English Language Centre Student Rights and Responsibilities – Guidelines and Procedures

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Rationale and Scope

Students are required to abide by and are entitled to all the rights and privileges conveyed by Australian Federal Government and New South Wales State Government laws, rules and regulations during admission to and study at the University of New England.

Policy

Student Rights

1. ELC will ensure students are granted all rights and protection to which they are entitled under Australian Federal Government and New South Wales State Government laws, rules and regulations plus UNE policies, procedures and guidelines and ELC procedures and guidelines.

2. ELC will ensure that admissions, policy and procedures are valid, explicit, fair and reliable.

3. ELC will ensure that changes to courses will be made with appropriate notice and will not disadvantage currently enrolled students.

4. ELC will make every effort to ensure students' work is not copied or plagiarised by other students or staff.

5. ELC will ensure that grievances and complaints are dealt with quickly and satisfactorily through a clear set of procedures.

6. ELC will provide a safe physical environment in which the required Occupational Health & Safety standards are maintained and security issues addressed.

7. ELC will provide students with access to correct and clear information about financial costs and available support services.

8. ELC will ensure students have access to timely and accurate information about courses, including objectives, course content, assessment, workloads and attendance requirements.

9. ELC will ensure results are disseminated within a reasonable time from completion of courses, and feedback on those results given by relevant staff.

10. ELC will provide a teaching environment in which students are able to engage in rational debate and freely express alternative points of view.

11. ELC will provide students with reasonable access to staff for the purposes of consultation, support and guidance.

12. ELC will provide students with opportunities to give considered feedback on their teaching and learning experience.

13. ELC will provide a teaching and learning environment free of discriminatory behaviour on the basis of religious views, political outlook, gender, sexual orientation, cultural background, disability or marital status and which supports and cares for students equally and without favour.

14. ELC will provide a teaching and learning environment that encourages students to engage effectively with their learning and provides ways for students to seek help and advice when needed.

Student Responsibilities

1. Students are required to abide by Australian Federal Government and New South Wales State Government laws, rules and regulations plus UNE policies, procedures and guidelines and ELC and ELC procedures and guidelines.

2. Students must attend at least 80% of classes. Students absent from class due to illness must obtain a medical certificate wherever possible – this may be needed to explain consistent absences which significantly affect attendance. Students absent from class due to personal reasons should speak to their class teacher, the Senior Administrative Assistant (SAA) or Director of Studies (DoS), and if necessary, the University of New England counselling service.

3. Students are required to undertake study and preparation work outside class hours.

4. Students are expected to engage in all class activities, ask questions and seek help when necessary.

5. Students are expected to make a commitment to, take pride in and be responsible for their own learning skills and development over the course of their studies.

6. Students are expected to be punctual with the submission of assignments and to be adequately prepared for all assessment tasks, tests and examinations.

7. Students must not cheat or plagiarise.

8. Students must not behave in class in a manner that is disruptive to their colleagues or the Teacher.

9. Students are expected to be courteous and respectful to other students and members of staff.

10. Students must ensure that mobile telephones are switched off during lessons unless prior permission of the relevant Language Teacher has been sought and obtained.

11. Students must not damage English Language Centre or University of New England property or litter the Centre premises.

12. Students must not discriminate against other students or staff on the basis of religious views, political outlook, gender, sexual orientation, cultural background, disability or marital status.

13. Students are expected to develop a healthy work / study / social / family life balance to assist in their development as a student.

Procedures

The English Language Centre (ELC) provides a copy of the *Rights and Responsibilities* to each student in their Orientation package and Teachers discuss the document in detail with their class. A copy is also displayed in each ELC classroom along with the ELC Complaints/Appeals Process flowchart. – located in the ELC Staff Handbook. Appendix 18.

Student Rights

1. If a student has a concern or grievance in relation to any of their student rights they should in the first instance speak with their class Teacher to identify how their concern can be resolved.
2. If a student feels they cannot speak with their class Teacher, they are expected to discuss the issue with the Senior Administrative Assistant (SAA) or other relevant ELC staff.

2. If the student does not feel their concern has been addressed they should make an appointment with the Director of Studies (DoS) to discuss the issue. The DoS will consult with the appropriate Teacher to understand the background of the concern before meeting with the student within 48 hours.

3. If the student does not feel the DoS has addressed their concerns they are entitled to access the ELC appeals process. Information about this process is available from the SAA.

Student Responsibilities

1. If any of the student responsibilities are not observed by a student s/he should be counselled by the class Teacher and the DoS notified. The Teacher will make brief notes of the discussion.

2. If the infringement is of a serious nature it should immediately be brought to the DoS's (or in the DoS's absence, the Academic Manager's) attention.

3. If the problem recurs, the student will be interviewed by the DoS, and if the problem persists the student will be notified in writing by the DoS and required to attend a formal interview with him/her. The DoS will issue a formal notification of the interview, will inform the student of any repercussions to the student should the problem continue and will provide access to the ELC appeals policy.

4. A continuation of the student's negative behaviour may, at the discretion of the DoS, result in suspension and/or expulsion of the student from the English Language Centre. If the student is to be expelled, the Department of Immigration and Border Protection, and if applicable, the student's agent or sponsor, will be notified.

Authorised by

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Director, English Language Centre

11/03/2014

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Date