

Student Charter

Section 1 - Purpose

(1) The purpose of the Student Charter is to help students understand what it means to be a student member of the Charles Sturt University community, including the expectations students and the University may have of each other. The Student Charter aims to encourage active partnership between the University and its students in learning and teaching, professional practice, research and the life of the University community.

Section 2 - Policy

Values

(2) The University is committed to excellence, integrity and sustainability in teaching and research. The standards of student conduct support the University's [values](#).

(3) The [Statement on Academic Freedom and Freedom of Speech](#) sets out the University's commitment to academic freedom and freedom of speech.

Students expectations

University environment

(4) In relation to the University environment, students can expect:

- a. to be provided equality of opportunity and be treated with respect and tolerance to enable the pursuit of academic goals without fear or intimidation
- b. a work and study environment that is responsive to, and inclusive of, the social and cultural diversity of the communities the University serves
- c. opportunities to contribute to the organisational and cultural life of the University and to be represented and actively involved in relevant University committees
- d. a University environment that is safe, healthy and free from bullying or harassment
- e. to enjoy freedom of speech on University premises or facilities and in connection with the University, and academic freedom subject only to the restraints or burdens as set out in the [Statement on Academic Freedom and Freedom of Speech](#).

(5) In relation to teaching and research, students can expect:

- a. the opportunity to engage with accessible and effective teaching and professional practice and to interact with researchers and research outcomes
- b. academic freedoms to:
 - i. engage in intellectual inquiry, express their opinions and beliefs and contribute to public debate in relation to their subjects of study and research
 - ii. express their opinions in relation to the higher education provider in which they are enrolled

- iii. participate in student societies and associations
- c. recognition of the intellectual property rights of students to their work
- d. University staff to interact with students with honesty, integrity and in a timely manner while maintaining the confidentiality, integrity and security of student personal information
- e. the University will provide research students with a supervisor who has appropriate knowledge of a student's research; provides appropriate support for, and interest in, a student's work; carries out necessary administrative responsibilities in an appropriate time
- f. the provision of student-focussed infrastructure including information technology, library and social support
- g. orientation into the teaching and/or research environment.

University rules and processes

(6) In regard to rules and processes of the University, students can expect:

- a. access to information about University rules, policies, procedures and guidelines, including research and study requirements, and that they will be applied appropriately
- b. access to relevant information on services, programs and support available to assist with expected learning outcomes
- c. processes to resolve conflicts between students and supervisors including those over research direction, non-research work tasks, personal interests of the supervisor, authorship of publications, and personality conflicts
- d. opportunities to contribute to the organisational and cultural life of the University and to be represented and actively involved in relevant University committees
- e. opportunities to provide feedback for the improvement of the University.

University expectations

Personal behaviour

(7) In regard to personal behaviour, the University expects students to:

- a. behave in a manner that demonstrates respect and tolerance by treating others with courtesy, dignity and respect; accommodates the rights and differences of others and ensures that their own conduct contributes to a work and study environment free of bullying, discrimination and harassment
- b. ensure public comments on issues are clearly made in a personal capacity and not on behalf of the University or as an officer of the University
- c. communicate with and about members of the University community with consideration and courtesy, through any mode of communication, in person and online (including through email and social media)
- d. accept responsibility for their actions and demonstrate the ability to advocate their own interests while interacting with the University and its staff with honesty, integrity and in a timely manner.

University community

(8) In being a member of the University's community, students are:

- a. expected to:
 - i. adhere to University rules, policies and procedures and not behave in a way that brings the University into disrepute
 - ii. take all reasonable care for the health, safety and wellbeing of others, and report hazards, incidents, accidents and risk of harm or injury to the appropriate University officer
 - iii. treat University services/facilities with respect and use them responsibly

- b. encouraged to:
 - i. take every opportunity to contribute to the organisational and cultural life of the University and to the work of relevant University committees
 - ii. provide solicited and unsolicited feedback for the improvement of the University.

Academic life

(9) In relation to academic life, the University expects students to:

- a. contribute positively with honesty, fairness and responsibility while observing ethical standards in all aspects of teaching, learning, professional and research activities
- b. uphold standards of conduct while in virtual spaces (including online forums, communities and platforms) arranged or facilitated by the University or where the virtual space is connected to University study or the student experience
- c. recognise the intellectual property rights of the work and research that others produce individually or in partnership with them
- d. conduct themselves in a professional manner while undertaking workplace learning or other practice-based experience and respect the confidentiality of any information made available to them as part of their practical learning activities.

Student complaints

(10) Student complaints about the University's obligations under this charter will be managed in accordance with the [Complaints Management Policy](#).

(11) Allegations of student breaches of this charter or complaints of student misconduct, whether academic or non-academic, will be dealt with according to the [Student Misconduct Rule 2020](#).

Breaches of the Student Charter

(12) All students are expected to familiarise themselves with this Charter.

(13) Students who breach the Student Charter will be subject to disciplinary action according to the [Student Misconduct Rule 2020](#).

Section 3 - Procedures

(14) Nil.

Section 4 - Guidelines

(15) Nil.

Section 5 - Glossary

(16) For the purposes of this Charter:

- a. Public comment - means any form of public speech and includes but is not limited to public speaking engagements, comments on radio or television, the expression of views in letters to newspapers or in books, journals, notices or other media (including social media such as Facebook and Twitter) where it might be

expected that the publication or circulation of the comment will spread to the community at large.

b. Student - as defined in the policy library glossary.

Status and Details

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Unit Head	Stacey Jenkins Executive Director, Safety, Security and Wellbeing
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Glossary Terms and Definitions

"Student" - means a person who is or was enrolled in, or seeking admission to, a course or subject offered by the University or a partner institution or organisation, or who is given permission to audit a course or subject offered by the University or a partner institution or organisation; it includes a candidate for a higher degree by research award, as well as students enrolled in online or on-campus study modes. A student remains a student while on approved leave of absence.