

# IML-UQ STUDENT CHARTER

## OVERVIEW

1.1 - IML - UQ is committed to the pursuit of excellence in all aspects of its teaching and learning, and particularly to the provision of high quality teaching.

1.2 - Excellence in teaching and learning involves students as active participants in their educational experience, rather than as passive consumers. The Institute seeks to promote in all students independent scholarly learning, critical judgement, academic integrity and ethical sensitivity.

1.3 - The Student Charter sets out the expectations students can properly hold as they receive their language instruction. It recognises that ethical and honest behaviour and treatment underpins the Institute's relationship with its students.

## DESCRIPTION

### 2. Student Expectations / IML-UQ Responsibilities

#### 2.1 - *Students as individuals can expect:*

- a. to be treated with courtesy and respect;
- b. the Institute to address the reasonable needs of all students regardless of individual differences such as gender, ethnicity, age, sexuality, disability or mode of study;
- c. to communicate freely and to be able to voice alternative points of view in rational debate;
- d. to enjoy a study environment free from harassment, discrimination and bullying;
- e. to be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible;
- f. to have personal privacy respected. Students may expect that personally sensitive information will be requested only where necessary for IML-UQ/UQ academic or administrative functions and that, once collected, it will be adequately protected against inappropriate or unauthorised access;
- g. to have access upon request to personal records which the Institute may hold about them, subject to the provisions of the Freedom of Information Act 1992 and relevant IML-UQ access policies and procedures.

#### 2.2 - *While participating in their language learning, students can expect:*

- a. to be provided with accurate, timely and helpful information regarding their studies, and about enrolment and other administrative procedures that apply to them;
- b. that program and course content will be up to date and informed by current best practice in the discipline;
- c. that evaluations of performance in the language being studied will reflect each student's true merit;
- d. that the facilities or equipment they use are safe and comply with the University's occupational health and safety guidelines.

### **3. IML-UQ Expectations / Student Responsibilities**

#### **3.1 - *Students as individuals can be expected to:***

- a. treat other members of the IML-UQ and University community with respect and courtesy;
- b. treat other members of the IML-UQ and University community equitably;
- c. respect the opinions of others and deal with disagreement by rational debate;
- d. not engage in frivolous or vexatious complaints or grievances;
- e. avoid conduct which might reasonably be perceived as discrimination, harassment or bullying or which is otherwise intimidating.

#### **3.2 - *While participating in their language learning, students can be expected to:***

- a. acquaint themselves with IML-UQ and University policies and procedures relevant to their enrolment and studies and observe the statutes, rules and policies of the University;
- b. maintain the highest standards of academic integrity in their work. Students must not cheat in examinations or other forms of assessment and must ensure that they do not plagiarise the work or ideas of other people.

#### **3.3 - *As members of the IML-UQ community, students can be expected to:***

- a. provide fair and honest feedback on teaching performance and the presentation of courses;
- b. respect IML-UQ and University property and the facilities, such as the library which the Institute provides to support teaching and learning, so that these are available to fellow students;
- c. avoid conduct which disrupts the teaching, learning or research activities of other students and staff, or which interferes with others performing their duties.