



Appendix G: Student Charter

1. Overview

Raffles College is committed to the pursuit of excellence in all aspects of teaching and learning and the provision of service to its students. Excellence in teaching and learning involves students as active participants in their educational experience, within which exist responsibilities and expectations which the College and its students can legitimately and fairly expect of each other.

The statements outlined within this charter complement, but should not be regarded as a substitute for, the provisions of the College's rules, policies and procedures, or the Code of Conduct. Rather the charter acts as a ready reference to students' expectations and obligations and to assist students' understanding of the environment in which they are participating.

2. Purpose

The purpose of the student charter is two-fold:

- to describe the expectations students can properly hold as they receive their education.
- to describe what can be expected of students in undertaking their studies to enhance the quality of their educational experience.

3. Student Expectations

- to have access to current and accurate information on the rules, policies and procedures of the College and to information on courses, application and entry procedures, credit transfer policies and financial implications prior to the enrolment period
- to be selected for entry by fair and open procedures with published criteria outlining entry requirements for all levels of candidacy. The principles upon which selection decisions will be made will be stated clearly and adhered to by the College.
- to have access to a description of the subject content (subject outlines) comprising assessment procedures, list of reference texts and contact details of the subject coordinator in a timely manner that will allow students to use this information when making enrolment decisions, and to have access to class timetables by week 11 of the semester preceding enrolment. The College will strive to control and minimise changes to this information and will provide adequate prior notice when revisions are necessary
- to have access to their own information which is held by the College
- to contribute their opinions on aspects of their courses such as course structure, content, assessment requirements, workload requirements and the quality of teaching through such means as student membership of Academic Board and committees and through the completion of student surveys
- to be able to provide feedback or comment, through appropriate channels and in a responsible and accountable manner, about teaching or services without fear of reprisal
- to have access to effective student-focused support from academic and general staff, including access to teaching staff for individual consultation outside class times
- to have access to a supportive learning environment, including appropriate and properly maintained facilities such as classrooms, study facilities, and use of computer workstations
- to have a core entitlement of access to information to support their course including library facilities, Raffles College network facilities and access to the Internet
- to receive timely feedback on their performance and progress and to have access to their assessment results in accordance with the College's policy on assessment
- to receive support personal or academic difficulties
- to expect that courses be of a level consistent with Australian standards and expectations
- to be treated with respect and courtesy by College staff and students, in an environment free from harassment

- to have access to adequate procedures for dealing with grievances
- to expect to complete an award under the same conditions under which they commence, unless changes would be to the advantage of students.

4. Student Responsibilities

- to acquaint themselves with College policies and procedures relevant to their enrolment and course of study and obey the rules of the College
- to treat other students and College staff with respect and courtesy and to behave in a manner which does not adversely affect the freedom of other persons to pursue their studies or duties
- to refrain from harassing or unjustly discriminating against other students and staff
- to conduct themselves in a professional manner, and to maintain the highest standards of ethical behaviour in their interactions with others
- to respect College facilities and to comply with the rules of the College or any lawful order of College staff
- to work to the best of their abilities and to make genuine attempts to progress successfully through courses by meeting course requirements, deadlines for assignments and punctual attendance at lectures/tutorials
- to provide, through the Raffles College teaching evaluation processes (TEVALs), constructive feedback to academic staff on their teaching and the quality of subjects of study
- to refrain from cheating, plagiarism, fabrication or falsification of data and unauthorised use of facilities and equipment
- to meet their financial commitments to the College
- to comply with the instructions for health and safety given by the College.

