My Griffith](#) - the student portal;
- to regularly check for University communications;
- respect University property and use information technology and [other resources](#) in accordance with the [University's Code of Practice](#) and [Intellectual Property Policy](#);
- comply with the [minimum information technology requirements](#) for study in the courses in which they enrol.

### 3.2 Equity and Ethical Expectations

**Students** can expect:

- to be [treated with courtesy, acceptance](#) and respect;
- their [reasonable needs](#) (to be respectfully addressed, regardless of gender, ethnicity, religion, age, background, disability or sexual preference);
- to participate fully in the University's activities [free from harassment, discrimination, bullying or other anti-social or unlawful behaviours](#);
- reasonable access to [academic, professional](#) and personal [support](#);
- access to information on the University's [policies and procedures](#);
- a transparent [admission](#) system that is inclusive and equitable, administered in accordance with published criteria;
- their personal information to remain [confidential](#) and to be released only with their consent and knowledge or when legally required, or when their personal safety or the safety of others is at risk;
- the University to provide a [safe and healthy study environment](#).

The **University** expects students to:

- treat and communicate with University staff and other students with courtesy, acceptance and respect at all times including via [social media](#);
- observe reasonable [standards of behaviour](#) with respect to all University activities and University property, thereby refraining from [harassment, discrimination, bullying or other forms of intimidating or unlawful behaviour](#) against other students and staff;
- uphold professional [standards of behaviour](#) towards all persons they interact with in their capacity as a University student whilst undertaking activities related to their degree that are external to the University;
- to conduct themselves in a [safe manner](#);
- adhere to the [highest ethical standards](#) and [undertake assessment tasks in an honest and trustworthy manner](#) consistent with their purpose;
- [disclose relevant information](#) about circumstances that may impact on their capacity to undertake their studies for the purpose of making [reasonable adjustments](#);
- recognise the significance of [Australia's First Peoples](#), their cultures, and their place in the University's learning and research activities.

### 3.3 Feedback, Complaints and Discipline Expectations

**Students** can expect:

- their [complaints](#) to be addressed in a [timely](#) and [professional](#) manner;
- the University to seek and welcome their [feedback](#) on matters relating to the [learning environment](#) and courses and to be advised of the [outcomes](#) of such reviews;
- to access information in plain English and in multiple and accessible formats about how to apply for a [review of a decision](#) or [submit a complaint](#) along with access to independent peer support;
- staff to be aware of and uphold their [responsibilities](#) under the University's policies and procedures as they affect them and their interaction with students.

The **University** expects students to:

- attempt to resolve issues informally before seeking a [review of a decision](#) or making a [student complaint](#);
- to refrain from engaging in [frivolous or vexatious complaints](#);

- to be aware of and uphold their responsibilities under the [University's policies and procedures](#) and to abide by the conditions which necessarily follow, and accept sanctions applied for failing to do so.