

Governance Institute of Australia

Student Support and Responsibilities Policy

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| Related documents | Governance Institute of Australia Academic Governance Policy Governance Institute of Australia Progression and Unsatisfactory Academic Progress Policy Governance Institute of Australia Student Code of Conduct Governance Institute of Australia Student Feedback Policy Governance Institute of Australia Subject Learning Guides Policy |
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Issued under the authority of Governance Institute of Australia Board of Directors

Governance Institute of Australia

Student Support and Responsibilities Policy

Policy Statement

Governance Institute of Australia (hereafter referred to as Governance Institute) is committed to improving and maintaining excellence across all its activities, services and processes including teaching and learning and the support, development and engagement of its students.

Aims and Objectives

1. Evidence of the student experience as a central focus is a comprehensive suite of principles and processes which are directed at ensuring that Governance Institute's students have every reasonable level of support and assistance available to them as they pursue their higher education studies.

Overview

2. Governance Institute recognises and embraces its responsibilities to its students (both current and prospective) to:
 - a. Provide information about itself as a higher education provider in Australia;
 - b. Provide comprehensive, accurate and up to date information about the higher education courses it offers including information about course accreditation; admission requirements; recognition of prior learning, course structure, content, duration and learning load; methods of assessment and progression requirements; study modes; awards conferred on completion; professional recognition; all costs involved; and the availability of support services;
 - c. Ensure access to fair and impartial appeal processes through which students are supported to seek resolution of disputes about their study progress or results and other issues that may arise in connection with their study;

- d. Provide access to appropriate learning support including orientation, transition support, library and other resources including online resources;
- e. Promote an inclusive and safe culture, free from harassment and discrimination and regardless of gender, ethnicity, age, disability or background;
- f. Provide a safe and secure physical environment that complies with workplace health and safety standards;
- g. Provide for and encourage an appropriate level and form of student representation in its deliberative and decision making processes.

Procedures

- 3. Governance Institute expects all students to take individual responsibility:
 - a. To fully inform themselves of all Governance Institute policies and other rules relating to their responsibilities as students and to comply with them;
 - b. To familiarise themselves with all relevant information made available concerning their course and subjects and to raise any questions or concerns they might have, promptly with the appropriate member of staff;
 - c. To participate actively and constructively in the teaching-learning process. Students are expected to attend learning activities as required, to maintain steady progress within the course and subject, comply with workload expectations and submit required work on time.
 - d. To respect the rights of others, particularly with regard to freedom of expression in the academic setting;
 - e. To recognise that Governance Institute expects honest work at all levels from students, and that cheating, plagiarism, fabrication or falsification of data is not acceptable. Students are also expected to be aware of their individual responsibilities regarding legitimate use of copyright material;
 - f. For monitoring their own progress in individual subjects and the course as a whole. Students may expect to have reasonable access to academic staff for assistance;

- g. To participate in the functioning of Governance Institute postgraduate education, by for example, representation on committees, and to provide feedback on the teaching-learning environment;
- h. To act in a way that respects the rights and welfare of all members of Governance Institute's community. Students have a responsibility to be sensitive to and tolerant of cultural diversities;
- i. To only use information technology and other equipment made available to them for purposes relevant to their course;
- j. To comply with Governance Institute Student Code of Conduct.

Provision of Information

- 4. Governance Institute will provide public information to students and prospective students regarding:
 - a. registration status with the Tertiary Education Quality and Standards Agency (TEQSA) as a higher education provider;
 - b. courses accredited through the Chartered Governance Institute (CGI) and TEQSA, offered at Graduate Certificate and Graduate Diploma level.
- 5. Comprehensive information about Governance Institute courses is published on Governance Institute's website prior to the beginning of each academic year and includes information about:
 - a. course content, duration, admission and enrolment requirements;
 - b. methods of assessment and learning loads;
 - c. professional recognition (where applicable); and
 - d. the total course costs involved.
- 6. Governance Institute ensures that students have access to academic appeals and grievance procedures that are conducted in accordance with the principles of natural justice. Arrangements for appeals about academic decisions are separate to grievance procedures about other matters.

7. Where possible and appropriate, Governance Institute favours discussion and mediation as the first means of resolving grievances and complaints. In the first instance students should report any complaints to the General Manager, Education in an attempt to resolve the matter by mediation. Alternatively, students may request the involvement of a trained, independent professional mediator. If mediation measures are unsuccessful or inappropriate, the following measures will apply.

Academic Decisions

8. Academic decisions are those made by Governance Institute which relate to matters concerning course admission; the granting of advanced standing; progression in a course; applications for the review of grades achieved; and the investigation of allegations of academic misconduct. Separate policies exist in relation to each of the matters and reference should be made to the relevant policy for full details of the appeal procedures available. Generally the appeal procedures provide for an appeal at “first instance” and a higher level review procedure where the applicant is dissatisfied with the initial outcome.

Other Grievances and Issues

9. All other grievances, disputes and issues not of an academic nature arising out of a student's enrolment in Governance Institute subjects will be managed in accordance with the relevant Governance Institute Policy or Policies covering but not limited to workplace health and safety, anti-discrimination, equal opportunity, and equity.

Learning Support

10. Governance Institute is committed in its endeavour to address the reasonable needs of all its students for support in their teaching-learning environment. Academic support available includes:
 - a. Orientation sessions: where discussions take place regarding subject tasks and assignments, and accessing and using the Online Learning Centre and library facilities;
 - b. Course contacts: a list of contacts is provided in the Subject Learning Guide;
 - c. Study Skills Workshops: are available to any enrolled student who wishes to develop their skills in academic writing at a postgraduate level, researching the literature for assignment work and evaluating the literature for evidenced based best practice;

- d. Special needs: every effort will be made to assist students with special needs due to disability. At the time of admission students are invited to indicate the nature of support required such as reading print material of standard size; taking lecture/tutorial notes; use of equipment and furniture; preparing written work; preparing audio-visual presentations; assistance with writing/word processing/typing; and access to tutorial rooms and other facilities. Reasonable adjustments will be detailed in an individual student Academic Integration Plan;
- e. Identification of students at academic risk: the student Progression and Unsatisfactory Academic Progress Policy includes measures to identify students considered to be at academic risk; that is their academic performance is unsatisfactory and they are not progressing satisfactorily through their course. Governance Institute recognises that some students experience academic difficulties for a wide range of reasons, both academic related and otherwise. It will make reasonable accommodations to support such students and assist them to continue studying. (Refer to the Progression and Unsatisfactory Academic Progress Policy for full details)

Personal Support

11. Governance Institute recognises the importance of early intervention strategies for students to assist them to identify and resolve professional, personal, health or work related issues that may be impacting upon their study. Arrangements are in place to ensure that students have access, on a confidential basis, to the General Manager, Education.

Student feedback and representation

12. Governance Institute places the student experience at the forefront of its academic quality agenda. It seeks to ensure that the academic needs and expectations of its students are satisfied. Governance Institute will use multiple sources of qualitative and quantitative data gathered from students to inform the continuous improvement process of teaching and learning, including student learning support services. (Refer to Student Feedback Policy for further information)
13. Governance Institute also recognises the value of students being able to contribute their opinions and recommendations directly to its deliberative and decision making processes through a representative mechanism. Governance Institute's Academic Governance Policy provides for formal student representation on its Education Committee.

Related Documents

- Governance Institute of Australia Academic Governance Policy
- Governance Institute of Australia Progression and Unsatisfactory Academic Progress Policy
- Governance Institute of Australia Student Code of Conduct
- Governance Institute of Australia Student Feedback Policy
- Governance Institute of Australia Subject Learning Guides

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