



<b>Responsible Officer</b>	President and Vice-Chancellor		
<b>Contact Officer</b>	Vice-President and Deputy Vice-Chancellor (Academic) Pro-Vice-Chancellor (Students) and Registrar		
<b>Superseded Documents</b>	Student Complaint Policy, version 1.1 Student Conduct Policy, version 1.0		
<b>Review</b>	December 2015		
<b>File Number</b>	2010/02710		
<b>Associated Documents</b>	Student Complaint Procedures Student Misconduct Procedures Procedures for Dealing with Student Plagiarism: Handbook for Staff Research Code of Conduct Occupational Health and Safety Policy Acceptable use of UNSW Information and Communication Technology Resources Policy Acceptable use of UNSW Information and Communication Technology Resources Procedures Procedure for Handling Allegations of Research Misconduct		
<b>Version</b>	<b>Authorisation</b>	<b>Approval Date</b>	<b>Effective Date</b>
2.0	Authorised by the President and Vice-Chancellor	6 December 2012	6 December 2012

## 1. Preamble

The Student Code is the basis for the relationship between the University and our students. The University is committed to providing a fulfilling and rewarding learning and research experience that enables students to achieve their full academic potential. This commitment is underpinned by an expectation that all members of the University will conduct themselves in a manner consistent with the University's values and guiding principles to maintain our strong tradition of excellence in learning, teaching and research, innovation and community engagement.

### 1.1. Purpose

#### The Student Code

The Student Code ("the Code") sets out what the University expects from students as members of the UNSW community. All students at enrolment must accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work.

The Code details the University's responsibilities and what students can reasonably expect in terms of quality provision, a safe and fair learning environment and the UNSW student experience.

#### Student Conduct

The Code provides a framework for the standard of conduct expected of students of the University with respect to their academic integrity and behaviour. It outlines the primary obligations of students, and directs staff and students to the code and related procedures.

Where a student breaches the Code the University may take disciplinary action. Such matters will be handled in accordance with the Student Misconduct Procedures.

## Student Complaints

The policy also provides a framework for the Student Complaints Procedures which outline guiding principles and processes in student complaint resolution.

### 2. Scope

This policy applies to:

- All enrolled students of UNSW on all campuses both domestic and international
- Students previously enrolled, not currently enrolled and students on program leave, where the event forming the basis of the complaint occurred while they were enrolled or is directly related to their enrolment
- Higher Degree Research Students including those awaiting examination of submitted theses
- Students on exchange from other universities where the matter relates the student's experience at UNSW
- The University and its staff

In the context of:

- All aspects of a student's experience at the University
- All activities on UNSW premises and all external activities related to study and research, including workplace or clinical placements, fieldwork or other practicum
- Activities in relation to online examinations and online academic work, and to examinations and academic work in remote locations
- Actions taken by students representing the University (such as at conferences or sporting and cultural activities or on a University facilitated international exchange)
- Behaviour in University owned or managed accommodation, affiliated colleges or home stays managed by UNSW
- The activities of the University and its staff in relation to students

### 2. The Student Code

The full Student Code is attached as appendix A and forms part of this policy.

**There are five primary student responsibilities under this Code:**

1. A condition of enrolment that students inform themselves of the University's rules and policies affecting them, and conduct themselves accordingly.
2. An obligation to act with integrity in academic work, to ensure that all academic work is conducted ethically and safely.
3. An obligation to observe standards of equity and respect in dealing with every member of the University community.
4. An obligation to use and care for University resources in a lawful and appropriate manner
5. An obligation to not diminish the University's reputation in the carrying out of academic and other associated University activities.

### 3. Legal & Policy Framework

This policy operates within the context of, and subject to, State and Commonwealth anti-discrimination and harassment legislation and within the context of other University policies.

In addition to this Code, the following codes of conduct may also apply to some students:

- UNSW Research Code of Conduct
- UNSW Staff Code of Conduct (where students are also employees or affiliates)
- Individual Faculty, School or Department codes or requirements, such as OHS rules in laboratories.

It is not possible, to cover every circumstance and situation in the Code. If a circumstance or situation arises which is not expressly covered in the Code, individuals are expected to act in accordance with the underlying principles of the Code.

### 4. Implementation

Student complaints and allegations of breaches of the University's obligations under the Code are to be dealt with pursuant to the Student Complaint Procedures.

Allegations of student breaches of the Code or complaints of student misconduct, whether academic or non-academic, are to be dealt with pursuant to the Student Misconduct Procedures.

#### 4.1 Roles, Responsibilities and Rights

The responsibilities of the University and students are set out in the Code.

The President and Vice-Chancellor has overall responsibility for supervision of the discipline of the University and has power to impose penalties for breach of discipline or for misconduct of any kind. This power may be delegated.

The Vice-President and Deputy Vice-Chancellor (Academic) has overall responsibility for the operation of the Student Misconduct Procedure.

Any student or staff member may make a complaint about an aspect of the University's responsibilities or make a report of an allegation of student misconduct to the Pro-Vice-Chancellor (Students) and Registrar, pursuant to the Procedures.

#### 4.2 Support & Advice

Information, support and guidance on the Code or related procedures can be found on the Student Life and Learning web site.

#### 4.3 Communication

This Policy will be communicated to students through Student Life and Learning Services and by Faculties.

This policy will be communicated to staff via news@UNSW, the Complaint and Conduct Handlers Network and Student Life and Learning Services.

## 5. Review

This policy supersedes the Student Conduct Policy and Student Complaint Policy and is due for review three years from the date of effect.

## 6. Acknowledgements

NSW Ombudsman Complaint Handling at Universities: Best Practice Guidelines 2006

Overseas Students Ombudsman: Better Practice Complaint Handling for Education Providers 2011

UK Office of the Independent Adjudicator, Guidance notes for Higher Education providers

Discussion Paper 21 (1989) – Alternative Dispute Resolution: Training and Accreditation of Mediators, Lawlink NSW

Discussion Paper 30 (1993) Review of the Anti-Discrimination Act 1977 (NSW), Lawlink NSW

Complaints policies and procedures from a range of Australian universities were reviewed as part of the revision of the UNSW Student Conduct and Student Complaints Policies. Related policy documents from the following universities are gratefully acknowledged:

Australian National University, Macquarie University, Monash University, Queensland University of Technology, University of Melbourne, University of Newcastle, University of Sydney, University of Technology Sydney, University of Queensland, University of Western Australia.

## Appendix A

### The Student Code

#### University Responsibilities

**This Code is underpinned by two primary objectives:**

1. To provide a learning, teaching and research environment that enables students to achieve their full potential
2. To provide a University experience for students consistent with the University's values and guiding principles

#### Learning, teaching and research

The University aims to provide students with the opportunity to:

- Study in an academic environment which fosters student participation in debate and in which students can freely express alternative points of view
- Be considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable
- Enrol in courses and programs of study that are of a high standard and satisfy relevant professional requirements
- Have reasonable access to appropriately qualified academic staff and academic and learning support services
- Have reasonable access to materials, equipment and other resources to enable completion of academic courses
- Receive timely and clear information in relation to courses and administrative procedures
- Receive timely and clear feedback on assessment
- Provide feedback on the teaching, learning and research environment
- Receive recognition of their copyright in relation to theses, essays and other submitted work; receive recognition for their contribution to published work of UNSW staff; and, protection of their legitimate share of intellectual property rights
- Study and work in a safe, tolerant and productive academic environment

#### The University experience

The University will use best endeavours to ensure that students:

- Are treated with courtesy, tolerance and respect as valued members of the University community
- Are provided with opportunity to participate in the decision-making processes of the University through elected student representatives

- Are treated fairly, impartially and consistently in all aspects of University policy, procedures and practice
- Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- Have reasonable access to support services if experiencing personal, academic or disability related difficulties
- Have reasonable access to records held about them
- Receive respect and protection of their privacy
- Can make a complaint based on any aspect of their experience at the University
- Can lodge a complaint or appeal without fear of victimisation and with assurance that the matter will be treated seriously, expeditiously and sensitively having due regard to procedural fairness and confidentiality

## Student Responsibilities

**There are five primary student responsibilities under this Code:**

1. A condition of enrolment that students inform themselves of the University's rules and policies affecting them
2. An obligation to act with integrity in academic work, to ensure that all academic work is conducted ethically and safely
3. An obligation to observe standards of equity and respect in dealing with every member of the University community
4. An obligation to use and care for University resources in a lawful and appropriate manner
5. An obligation to not diminish the University's reputation in the carrying out of academic and other associated University activities

## Conditions of enrolment

Students must:

- Inform themselves of all University rules and policies which apply to them
- Ensure that their contact details in MyUNSW are up to date
- Ensure that they read all emails sent by UNSW to their UNSW provided email address
- Identify themselves truthfully when required to do so by a University staff member and produce their student card on request to a University staff member fulfilling the requirements of that staff member's duties

## Integrity in academic work

Students are expected to:

- Conduct themselves honestly and in compliance with University policy

- Not engage in plagiarism or other academic misconduct
- Conduct themselves in a manner conducive to the proper functioning of the University, recognising that a primary function of the University is the pursuit of academic excellence
- Actively participate in the learning process
- Attend scheduled course teaching and learning activities
- Submit assessment tasks by required dates and times, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly advantage or disadvantage either themselves or another student
- Comply with the conventions of academic scholarship and ensure the proper use of copyright material
- Ensure their academic activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements in relation to that academic activity
- Be familiar with the programs and resources made available or recommended by the University to assist them in conducting their studies and research appropriately, including resources to help students avoid plagiarism and to comply with the ethics requirements of research
- Not behave in any way which impairs the reasonable freedom of other persons to pursue their studies, work or research or to participate in the life of the University

### **Equity, respect and safety**

Students are expected to:

- Treat all University staff, other students, and visitors to the University with courtesy, tolerance and respect. This extends to teaching staff in venues off-campus and online, and supervisors and others involved in workplace or clinical placements, fieldwork or other practicum
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination, harassment and bullying
- Respect the rights of others to express political and religious views in a lawful manner
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not behave in a way that disrupts or interferes with any teaching, learning or academic activity of the University or any political, cultural, social or sporting gathering conducted by the University or authorised to be held on a campus of the University
- Not engage in unlawful behaviour



- Comply with any reasonable direction or request from a UNSW staff member where the direction or request supports safety, good order and compliance with UNSW policy
- Not use, possess or supply a prohibited weapon or any prohibited substance on campus
- Not participate in any learning activity, such as, tutorials, laboratory class, under the influence of alcohol or a prohibited substance

### **University resources**

Students are expected to:

- Use and care for all University resources, such as buildings, equipment and grounds, library, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the University community
- Use and care for resources, such as buildings, equipment and grounds, library, information and communication technology resources, in a lawful and ethical manner in venues off-campus and online, whilst on workplace or clinical placements, fieldwork or other practicum
- Not engage in behaviour that is detrimental to University property, including the University Library collection
- Not misuse library, computing or communications or other facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others

### **University reputation**

Students are expected to:

- Conduct themselves in an appropriate manner while on a UNSW facilitated exchange program at an overseas university, including complying with relevant academic standards and protocols
- Conduct themselves in an appropriate manner while on workplace or clinical placements, fieldwork or other practicum
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, the University's reputation or good standing
- Not use the University's name, reputation or crest for private gain or the gain of a third party, or private business or commercial purposes, without prior permission
- Not use University resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission
- Not engage in any fraudulent or corrupt conduct (for a definition about what constitutes fraud and corruption, see the University's Fraud and Corruption Prevention Policy)



## Appendix B: History

Version	Authorised by	Approval Date	Effective Date	Sections modified
1.0	Vice-Chancellor	11 November 2009	1 December 2009	New policy replacing the Student Misconduct Rules
2.0	President and Vice-Chancellor	6 December 2012	6 December 2012	Full review

In 2009 the Student Conduct Policy and associated *Student Misconduct Procedure* replaced the *Student Misconduct Rules*:

Historical version (1.2) [21 February 2008 to 30 November 2009](#)

Historical version (1.1) [31 October 1994 to 20 February 2008](#)

Archived version