

THE UNIVERSITY OF QUEENSLAND STUDENT CHARTER

PART A: Expectations and Responsibilities

The University of Queensland aspires to educate our students to become leaders within the community. At UQ excellence in learning and discovery is rewarded, openness and innovation are encouraged, and widespread engagement with our local and global communities is promoted. We encourage all students to take advantage of UQ’s considerable benefits, to contribute as part of an international community of dedicated students, leading academics and alumni achievers, and to be active participants in the many social and sporting activities that UQ has to offer. As a member of the University community, we also expect students to accept shared responsibility to conduct themselves in a manner consistent with the University’s values and guiding principles in order to maintain a safe harmonious environment.

The University of Queensland is committed to:

- establishing and sustaining a community that supports independent scholarly learning, critical judgment, academic integrity and ethical standards in all students;
- the pursuit of excellence in all aspects of learning and research;
- involving students as active participants in their educational experience; and
- enhancing the student experience.

1. Respect and engagement

	You can expect	We expect you to
1.1 Respect	<ul style="list-style-type: none"> • to be treated with courtesy and respect • to communicate freely and to be able to voice alternative points of view in rational debate • to be provided with a work and study environment in which concerns and complaints are addressed as fairly and quickly as possible (PPL 3.60.02 Student Grievance Resolution) • to enjoy a study environment free from harassment, discrimination and bullying and that the University will facilitate investigation and resolution of alleged harassment or discrimination (PPL 1.70.02 Prevention of Sexual Harassment, PPL 1.70.06 Discrimination and Harassment, PPL 1.70.03 Racism) • the University to value the contribution you make to society professionally and personally throughout your life, as an alumnus of the University 	<ul style="list-style-type: none"> • treat other members of the University community with respect and courtesy in all interactions including online communications • respect the opinions of others and deal with disagreement by rational debate • not engage in frivolous or vexatious complaints or grievances (PPL 3.60.02 Student Grievance Resolution) • not engage in conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties • not engage in conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating (PPL 1.70.02 Prevention of Sexual Harassment, PPL 1.70.06 Discrimination and Harassment, PPL 1.70.03 Racism) • acknowledge that you are the beneficiary of the philanthropy and service of alumni and other friends of the University and respect the opportunities afforded to you as a student, and in the future, as an alumnus

	You can expect	We expect you to
1.2 Privacy	<ul style="list-style-type: none"> to have personal privacy respected, so that personally sensitive information will be requested only where necessary for University academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access (PPL 1.60.02 Privacy Management) to have access upon request to personal records which the University may hold about you, subject to the provisions of the Right to Information Act (Qld) 2009 and relevant University access policies and procedures (PPL 6.40.01b Access to UQ Documents - Procedures) 	<ul style="list-style-type: none"> respect the privacy of all members of the University community maintain your personal details such as address and other contact information in the relevant databases (e.g. SI-net) not share your UQ username and password with others (PPL 6.20.01 Information and Communication Technology)
1.3 Equity and diversity	<ul style="list-style-type: none"> the University to address the reasonable needs of all students equitably regardless of individual differences such as gender, religion, ethnicity, age, sexuality, disability or mode of study (PPL 1.70.01 Equity and Diversity, PPL 1.70.03 Racism, PPL 1.70.06 Discrimination and Harassment) assistance to develop the skills and values that enable people with diverse beliefs, personal characteristics and backgrounds to work together 	<ul style="list-style-type: none"> treat other members of the University community in a fair and respectful manner regardless of individual differences such as gender, religion, ethnicity, age, sexuality or disability (PPL 1.70.01 Equity and Diversity, PPL 1.70.03 Racism, PPL 1.70.06 Discrimination and Harassment)
1.4 Feedback, participation and engagement	<ul style="list-style-type: none"> student representation on major decision-making bodies, with that provision being articulated in the relevant statutes and rules of the University an opportunity to evaluate courses, programs and teaching and to provide input into program planning and course design an opportunity to participate in events that facilitate interaction with peers in academic and other less formal settings 	<ul style="list-style-type: none"> participate actively in and contribute to relevant University decision-making bodies provide fair and honest feedback on the quality of teaching, courses and programs participate in various student surveys as the data gathered informs the University about the quality of the student experience

2. Learning and Teaching

	You can expect	We expect you to
2.1 Study and assessment	<ul style="list-style-type: none"> to be provided with accurate, timely and helpful information regarding your studies, and about enrolment and other administrative procedures that apply to you that if English is your second or other language there will be concurrent support programs available to develop academic and study skills, including English language proficiency (ELP) (PPL 3.40.14 English Language Proficiency Admission, PPL 3.30.15 English Language Proficiency Development and Concurrent Support) 	<ul style="list-style-type: none"> acquaint yourself with University policies and procedures relevant to your enrolment and studies and observe the statutes, rules and policies of the University actively develop your social, academic and professional literacy and communication skills access student academic and support services, improving study skills and seeking advice wherever appropriate
2.2 Academic integrity	<ul style="list-style-type: none"> that your copyright in any essay, assignment, thesis or dissertation you produce will be recognised and that students' moral rights in relation to original academic work will be acknowledged in, for example, scholarly publications, academic presentations or teaching materials (PPL 4.10.13 Intellectual Property for Staff, Students and Visitors) 	<ul style="list-style-type: none"> maintain the highest standards of academic integrity in your work, not cheat in examinations or other forms of assessment ensure that you do not plagiarise the work or ideas of other persons and that the findings of your research are interpreted and presented appropriately and based on accurate data (PPL 3.60.04 Student Integrity and Misconduct) complete the compulsory Academic Integrity online modules
2.3 Undergraduate and Postgraduate Coursework students	<ul style="list-style-type: none"> to receive, at the beginning of each semester from the course coordinator, an up-to-date course profile (PPL 3.20.07 Course Design) that program and course content will be purposeful and up-to-date and informed by current scholarship in the discipline to have reasonable access to teaching staff for individual consultation outside class times, in person or by other means (such as by telephone or electronic mail) that assessment will be fair, equitable, valid and reliable (PPL 3.10.02 Assessment) 	<ul style="list-style-type: none"> attend classes, maintain steady progress in courses undertaken and submit required work on time (except in unforeseen or exceptional circumstances, in which case an approved extension is obtained) (Guidelines for applying for an extension) conduct yourself in a professional manner while undertaking all activities on University of Queensland premises and all external activities directly related to your study and research conduct yourself in a professional manner while undertaking industrial placements or other forms of clinical or practice-based experience, and respect the confidentiality of patient, client or commercial information made available to you as part of your practical learning activities

	You can expect	We expect you to
	<ul style="list-style-type: none"> • that assessment will be explicit and there will be a logical relationship between tasks; learning objectives; the criteria used for judgements around assessment; and the grades awarded for different levels or standards of performance • that evaluations on the quality of your learning are made by reference to explicit or predetermined criteria and standards and not by reference to the achievement of other students • that the provision of feedback on assessment will be recognised as a valuable part of the educative process, and that items of progressive assessment will be marked promptly and returned with feedback and the mark or grade obtained • access to examination marks and scripts, together with appropriate feedback, following release of results • opportunities to engage with community and alumni leaders to enhance your learning experience 	<ul style="list-style-type: none"> • incorporate feedback on assessment into your learning and make sure you make use of the assessment criteria with which you are provided • inform your course coordinator or school as soon as possible of anything which might affect your studies
2.4 Higher Degree by Research students	<ul style="list-style-type: none"> • your rights and responsibilities will be explained in the Higher Degree by Research Candidate Charter (HDRCC) (PPL 4.60.02 Higher Degree by Research Candidate Charter) 	<ul style="list-style-type: none"> • familiarise yourself with the Higher Degree by Research Candidate Charter (HDRCC) (PPL 4.60.02 Higher Degree by Research Candidate Charter)

3. University resources and facilities

	You can expect	We expect you to
3.1 Environment and resources	<ul style="list-style-type: none"> to be provided with access to resources, facilities and other support to enable you to study that the facilities and/ or equipment you use are safe and comply with the University's occupational health and safety guidelines sustainability to be embedded in all activities at the University 	<ul style="list-style-type: none"> respect University property and the facilities, such as library, computing and laboratory resources, which the University provides to support teaching and learning report any faults or concerns with University property and facilities to the relevant point of contact as soon as possible comply at all times with the University's occupational health and safety requirements use resources in a sustainable way
3.2 Support services	<ul style="list-style-type: none"> to be provided with access to support services at UQ including; health and counselling services, learning assistance, career guidance, disability support services, accommodation information and recreational facilities to be provided information about a range of relevant external services such as transport, hospital care and education for dependents. 	<ul style="list-style-type: none"> be proactive in seeking assistance and information from support services as early as possible when you need support

Part B – Further information

- *my.UQ* (<https://my.uq.edu.au>) provides a personalised portal or doorway to the services you need as a UQ student. You can use it to access your email, enter mySI-net, access online resources for the courses in which you are enrolled, view your calendar and address book, see important reminders, and find out what's happening at UQ and around the world.
- *my.UQ* also provides a helpful platform to access an overview of the rules and policies as they affect students. It also links you to important information for new and continuing students, and is the access point for online forms and applications.
- *Policies and Procedures Library* (<https://ppl.app.uq.edu.au>) was formerly known as the Handbook of Policies and Procedures (HUPP), and is the central UQ repository for approved policies, procedures, guidelines and forms, which are to be read in conjunction with program specific rules.