

Version	1.0
Short description	This Student Charter sets out Avondale's commitments to its students and the minimum standards of behaviour and obligations expected of Avondale students.
Relevant to	All Higher Education (HE) and Vocational Education and Training (VET) students, and higher degree research (HDR) candidates.
Authority	Executive Committee
Policy owner	Vice-Chancellor
Responsible office	Student Life Services
Date approved	20 March 2023
Date effective	23 March 2023
Review due	March 2028
Related Avondale documents	<p>Academic Integrity Policy</p> <p>Bullying, Harassment and Discrimination Policy (Staff and Students)</p> <p>Complaints Resolution Procedure</p> <p>Student Misconduct Procedure (Non-Academic)</p> <p>Privacy Policy</p> <p>Sexual Misconduct and Sexual Harassment Policy and Procedures – Students</p>
Related legislation	<p>Higher Education Standards Framework (Threshold Standards) 2021</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018</p> <p>Standards for Registered Training Organisations 2015</p>
Key words	bullying, complaint, conduct, discrimination, ethics, harassment, health, misconduct, safety, student, wellbeing, WHS

1. PURPOSE

1.1 The Student Charter provides a statement of:

- a) Avondale's commitments to students with respect to providing a welcoming, supportive and safe environment to conduct learning, teaching and research.
- b) The obligations and responsibilities of students in respect to administrative, academic and personal behaviour. Students must meet all of these standards of behaviour as they participate in Avondale University (Avondale) activities.

2. SCOPE

2.1 The Student Charter applies to all higher education and VET students and HDR candidates.

2.2 The Student Charter applies on campus or when using Avondale's resources (including online), and outside of Avondale when undertaking any official activity whether course-related or not, for example professional placement or a sporting excursion.

2.3 The Student Charter applies to students studying cross institutionally at another educational institution while enrolled at Avondale.

2.4 In addition to the Student Charter, certain disciplines within Avondale may have discipline specific additional commitments to students and/or student obligations and responsibilities, for example Codes of Conduct for professional placement.

3. DEFINITIONS

3.1 **Academic integrity:** involves undertaking academic activity in a responsible manner so as to ensure that information and ideas are generated and communicated in an honest and ethical way and that use of the ideas and/or writing of others is acknowledged.

3.2 **Bullying:** harmful acts that are typically repeated or occur over time, characterised by an imbalance of power, such that the victim does not feel he or she can stop the interaction. See the Bullying, Harassment & Discrimination Policy.

3.3 **Discrimination:** any practice that makes distinctions between individuals or groups that disadvantages some people and/or advantages others. See the Bullying, Harassment & Discrimination Policy.

3.4 **Harassment:** unreasonable, uninvited and/or unwelcome behaviour that a reasonable person would consider to be offensive, humiliating, intimidating or threatening (including initiation practices), and/or makes Avondale uncomfortable and hostile for others. See the Bullying, Harassment & Discrimination Policy.

3.5 **Student:** a person who is formally enrolled in a course or unit of study at Avondale, including HDR candidates.

4. VALUES

4.1 Avondale's core values of excellence, spirituality, wellbeing, integrity and service are foundational to who we are and how we treat others.

- **Excellence:** Avondale promotes excellence in the higher education it offers and in the academic, spiritual and support services it provides.

- **Spirituality:** Avondale respects the spiritual diversity of its community. It encourages the practice of the love, grace and compassion of Jesus; and provides opportunities for students and staff to develop a relationship with God through prayer, worship, fellowship, study of Scripture, Sabbath rest and service.
- **Wellbeing:** Avondale encourages personal and community wellbeing by fostering intellectual development, cultural enrichment, spiritual development, an active lifestyle and environmental sustainability.
- **Integrity:** Avondale believes that integrity and accountability are foundational to Christian life and to a healthy community. Avondale pledges to nurture academic integrity and professional ethics in its students and staff and to act transparently in all of its dealings.
- **Service:** Avondale challenges its learning community to a more informed and responsive understanding of humanitarian needs and to a greater commitment to addressing the needs of those less fortunate and in want of care and support in Australia and overseas.

5. AVONDALE COMMITMENTS TO STUDENTS

Students can expect:

Environment

- 5.1 To be treated equitably and with courtesy and respect;
- 5.2 All staff to adhere to the Code of Conduct (Staff);
- 5.3 A proactive approach by Avondale to ensure a positive and safe learning environment, free from all forms of harassment, discrimination or sexual exploitation;
- 5.4 The diversity of students and staff to be recognised and respected;
- 5.5 Supportive and inclusive learning environments that recognise academic freedom and motivate students to achieve their potential;
- 5.6 Avondale to reflect on university practice, respond to feedback and continually improve the services and experience delivered to students;
- 5.7 To have representation on relevant university committees to enable participation in decision-making;

Learning and Teaching

- 5.8 Courses that are academically rigorous and current, with high quality teaching and supervision;
- 5.9 High quality learning experiences that are in accordance with good quality learning and teaching practice;
- 5.10 Clearly stated learning outcomes and assessment details for all courses and units;
- 5.11 Effective systems of communication with academic and administrative staff and timely and accurate information about progress, courses and services;
- 5.12 Assistance in understanding rights and obligations in relation to copyright and the intellectual property generated by their own and others' research;
- 5.13 Appropriate facilities and equipment to support student learning.

Information

5.14 Accurate, timely, accessible and useful information in relation to their course of study, enrolment, policies, services and processes.

Services

5.15 Support services which take into consideration the requirements of all students;

Policies and Procedures

5.16 Access to university policies, procedures and guidelines including research and study requirements, and that these will be applied appropriately;

5.17 Complaints and appeals to be addressed with procedural fairness and in a timely fashion;

5.18 The confidentiality, integrity and security of student information to be maintained.

6. STUDENT OBLIGATIONS AND RESPONSIBILITIES

Students have the following obligations and responsibilities:

Administrative behaviour

6.1 Acquaint themselves with Avondale policies and procedures relevant to their enrolment and course of study and adhere to the policies and procedures as they apply to students;

6.2 Follow the reasonable direction of any member of Avondale staff, including directions concerning the use of electronic devices and online activities;

6.3 Follow the reasonable direction of staff from any affiliate or external stakeholder where a student is engaged in placement, fieldwork, or practicums, including directions concerning the use of electronic devices;

6.4 Use Avondale property and resources including communication technology resources cooperatively, responsibly, legally, sustainably, ethically and appropriately;

6.5 Supply accurate information including contact details to Avondale and keep this information current;

6.6 Use their Avondale student email address as the means of official email communications with staff. Regularly check this account and reply no later than the communicated deadlines;

6.7 In the case of international students, comply with their student visa conditions at all times.

Academic behaviour

6.8 Act honestly and ethically, upholding the highest standards of academic integrity;

6.9 Conduct themselves in a professional and ethical manner while undertaking workplace learning or other practice-based experience and respect the confidentiality of any information made available as part of the practical learning activity;

6.10 Meet commitments to other students, including contributions to group work;

6.11 Take responsibility for their own learning and make genuine attempts to progress successfully through their course. Students are expected to seek advice and assistance from Avondale staff if required.

Personal behaviour

- 6.12 Treat others with fairness, respect, honesty and courtesy, and act in a manner which reflects Avondale's values;
- 6.13 Communicate with all members of the Avondale community with consideration and courtesy, through any mode of communication, in person and online (including through email and social media);
- 6.14 Not act in a manner that is, or may reasonably be perceived as being, threatening, harassing, bullying, discriminatory, victimising, vilifying, defamatory, intimidating or sexually exploitative; or likely to adversely affect the safety, health, wellbeing or reputation of others;
- 6.15 Not act in a manner that disrupts any teaching, learning, research or other activity of Avondale;
- 6.16 Take all reasonable care for the health, safety and wellbeing of others and comply with all health and safety regulations. Report hazards, incidents, accidents and risk of harm or injury to the relevant Department Manager;
- 6.17 Abstain from the use or possession of alcohol, tobacco and illegal drugs, and from the abuse of prescription drugs while on campus or when undertaking any official activity related to Avondale. Students must not be under the influence of illegal drugs or alcohol while on campus or when undertaking any official activity related to Avondale. Avondale also upholds all laws which prohibit the possession, use, manufacture or distribution of illegal substances. The possession of paraphernalia or use of 'look alike' or designer drugs is also prohibited;
- 6.18 Not bring the reputation of Avondale into disrepute.

7. BREACH

- 7.1 Avondale aims to protect the safety of its staff and students, its reputation and the integrity of its awards and to ensure appropriate use of its facilities. As such, any breach of this Student Charter may be managed in accordance with the Student Misconduct Procedure (Non-Academic).

Table of amendments

Version Number	1.0	Replaces Version	NEW
Implementation Date	23 March 2023	Scheduled Review Date	March 2028
Approving Body	Executive Committee	Approval Date	20 March 2023
Policy Owner	Vice-Chancellor	Date first introduced	20 March 2023
Short description of amendment	This new policy replaces what was known as the <i>Student General Conduct and Discipline Policy</i> .		