

Student Rules, Policies and Procedures

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INTRODUCTION

Please refer to the online Manual of Policies and Procedures for the latest version of the Student Rules (www.mopp.qut.edu.au/Appendix/append01cst.jsp).

Detailed information about procedural aspects of these rules can be obtained by accessing relevant topics at Student Services website (www.student-services.qut.edu.au) or by contacting Student Business Services.

For information on the University's admission policy and procedures, please refer to the various booklets available from QUT's Admissions Office.

Students are warned that penalties (including fines, sanctions, withholding results, exclusion or expulsion) may be imposed if these or any other QUT rule or policy is contravened, or if obligations are not met (including failing to pay prescribed fees, late fees or fines, or for failing to return library/faculty materials or equipment).

These Student Rules (www.mopp.qut.edu.au/Appendix/append01cst.jsp#Part1) are made pursuant to:

- QUT Awards and Courses of Study statute 2010 (www.mopp.qut.edu.au/Appendix/append01b-st1.jsp)
- QUT Statute No. 3 (Fees) 2003 (www.mopp.qut.edu.au/Appendix/append01b-st3.jsp)

They should also be read in conjunction with:

- Schedule 1 to the QUT Act 1998, Conduct on University Land (www.mopp.qut.edu.au/Appendix/) This Schedule authorises certain University officers to direct disorderly persons or those creating disturbances to leave the University. A person failing to comply with such a direction may be fined.
- Acceptable use of information technology resources (www.mopp.qut.edu.au/F/F_01_11.jsp)

THE RULES

PART 1 - PRELIMINARY

Division 1 - Interpretation

1. Definitions

In these rules -

'assessment' means work (for example, an examination, assignment, practical, performance) which a student is required to complete for any one or more of the following purposes -

- (a) the fulfilment of an educational purpose (for example, to motivate learning, to provide feedback);
- (b) to provide a basis for a record of achievement or certification of competency;
- (c) to permit grading.

'award course' means a program of study leading to the award of a degree, diploma or certificate accredited by QUT.

'cancellation of enrolment' means that a student has discontinued an award course or a program of non-award studies.

'course coordinator' includes a staff member performing the functions of course coordinator specified by the director, QUT international college.

'course requirements' means the specific requirements for completing an award course approved by university academic board and includes the following -

- (a) the course structure;
- (b) any conditions for enrolment in or for completion of particular units required for the course;
- (c) any conditions for academic progression through the course;
- (d) any requirements for attendance type or mode of study.

'dean' means the executive dean of the faculty having responsibility for a unit or an award course and includes the director, QUT international college, in the case of a program of non-award studies for which the director is responsible.

'faculty academic board' means the body established by university academic board to manage academic policy and practices within the faculty or QUT Carseldine.

'international student' has the same meaning as "overseas student" in the Higher Education Support Act 2003 (Cwth) .

'non-award studies' means a unit or group of units which a student undertakes at the university other than as part of an award course of QUT.

'QUT' means the Queensland University of Technology.

'registrar' means the university's chief administrative officer.

'unit coordinator' includes a staff member performing the functions of unit coordinator specified by the director, QUT international college.

'university academic board' means the body established by council to provide leadership on academic policy and practices of QUT.

1A. Academic calendar and teaching periods

(1) In these rules, 'teaching period' means a designated period of weeks in which the program of study and instruction for a unit or an award course is undertaken.

(2) The vice-chancellor approves the academic calendar for each year.

(3) The registrar -

- (a) designates the teaching periods in which programs of study or instruction may be offered; and
- (b) sets the dates for teaching periods within the academic calendar; and
- (c) designates unit addition and withdrawal periods in Schedule 1; and
- (d) sets the dates for unit addition and withdrawal in accordance with Schedule 1.

2. Attendance type and mode

(1) A student's attendance type is normally designated as full-time if the enrolment program for the teaching period is -

(a) in the case of a student enrolled in an award course, at least 75 per cent of the number of credit points for a standard enrolment program load for full-time enrolment in that course in a teaching period; or

(b) in the case of a student undertaking non-award studies, at least 75 per cent of the number of credit points for a standard enrolment program load designated by the registrar for that purpose.

(2) If a student's enrolment program load is less than the amount specified in rule 2(1), the student's attendance type is normally designated as part-time.

(3) Addition or withdrawal of units in accordance with division 2 of part 3 of these rules may be deemed by the registrar to change a student's attendance type.

(4) For the purposes of these rules and for course requirements, a student's attendance mode is designated as -

(a) internal, where instruction or supervision in all units in which the student is enrolled in a teaching period is delivered by attendance at a place designated by the registrar as a campus of the university; or

(b) external, where instruction or supervision in all units in which the student is enrolled in a teaching period is delivered other than by attendance at a campus of the university (for example, by posting instructional materials to the student); or

(c) multi-modal, where instruction in some, but not all units, is in internal mode.

Division 2 – Students' responsibilities under these rules

3. Student responsibility for compliance with these rules and other requirements

(1) It is the student's responsibility to do all acts associated with admission, enrolment and academic progression in compliance with these rules, including, but not limited to -

(a) providing information to the university under [rule 7\(2\)](#), including statistical information and a mailing address; and
(b) re-enrolling at the university each year; and
(c) submitting an appropriate enrolment program and rectifying any known discrepancies with the enrolment program.

(2) In the case of international students, the student must also comply with any requirements for enrolment or study at the university specified in the Education Services for Overseas Students Act 2000 (Cwth), including, but not limited to -

(a) any requirements relating to attendance type or mode; and
(b) any conditions for enrolment programs and progress through an award course; and
(c) any conditions relating to leave of absence.

PART 2 - ADMISSION

4. Application for admission

(1) A person must apply for admission to the university before first enrolling in an award course or non-award studies.

(2) Except where specified by the registrar, a person must apply for admission before each teaching period in which they propose to enrol in non-award studies.

(3) A person who seeks to re-enrol in an award course must apply for re-admission

following:

(a) cancellation of enrolment in an award course or program of non-award studies; or

(b) an unapproved period of absence; or

(c) a period of exclusion from an award course imposed under part 6 of these rules.

(4) The registrar must prescribe the dates for and the manner of applying for admission to the university.

5. Criteria for admission

(1) University academic board may specify general requirements to be met by a person applying for admission to the university.

(2) The faculty academic board having responsibility for an award course must specify minimum course entry requirements and may specify different requirements for different major areas of study within an award course.

(3) The registrar determines the maximum number of persons to be offered admission to the university.

6. Offer of admission

(1) The registrar makes offers of admission.

(2) An offer of admission may be conditional upon the person providing documents or fulfilling other requirements specified in the offer.

(3) The registrar may withdraw an offer of admission and reject enrolment where -

(a) the person fails to provide documents or to fulfil other requirements specified in the offer of admission; or

(b) the offer of admission has been made as a result of the provision of incomplete or inaccurate information by the person or a certifying authority; or

(c) the person fails to submit an enrolment program in accordance with the offer of admission by the specified date.

PART 3 - ENROLMENT

Division 1 - General requirements for enrolment

7. Enrolment procedures

(1) The registrar -

(a) must prescribe closing dates for submission of an enrolment program for each teaching period; and

(b) may prescribe different closing dates for different categories of students.

(2) The registrar must prescribe the manner of submitting the enrolment program, and the information to be included with the enrolment program.

(3) For each teaching period, the registrar must -

(a) publish the closing dates for addition or withdrawal of units in accordance with schedule 1; and

(b) specify the manner of submitting changes to the enrolment program.

8. Valid enrolment

(1) Subject to rule 8(2), enrolment in any teaching period means that the student has submitted an enrolment program for study, instruction or research at the university in that teaching period.

(2) A student is validly enrolled upon -

(a) submission of an enrolment program for the teaching period by the specified date or such later time as permitted by the registrar; and

(b) acceptance of the enrolment program by the registrar 1 ; and

(c) payment of fees and charges required under these rules by the specified date or such later time as permitted by the registrar; and

(d) fulfilment of any other requirements specified in these rules.

(3) The registrar may reject a student's enrolment where the student has not met all of the requirements of rule 8(2).

Division 2 - Enrolment programs

9. Requirements for enrolment programs

(1) A student's enrolment program must comply with the general requirements specified in this division.

(2) In the case of a student enrolled in an award course, the student's enrolment program must also comply with the course requirements.

10. Addition of a unit to enrolment program

Subject to the requirements of this division, a student may add a unit to their enrolment program in a teaching period if -

(a) the unit is added by the addition date published in accordance with schedule 1; or

(b) where the student proposes to add the unit after the addition date published in accordance with schedule 1 -

(i) the student pays the administrative charge specified in schedule 2; and

(ii) the unit coordinator agrees to the addition of the unit; and

(iii) the registrar is satisfied that the student has demonstrated that exceptional circumstances for addition of the unit exist.

11. Withdrawal from a unit

(1) Subject to the requirements of this division, a student may withdraw from enrolment in a unit -

(a) by the withdrawal date published by the registrar in accordance with schedule 1 - without academic penalty; or

(b) after the withdrawal date published by the registrar in accordance with schedule 1 - with academic penalty.

(2) Despite rule 11(1) (b), the registrar may permit withdrawal without academic penalty if, following advice from the dean, the registrar is satisfied that the student has demonstrated that exceptional circumstances for withdrawal from the unit exist.

(3) In this section, '**academic penalty**' means that the unit in question is awarded a failing grade.

12. Relationship between units of study

(1) Course requirements may specify any of the following conditions for enrolment in a specified unit -

(a) a student must have achieved a passing grade in a prerequisite unit before enrolment in the specified unit;

(b) a student may enrol in the specified unit only if -

(i) the student also enrolls in a corequisite unit at the same time; or

(ii) the student has previously achieved a passing grade in the corequisite unit;

(c) a student must not enrol in the specified unit if the student has achieved a passing grade in an incompatible unit.

(2) A unit coordinator may permit a student to enrol in a specified unit without having satisfied the condition listed in rules 12(1) (a) or 12(1) (b) if the unit coordinator is satisfied that the student has demonstrated sufficient knowledge to undertake the unit.

(3) In this section, an '**incompatible unit**' means a unit in which the subject matter or the body of learning is substantially similar to that included in the specified unit.

13. Maximum and minimum enrolment program load

Course requirements may specify either or both of the following -

(a) the maximum number of credit points for full-time enrolment;

(b) the minimum number of credit points for part-time enrolment.

14. Time limits for completion of an award course

University academic board must specify time limits for completion of an award course, and may impose different time limits for different categories of courses.

15. Acceptance of enrolment program

The registrar may not accept a student's enrolment program in any of the following circumstances -

(a) the student has not enrolled in accordance with their offer of admission, including, where specified, major area of study, attendance type, attendance mode and location of study;

(b) if the student is enrolled in an award course, the student has not submitted an enrolment program which is consistent with course requirements;

(c) except where permitted by the course or unit coordinator, as the case may be, the student has not complied with the requirements of division 2 of part 3 of these rules;

(d) if the student is enrolled in an award course, the student has not met the requirements of part 6 of these rules;

(e) the student is subject to a penalty imposed under QUT Student Code of Conduct (E/2.1) which prohibits their enrolment in the current teaching period;

(f) the student is in breach of any other statute or rule of the university which specifies rejection or suspension of enrolment as a penalty.

16. Amendment of enrolment program

The registrar may amend an enrolment program, after consultation with the course coordinator, if any of the following conditions exist -

(a) the student has not complied with the requirements of rule 13;

(b) the student has not complied with other course requirements;

(c) the student cannot attend classes or meet other unit requirements due to timetable incompatibility;

(d) the student has not complied with any conditions of probationary enrolment imposed under part 6 of these rules.

Division 3 - Credit

17. Credit for previous studies

(1) University academic board may specify the amount and type of credit for previous studies which may be granted in award courses, and may specify different amounts of credit for different categories of award courses or students.

(2) The registrar must specify the procedures to be followed, and the documentation to be supplied, by students applying for credit.

(3) The course coordinator must determine the amount and type of credit to be granted in accordance with university academic board determinations.

Division 4 - Discontinuation or interruption of enrolment

18. Leave of absence

(1) University academic board may specify the circumstances in which a student may take leave of absence from an award course.

(2) A student must apply to the registrar for leave of absence from the award course.

(3) The registrar determines the student's application for leave of absence.

19. Cancellation of enrolment

(1) A student must notify the registrar if they wish to cancel their enrolment in an award course or non-award studies.

(2) A student who cancels their enrolment is deemed to have withdrawn from enrolment in all units in their enrolment program in accordance with rule 11.

PART 4 - FEES

20. Definitions for this part

In this part-

'**HES Act**' means the Higher Education Support Act 2003 (Cwth) as amended from time to time.

'**student contribution amount**' means a fee being the contribution for the teaching period in question determined by the university in accordance with the HES Act.

21. Imposition of fees and charges

(1) Except as specified under the HES Act, the university may impose student contribution amounts and fees for enrolment and study at the university, or for services and facilities associated with enrolment and study, and may impose different student contribution amounts and fees for different categories of students.

(2) The officer or body listed in schedule 2 sets the student contribution amounts and fees.

(3) For each teaching period, the registrar must prescribe the dates for payment of student contribution amounts and fees.

(4) A student must pay the student contribution amounts and fees specified in these rules by the prescribed dates.

(5) A student is not validly enrolled unless all student contribution amounts and fees specified in these rules have been paid, including any additional student contribution amount or tuition fee required to be paid as a result of addition of a unit to a student's enrolment program in accordance with rule 10 .

22. (Repealed - 19.04.06)

23. Liability for a student contribution amount

(1) Except as specified in the HES Act, a student who enrolls in any teaching period in a unit or units for an award course is liable for a student contribution amount.

(2) A student who is liable for a student contribution amount must submit a Commonwealth assistance form specifying the method for payment of the contribution in any of the following circumstances–

- (a) when the student first enrolls at the university;
- (b) when the student changes to another award course;
- (c) if the student elects to pay the contribution by another method.

(3) For each teaching period, the registrar must prescribe the date for submission of the Commonwealth assistance form.

(4) Except as specified in the HES Act, a student may discharge a liability for a student contribution amount by–

- (a) paying the required amount directly to the university by the date specified by the registrar; or
- (b) supplying a tax file number to the university; or
- (c) a combination of (a) and (b).

24. Tuition fee

(1) This rule applies to students who are not liable to pay a student contribution amount for a teaching period or a unit.

(2) A student (other than an international student or a student deemed by the registrar to be liable to pay a student contribution amount) who enrolls in a unit or units for an award course must pay the tuition fee specified in schedule 2.

(3) A visiting student (other than a visiting international student) who enrolls in a unit or units must pay the tuition fee specified in schedule 2, except that the dean may specify a different fee for students undertaking a designated enrolment program.

(4) An international student must pay to the university, for each teaching period, the international student tuition fee specified in the offer of admission.

(5) Where the HES Act specifies, a student who is normally liable to pay a student contribution amount may be required to pay the tuition fee specified in schedule 2 for enrolment in a particular teaching period or unit.

(6) For this rule–

a ‘**visiting student**’ means a student who enrolls in non-award studies, but does not include a cross-institutional Commonwealth supported student who enrolls in a unit or units at QUT to obtain credit towards an award course at another Australian university.

‘**Commonwealth supported student**’ means a student who is liable to pay a student contribution amount for a unit or units for an award course in accordance with the HES Act.

25. Incidental fees

(1) A student or a person applying for admission must pay the relevant incidental fee prior to taking the action or requesting the service listed in schedule 2.

(2) If the fee has not been paid, the student's action or request for the service has no effect.

26. Cancellation fee and refunds

(1) The university may retain a proportion of student contribution amounts or fees paid by a student as a charge for cancellation of enrolment, and may impose different cancellation fees for different categories of students.

(2) Schedule 2 specifies the amount which will be retained by the university where a student cancels their enrolment in a unit or units.

(3) A student who withdraws from enrolment in a unit or units must apply by the date specified by the registrar for a refund of student contribution amounts or fees paid to the university.

26A. Exemption or deferment of payment of fees

(1) The vice-chancellor must specify the circumstances in which students may be granted exemption from payment of fees.

(2) The registrar determines whether a student may be granted exemption from payment, either in whole or in part.

(3) The registrar may permit a student to defer payment of fees for a specified time during a teaching period.

27. Consequences of non-payment of fees and charges

Except where action is taken by the registrar under rule 26A, the registrar may do either or both of the following if a student does not pay by the specified date the full amount of fees required by the university under this part–

- (a) reject the student's enrolment in accordance with rule 8 ;
- (b) require the student to pay an incidental fee specified in schedule 2 .

PART 5 - ASSESSMENT

Division 1 - General requirements for assessment

28. Notice of assessment requirements

A student who is enrolled in a unit must receive notification of assessment requirements in the manner and by the time prescribed by university academic board.

29. (Repealed - 31.08.10) (see E/2.1)

Division 2 – Examinations

30. Availability for examinations

- (1) A student must be available to undertake an examination -
- (a) at the time and place specified for the examination in the central examination period; and
 - (b) at any other time specified for an examination in the notification of assessment requirements.
- (2) The registrar publishes an examination timetable for each central examination period.
- (3) In this rule, "central examination period " means a period of at least 2 weeks at the end of each semester or other teaching period designated for conducting examinations.

31. Alternative examination sittings

A student who holds religious convictions which preclude attendance at an examination at the time specified in the published examination timetable, may apply in the manner prescribed by the registrar for an alternative examination sitting.

32. Conduct during examinations

University academic board must specify procedures for examinations, including -

- (a) requirements for a student entering or leaving the examination room; and
- (b) requirements for a student's conduct during the examination.

33. Deferred examinations

- (1) A student who, due to exceptional circumstances beyond the student's control, is unable to attend an examination at the prescribed time may apply in the manner prescribed by the registrar for a deferred examination.
- (2) The dean determines the outcome of an application for a deferred examination.

Division 3 - Final grades

34. Grading scale

University academic board must specify the grading scale to be used in allocating a record of achievement for studies at the university.

35. Allocation and notification of grades

- (1) The dean approves a student's final grade for a unit.
- (2) A student will be notified of their grades in the manner determined by the registrar.

36. Special consideration

- (1) A student who believes that their performance in completing an assessment item has been adversely affected by exceptional circumstances may apply for special consideration in the manner prescribed by the registrar.
- (2) The dean determines the application for special consideration.

37. Supplementary assessment

Supplementary assessment may be granted to a student only in the circumstances prescribed by university academic board.

PART 6 - UNSATISFACTORY ACADEMIC PERFORMANCE

38. Requirement to perform satisfactorily in studies

- (1) In this part, a "program of study" means an award course or a structured program of non-award studies.
- (2) A student undertaking a program of study must maintain a satisfactory level of academic performance in accordance with this part.
- (3) University academic board determines the standards for satisfactory academic performance and must specify the following matters—
- (a) the circumstances in which a student may be placed on probationary enrolment;
 - (b) the circumstances in which a student is an eligible student for the purposes of rule 41;
 - (c) the circumstances in which an eligible student may be excluded from enrolment in other award courses or programs at the university.

39. Probationary enrolment

(1) The registrar determines the students to be placed on probationary enrolment at the end of each semester, or at six monthly intervals in the case of other teaching periods.

(2) The registrar must notify a student in writing of the decision to place the student on probationary enrolment.

40. Conditions of probationary enrolment

(1) A student is placed on probationary enrolment for a period of six months.

(2) While on probationary enrolment, a student must -

(a) consult the course coordinator about their enrolment program; and

(b) if the course coordinator specifies an enrolment program, submit the enrolment program as specified.

(3) If a student on probationary enrolment cancels their enrolment in the program of study but is subsequently re-admitted by the registrar to the same program of study in accordance with part 2 of these rules, the registrar, upon re-admission -

(a) must place the student on probationary enrolment for the first teaching period of enrolment; and

(b) may require the student to submit an enrolment program specified by the course coordinator.

41. Exclusion from enrolment in an award course

(1) At the end of each semester, or at six monthly intervals in the case of other teaching periods, the faculty academic board responsible for the program of study may exclude an eligible student from enrolment in that program.

(2) The registrar may -

(a) exclude an eligible student from enrolment in other award courses or programs of study, provided that the circumstances specified by university academic board under rule 38(3) (c) apply; or

(b) if the faculty academic board does not exclude an eligible student, place the eligible student on probationary enrolment in accordance with rule 39.

(3) The registrar must notify a student in writing of the decision to exclude the student from enrolment.

42. Consequences of exclusion

(1) If exclusion is imposed on a student under rule 41, the student is excluded from a program of study indefinitely, unless permitted to re-enrol in accordance with rule 43.

(2) A student who is excluded from a program of study is not permitted to enrol in any units forming part of that program.

43. Enrolment following exclusion

(1) An excluded student may re-enrol in a unit or units as part of the program of study if -

(a) the student successfully appeals against exclusion; or

(b) the student, following exclusion for at least 12 months, is re-admitted to the program of study by the registrar.

(2) Where a student re-enrols in the program of study in accordance with rule 43(1), the registrar must place the student on probationary enrolment for a period of one semester or for teaching period's equivalent in duration to one semester.

PART 7 - ELIGIBILITY TO GRADUATE

44. Minimum passing grades for graduation

(1) This rule applies if, at the time that a student's grade in a unit was determined, the grading scale approved by university academic board under rule 34 and then in effect, included a low passing grade.

(2) For the purposes of determining a student's eligibility to graduate from an award course, a faculty academic board may designate the maximum number of units for which the student can be awarded a low passing grade.

45. Eligibility to graduate from an award course

(1) Subject to rule 44, a student is eligible to graduate from an award course upon completion of all course requirements.

(2) Faculty academic board determines whether a student has completed all course requirements.

(3) University academic board confers the award on a student who is eligible to graduate.

PART 8 - REVIEW AND APPEALS

46. Review of grades and academic rulings

(1) Subject to rule 44, a student is eligible to graduate from an award course upon completion of all course requirements.

(2) Faculty academic board determines whether a student has completed all course requirements.

(3) University academic board confers the award on a student who is eligible to graduate.

47. Appeal to university academic board

(1) A person who has been refused admission to the university may appeal to university academic board.

(2) A student may appeal to university academic board if -

(a) the student has been excluded from an award course under rule 41; or

(b) the student has been penalised by the dean or the registrar under the QUT Student Code of Conduct (E/2.1).

48. Status pending outcome of review or appeal

Pending the outcome of a review or appeal, the registrar may permit a student to attend classes or undertake examinations.

PART 9 - MISCELLANEOUS

49. Research higher degree students

(1) For students undertaking the doctor of philosophy degree, university academic board must specify general requirements for -

- (a) admission as a candidate for the degree; and
- (b) enrolment and progression as a candidate; and
- (c) submission and examination of the thesis.

(2) For students undertaking another research higher degree, faculty academic board must specify course requirements.

50. Delegation of powers and functions³

(1) Where these rules specify that a particular person or body exercises a power or function, that person or body may delegate the power or function to another person or body.

(2) Despite rule 50(1), a course coordinator or a unit coordinator may not delegate a function or power to another person.

End Notes

¹ See rule 15.

² See rule 8.

³ See section 27A of the *Acts Interpretation Act 1954*.

SCHEDULE 1 - UNIT ADDITION AND WITHDRAWAL DATES

Teaching Period	Last day to add units	Last day to withdraw from units without academic penalty
Semester 1 (SEM-1) Semester 2 (SEM-2)	Close of business, Friday, 2nd week of teaching period	No academic penalty if withdrawal prior to close of business, Friday, 9th week of teaching period. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday, 9th week of teaching period.
Summer Program (SUM) 13 Week Teaching Period (13TP1-3)	Close of business, Friday, 2nd week of teaching period	No academic penalty if withdrawal prior to close of business, Friday, 9th week of teaching period. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday, 9th week of teaching period.
12 Week Teaching Period (12TP1-3)	Close of business, Friday, 2nd week of teaching period	No academic penalty if withdrawal prior to close of business, Friday, 8th week of teaching period. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday, 8th week of teaching period.
6 Week Teaching Period (6TP1-6) Summer Program 1 (SUM-1) Summer Program 2 (SUM-2)	1st day of teaching period	No academic penalty if withdrawal prior to close of business, Friday, 4th week of teaching period. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday, 4th week of teaching period.
5 Week Teaching Period (5TP1-9)	1st day of teaching period	No academic penalty if withdrawal prior to close of business, Friday, 3rd week of teaching period. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday, 3rd week of teaching period.
Non-standard intensive teaching periods (≤ 2 weeks in length) where unit enrolment is either in Semester 1 or Semester 2 teaching periods	1st day of teaching period	No academic penalty if withdrawal prior to commencement of teaching. 'Withdrawn-Failure' recorded if cancellation after commencement of teaching.
Non-standard intensive teaching periods (> 2 weeks but < 6 weeks in length) where unit enrolment is either in Semester 1 or Semester 2 teaching periods	1st day of teaching period	No academic penalty if withdrawal prior to close of business, Friday, 2nd week of teaching period. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday, 2nd week of teaching period.
Exchange - 1 (XCH-1)	Addition of unit requires special approval from the International Exchange Officer	No academic penalty if withdrawal prior to close of business, Friday after 30 April. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday after 30 April.
Exchange - 2 (XCH-2)	Addition of unit requires special approval from the International Exchange Officer	No academic penalty if withdrawal prior to close of business, Friday after 15 October. 'Withdrawn-Failure' recorded if cancellation after close of business, Friday after 15 October.

SCHEDULE 2 - FEES AND CHARGES

TABLE A – STUDENT CONTRIBUTION BANDS

The cost of your units is based on the field of education classification of each unit of study. Units are grouped on the basis of their field of education into four bands. QUT sets a student contribution rate for each of the four bands.

If you have been offered a Commonwealth supported place in a course of study you may be covered by different contribution amounts depending on when you commenced. You will be charged in accordance with the year you commenced your course.

Students who commenced in 2010

Band	Field of Education Classifications	Student contribution charge
Band 1	Education, nursing, visual and performing arts, behavioural science, social studies, foreign languages and humanities	\$5,310
Band 2	Computing, built environment, other health, allied health, engineering, surveying, agriculture	\$7,567
Band 3	Accounting, administration, economics, commerce, law, dentistry, medicine and veterinary science	\$8,859
Band 4 National priority	Mathematics, statistics, science	\$4,249

Students who commenced in 2009

Band	Field of Education Classifications	Student contribution charge
Band 1	Visual and performing arts, behavioural science, social studies, foreign languages and humanities	\$5,310
Band 2	Computing, built environment, other health, allied health, engineering, surveying, agriculture	\$7,567
Band 3	Accounting, administration, economics, commerce, law, dentistry, medicine and veterinary science	\$8,859
Band 4 National priority	Mathematics, statistics, science, education and nursing	\$4,249

Students who commenced in 2008

Band	Field of Education Classifications	Student contribution charge
Band 1	Visual and performing arts, behavioural science, social studies, foreign languages and humanities	\$5,310
Band 2	Mathematics, statistics, science, computing, built environment, other health, allied health, engineering, surveying, agriculture	\$7,567
Band 3	Accounting, administration, economics, commerce, law, dentistry, medicine and veterinary science	\$8,859
Band 4 National priority	Education and nursing	\$4,249

Students who commenced pre-2008

Band	Field of Education Classifications	Student contribution charge
Band 1	Visual and performing arts, behavioural science, social studies, foreign languages and humanities	\$5,310
Band 2	Accounting, administration, economics, commerce, mathematics, statistics, science, computing, built environment, other health, allied health, engineering, surveying, agriculture	\$7,567
Band 3	Law, dentistry, medicine and veterinary science	\$8,859
Band 4 National priority	Education and nursing	\$4,249

* The bands are indicative only. The actual contribution may vary depending on the units in your course.

TABLE B - DOMESTIC POSTGRADUATE TUITION FEES

Domestic postgraduate tuition fees are determined at the unit level taking into account the principal subject matter of the unit and the level of study. The aggregation of the cost of units undertaken in 2010 will determine the 2010 fee for the course. The table below outlines the framework for domestic postgraduate tuition fees.

Note: Special rates apply to certain units offered to study abroad students, in offshore courses, QUT International College courses, or courses customised for corporate delivery. If you are unable to locate your unit in this list please email sbs.fees@qut.edu.au for more information.

Field of Education Classifications	Rate per credit point 2010
Law, accounting, administration, economics, commerce	\$110–\$284
Humanities	\$147
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$147
Education	\$147–\$158
Clinical psychology, allied health, foreign languages, visual and performing arts	\$147–\$236
Nursing	\$147–\$179
Engineering, science, surveying	\$147–\$252
Dentistry, medicine, veterinary, science, agriculture	\$299
Research thesis (normally PhD) exceeded maximum time	\$18624 - \$23136 per EFTSL

SCHEDULE 2 - FEES AND CHARGES

Course information available through Studyfinder includes an indicative cost per semester. This is calculated as an average over the whole course using the most common units in which students enrol.

TABLE C – INTERNATIONAL STUDENT TUITION FEES

International student tuition fees are determined at the unit level taking into account the principal subject matter of the unit and level of study. The aggregation of the cost of units undertaken in 2010 will determine the 2010 fee for the course. Some courses have special rates approved (e.g. those undertaken at the QUT International College). Any other course is charged at the individual unit level. The application for admission fee for award courses is \$55.00 (incl. GST).

Courses with special rates

Course Code	Course Title	2010 Fee
BS40	University Diploma of Business	\$8111
IF06	University Diploma in Professional Communication	\$8111
IT10	University Diploma in Information Technology	\$8111
QC01	Foundation – 1 semester	\$7571
QC02	Standard Foundation – 2 semesters	\$7571
QC04	Extended Foundation – 2.5 semesters	\$16,655
QC05	University Certificate in Tertiary Preparation (Formerly Bridging)	\$7571
QC10	English for Academic Purposes – 12 weeks	\$4200
QC20/QE05	General English – 5 week block (Incorporating components QE10, QE15, QE20, QE25, QE30, QE35, QE40 and QE45 for multiple 5 week blocks.)	\$1750
QC21	General English Extension	\$1750
QC22	English for Tertiary Preparation – 2 weeks	\$700
QC24	English for Academic Purposes plus	\$8400
QC25	Cambridge First Certificate Preparation Course – 12 weeks	\$4200
UO80	University Study Abroad Certificate	\$9450
UO90	University Study Abroad Diploma	\$18,900

Cost of individual units

The table below outlines the framework for international tuition fees.

Field of Education Classifications	Rate per credit point 2010
Law, accounting, administration, economics, commerce	\$210–\$357
Humanities	\$205–\$215
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$200–\$221
Clinical psychology, allied health, foreign languages, visual and performing arts	\$210–\$242
Nursing	\$ 205–\$215
Engineering, science, surveying	\$ 231–\$252
Dentistry, medicine, veterinary, science, agriculture	\$299
Research thesis (normally PhD)	\$21696-\$24,192 per EFTSL

TABLE D - DOMESTIC UNDERGRADUATE NON-AWARD TUITION FEES

Domestic undergraduate non-award tuition fees are determined at the unit level taking into account the principal subject matter of the unit and the level of study. The aggregation of the cost of units undertaken in 2010 will determine the 2010 fee for the course. The table below outlines the framework for domestic undergraduate tuition fees.

Note: Special rates apply to certain units offered to study abroad students, in offshore courses, QUT International College courses, or courses customised for corporate delivery. If you are unable to locate your unit in this list please email sbs.fees@qut.edu.au for more information.

Field of Education Classifications	Rate per credit point 2010
Law, accounting, administration, economics, commerce	\$110–340
Humanities	\$147
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$147–\$168

SCHEDULE 2 - FEES AND CHARGES

Clinical psychology, allied health, foreign languages, visual and performing arts	\$147–\$238
Nursing	\$147–\$179
Engineering, science, surveying	\$147–\$252
Dentistry, medicine, veterinary science, agriculture	\$299

TABLE E - SUMMER PROGRAM TUITION FEES (INCLUDING HECS COURSES WITH SUMMER AS NORMAL PROGRESSION)

This table does not include International Student Tuition Fees.

Summer Program Tuition fees	Units with a census date in 2009	Units with a census date in 2010
Students enrolled in existing fee-paying courses (postgraduate)	Refer to Table B	Refer to Table B
Students enrolled in existing fee-paying courses (undergraduate)	Refer to Table K	Refer to Table K
QUT Commonwealth supported students enrolled in a Commonwealth supported unit over summer	Refer to Table A	Refer to Table A
QUT Commonwealth supported students enrolled in a Tuition Fee paying unit over summer	Refer to Table K	Refer to Table K
Visiting and cross institutional students	Refer to Table F	Refer to Table F

TABLE F - VISITING STUDENT TUITION FEES

Domestic undergraduate and postgraduate non-award tuition fees are determined at the unit level taking into account the principal subject matter of the unit and the level of study. The aggregation of the cost of units undertaken in 2010 will determine the 2010 fee for the course. The table below outlines the framework for domestic visiting tuition fees.

Note: Special rates apply to certain units offered to study abroad students, in offshore courses, QUT International College courses, or courses customised for corporate delivery. If you are unable to locate your unit in this list please email sbs.fees@qut.edu.au for more information.

Field of Education Classifications	Rate per credit point 2010
Law, accounting, administration, economics, commerce	\$110–\$340
Humanities	\$147
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$ 147–\$168
Clinical psychology, allied health, foreign languages, visual and performing arts	\$147–\$238
Nursing	\$147–\$179
Engineering, science, surveying	\$147–\$252
Dentistry, medicine, veterinary science, agriculture	\$299

TABLE H - QUT ADMINISTRATIVE CHARGES

These charges are set in accordance with QUT Student Rules.

TYPE OF ADMINISTRATIVE CHARGE	2010 CHARGE (INC GST)	
Late lodgement of application for admission (non-refundable)	\$50.00	
Late addition to enrolment program (including addition NOT made on prescribed form)	\$50.00	
Reinstatement of enrolment following administrative cancellation	\$100.00	
Late application for advanced standing (academic credit) (non-refundable)	\$50.00	
Review of pass grades (refundable)	Step 2: school level review	\$20.00
	Step 3: faculty level review	\$30.00
Copy of examination script	\$10.00	
Statement of Academic Record	for records post 1975*	\$10.00
	for records pre 1975 *	\$20.00
	* for overseas postage and handling	\$1.50
Re-issue of student/staff ID card	\$15.00	
Re-issue of award certificate	\$50.00	
Verification of qualification using VQ form	\$30.00	
Late fee for non-payment/late payment of fees	\$50.00	
International student application fee for award courses, Foundation, Bridging and University Diploma programs	\$55.00	

SCHEDULE 2 - FEES AND CHARGES

TABLE I - DOMESTIC TUITION CANCELLATION CHARGES

These fees are set in accordance QUT Student Rules.

UNIT TEACHING PERIOD	WITHDRAWAL RULE	CANCELLATION CHARGE	
		Before 1 July 2008	From 1 July 2008
Semester 1 (SEM-1) Semester 2 (SEM-2) Summer Program (SUM)	Commonwealth supported students: on or before census date	NIL	NIL
	Commonwealth supported students: after census date	100% student contribution	100% student contribution
	Domestic Tuition (including FEE-HELP) students: until Friday of Week 2	NIL	NIL
	Domestic Tuition (including FEE-HELP) students: on or after Saturday of week 2 until census date	25% of tuition fee*	NIL
	Domestic Tuition (including FEE-HELP) students: after census date	100% of tuition fee	100% of tuition fee
6 Week Teaching Period (6TP1-6) Summer Program 1 (SUM-1) Summer Program 2 (SUM-2)	Commonwealth supported students: on or before census date	NIL	NIL
	Commonwealth supported students: after census date	100% of student contribution	100% of student contribution
	Domestic Tuition (including FEE-HELP) students: before 1st day of teaching period	NIL	NIL
	Domestic Tuition (including FEE-HELP) students: on or after 1st day of teaching period until census date	25% of tuition fee*	NIL
	Domestic Tuition (including FEE-HELP) students: after census date	100% of tuition fee	100% of tuition fee
Non-standard intensive teaching periods (2 weeks or less in length)	Domestic Tuition (including FEE-HELP) students: before 1st day of teaching period	NIL	NIL
	Domestic Tuition (including FEE-HELP) students: on or after 1st day of teaching period	100% of tuition fee	100% of unit tuition fee
Non-standard intensive teaching periods (greater than 2 weeks but less than 6 weeks in length)	Domestic Tuition (including FEE-HELP) students: before 1st day of teaching period	NIL	NIL
	Domestic Tuition (including FEE-HELP) students: on or after 1st day of teaching period until Friday of Week 2	25% of unit tuition fee*	NIL
	Domestic Tuition (including FEE-HELP) students: on or after Saturday of Week 2	100% of unit tuition fee	100% of unit tuition fee

* FEE-HELP students: 25% late cancellation charge cannot be deferred to the ATO. Students in this situation will receive an invoice from QUT.

TABLE J - INTERNATIONAL TUITION CANCELLATION CHARGES

These fees are set in accordance with QUT Student Rules.

Students should note that academic penalties may also apply to withdrawal of units. Refer to unit addition and withdrawal dates for more information.

WITHDRAWAL FROM COURSE			
Teaching period	Course	Withdrawal period	Cancellation charges
New students (not yet commenced)			
All except 5TP1-9 (5 wk teaching period)	All courses (includes foundation programs, bridging, diploma and degree courses) except QUTIC English language programs	From entire course, due to inability to obtain visa or meet all the conditions stated in offer letter or extenuating circumstances	No cancellation charge – 100% of tuition fee refunded
		From entire course, prior to the commencement date of teaching period	10% of first teaching period tuition fee
5TP1-9 (5wk teaching period) SEM 1 (Semester 1) SEM 2 (Semester 2) SUM (Summer)	QUTIC English language programs (preparatory courses such as General English, English for Academic Purpose)	Withdrawal from course more than 28 days before commencement	No cancellation charge – 100% of tuition fee refunded
		Withdrawal from course 28 days or less before course commencement	20% of the total unused tuition fee paid for the course
SEM 1 (Semester 1) SEM 2 (Semester 2) 13TP1-3 (13wk teaching period) 12TP1-3 (12wk teaching period)	English language <i>packaged</i> programs (English language course followed by a non-English language course)	Withdrawal from English language packaged program prior to the commencement date of teaching period for the non-English language course	10% of tuition fees invoiced for the first teaching period published for that year for the non-English language course
Continuing students			
12 weeks or more duration, eg SEM 1 (Semester 1) SEM 2 (Semester 2) 13TP1-3 (13wk teaching period) 12TP1-3 (12wk teaching period)	All courses except QUTIC English language programs	From entire course or leave of absence, within first four weeks of teaching period	50% of tuition fee invoiced for the teaching period
		From entire course or leave of absence, after first four weeks of teaching period	100% of tuition fee invoiced for the teaching period
	Research higher degree programs	From entire course or leave of absence, within first four weeks of teaching period	No cancellation charge – 100% of tuition fee refunded
		From entire course or leave of absence, after first four weeks of teaching period	100% of tuition fee invoiced for the teaching period

SCHEDULE 2 - FEES AND CHARGES

6 weeks or less duration, eg 6TP1-6 (6wk teaching period)	All courses except QUTIC English language programs	From entire course or leave of absence within first two weeks of teaching period	50% of tuition fee invoiced for the teaching period
		From entire course or leave of absence after first two weeks of teaching period	100% of tuition fee invoiced for the teaching period
	QUTIC English language programs	Withdrawal from course after commencement of program of English language course(s)	– No refund of the current teaching period tuition fees for the English language course
	English language <i>packaged</i> programs	Withdrawal from course after commencement of program of English language course(s) but prior to commencement of non-English language course(s)	– 20% of tuition fees invoiced for subsequent teaching periods for the English language course and – Students who have accepted a <i>packaged</i> offer (English with additional courses) 10% of tuition fees invoiced for the first teaching period published for that year for the non-English language course.
WITHDRAWAL FROM UNITS			
Teaching period		Withdrawal period	Cancellation charge
12 weeks or more duration, eg SEM 1 (Semester 1) SEM 2 (Semester 2) SUM (Summer)		Within first four weeks of commencement	No late cancellation charge – 100% of fee paid refunded
		After first four weeks of commencement	100% of unit tuition fee
6 weeks or less duration, eg 6TP1-6 (6wk teaching period) SUM 1 (Summer 1) SUM 2 (Summer 2)		Within first two weeks of commencement	No charge
		After first two weeks of commencement	100% of unit tuition fee

ACADEMIC POLICIES

Access to assessment results

The University is committed to a policy of openness with respect to the release of assessment results. This policy of openness supports the purposes of assessment, including the objective of providing feedback as an aid to future learning (C/5.1.1), and meets QUT's obligations under right to information and privacy legislation.

Access to marks

For units where percentage marks are calculated, such marks will be placed on the confidential individual student records located in the QUT Virtual web pages: <https://qutvirtual.qut.edu.au/>. Provision of information to students about component marks for individual assessment items in a unit is encouraged.

Access to examination scripts

A student may request access to their own examination scripts, written answers to examination questions or other forms of written assessment. The request must be made within three months of the release of final results in the unit, as this is the minimum period for which examination scripts or other written materials must be retained (for further information, refer to: www.governance.qut.edu.au/rms/accessing_records). Where a student intends to seek review of the grade, access to the written materials should be sought and provided within the timeframe specified for review of grades (E/9.1).

Unit coordinators must make appropriate arrangements for students to obtain access to examination scripts and other written materials. Access is generally in the form of perusal of the examination script under supervision, which may incorporate individual feedback on performance where possible.

If a student requests a photocopy of their examination script, a fee is levied under Schedule 2 of the Student Rules.

However, where examination question papers or other forms of assessment will be re-used in successive examinations, unit coordinators must arrange for students to receive advice on their performance with reference to their own examination scripts in a way which does not prejudice the examination mode. In this case, the student is not entitled

Return of assignments to students

Students with permanent or temporary disability have the right to alternative arrangements for assessment which provide equality of opportunity to enable students to fulfil course requirements.

Students should contact the relevant campus Disability Officer early in the teaching period and preferably prior to the published date for withdrawal without financial penalty for the relevant teaching period.

Alternative arrangements for assessment are negotiated between the student, Disability Officer and the course coordinator.

Students are required to present evidence to the Disability Officer, usually in the form of documentation from a medical or other relevant specialist practitioner which substantiates the nature of the special need. The University adheres to principles of confidentiality and privacy and documentation

together with records of interviews are maintained by the Disability Officer.

The Disability Officer will develop a service plan which includes recommendations for alternative arrangements for assessment for approval by the relevant course coordinator. Service plans are reviewed and re-negotiated each semester. The student will be advised in writing of any alternative arrangements for their assessment.

Further information on support provided by the University for students with disabilities is contained in the Guide for Students with Disabilities (www.disabilityservices.qut.edu.au/students/guide/). Refer also to University policy on disability services (see A/8.6).

a) Centrally organised assessment

For centrally organised examinations, responsibility for the conduct and administration of alternative assessment provisions for students with disabilities, including the costs of employing invigilators, personal assistants and providing examination materials, rests with the Student Business Services Department.

b) School-based assessment

For assessment other than central examinations, administrative and financial responsibility, including organisation of appropriate equipment and support personnel, rests with faculties and schools.

Assessment provisions for students with disabilities

Students with permanent or temporary disability have the right to alternative arrangements for assessment which provide equality of opportunity to enable students to fulfil course requirements.

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Alternative arrangements for assessment are negotiated between the student, Disability Officer and the course coordinator.

Students are required to present evidence to the Disability Officer, usually in the form of documentation from a medical or other relevant specialist practitioner which substantiates the nature of the special need. The University adheres to principles of confidentiality and privacy and documentation together with records of interviews are maintained by the Disability Officer.

The Disability Officer will develop a service plan which includes recommendations for alternative arrangements for assessment for approval by the relevant course coordinator. Service plans are reviewed and re-negotiated each semester. The student will be advised in writing of any alternative arrangements for their assessment.

Further information on support provided by the University for students with disabilities is contained in the Guide for Students with Disabilities. Refer also to University policy on disability services (see A/8.6).

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b) School-based assessment

For assessment other than central examinations, administrative and financial responsibility, including organisation of appropriate equipment and support personnel, rests with faculties and schools.

Exit awards

In some cases, an exit award at a lower level may be possible for students who complete part of a course but do not wish to progress to completion of the award. Some awards may be available as exit awards only with no direct entry. Possible exit awards include:

An associate degree may be available as an early exit option from a three-year bachelor degree.

A three-year bachelor award may be available as an early exit option from a four-year bachelor degree.

A nested suite of postgraduate awards may be established such that students can choose to exit from an incomplete higher level course in the suite, and be awarded a lower level award on the basis of satisfactory completion of the requirements for the lower level award.

Students admitted to a research doctorate or a professional doctorate but who either do not qualify to progress to the award, or do not wish to proceed, may on application be transferred to a masters degree award or the Graduate Certificate in Research Studies

Supplementary assessment

Supplementary assessment is provided to support course progression, and is designed to create opportunities for students to complete requirements for their qualification. Supplementary assessment is not a reassessment of the student's overall grade or the mark for an individual assessment item (E/9.1). It is a new item of assessment designed to provide further opportunity to demonstrate that the student has achieved the required learning outcomes of the unit.

Granting of supplementary assessment

Students may be granted supplementary assessment in a limited number of cases where a grade of 3 has been achieved. This limit is such that the maximum number overall in a course is:

- four in coursework programs of three or more years full-time duration or equivalent, or
- two in coursework programs of less than three years full-time duration or equivalent.

Supplementary assessment will not be granted on designated units (see E/6.7.3 for definition of designated units) or on units undertaken in non-award courses (C/3.3).

Application for supplementary assessment

Students are responsible for making applications for supplementary assessment. Students will be provided with timely, accurate information and advice to assist them in their decision making about applications for supplementary assessment. Applications should be submitted immediately (normally within five working days) following release of the final result for a unit. More information regarding these deadlines is available on the Student Services website.

Grades following completion of supplementary assessment

Students who successfully complete supplementary assessment requirements will be awarded the grade of 4. Where supplementary assessment is not successfully completed, the original grade of 3 will be reinstated.

Transfer between courses

Where students transfer between QUT courses, supplementary assessments that have already been granted for units being credited towards the second course will count towards the maximum number of supplementary assessments allowed for the second course.

LIFE ON CAMPUS

Children on campus policy

QUT recognises the diversity of needs and demands placed on staff and students when balancing work, study and family responsibilities, and that occasionally it may be necessary to bring a child or children onto campus.

Regular or occasional attendances of a child or children on campus must be approved by the relevant supervisor based on a risk assessment.

This policy should be read in conjunction with the University's policy on childcare and family responsibilities (A/8.8).

Application

The children on campus policy applies to all students and staff members. This policy does not apply to situations where a child is brought on campus for the purpose of attending a

registered child care facility, the Early Childhood Development Unit, clinics and approved programs such as vacation care.

Principles

Under the Workplace Health and Safety Act 1995 (Qld) (www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSaA95.pdf) QUT has obligations to ensure the health and safety of all, including children, at or near the workplace. The legislation requires that students and staff meet the following obligations:

- to follow instructions related to their study or employment at QUT
- to not interfere with or misuse anything provided for health and safety
- to not place others or themselves at risk.

Consistent with these obligations, a student or staff member must consider the following issues prior to bringing a child on campus.

It is anticipated that students will make all reasonable attempts to arrange alternative childcare before bringing a child to the workplace.

It is anticipated that staff will make all reasonable attempts to arrange alternative child care before bringing a child to the workplace or avail themselves of flexible work practices or leave options (eg flexible hours arrangements, personal leave) where available and appropriate.

Approval to bring a child on campus should be obtained from the relevant staff member or supervisor as soon as practical, ie in advance if possible or on arrival.

Children must not enter areas where potentially dangerous equipment or hazardous substances are present or areas that are subject to particular statutory or local regulations.

A common sense approach is necessary when bringing children on campus. For example, children recently exposed to an infectious illness (eg chicken pox, rubella, mumps), or who are known to be ill, must not be brought on campus.

It is important that the child's presence on campus does not result in disruption to the workplace, including classes and non-teaching areas such as the Library.

Policy on smoking

Given the proven health risks of smoking, QUT is moving towards making the University a smoke-free environment.

Smoking is prohibited:

- in all buildings or parts of buildings under QUT's control
- in any outdoor area of a food outlet, or any outdoor area where food and drink is provided
- in QUT vehicles
- within 10 metres of any entrance to buildings, air conditioning intakes, ventilation louvers or opened windows
- on all semi-enclosed thoroughfares such as verandas or colonnades and on all elevated walkways with or without fixed roof structures which require

people using building entrances or moving between buildings to pass through tobacco smoke emissions

- in any other area where there is signage expressly prohibiting smoking.

Smokers are required to follow directions given by authorised QUT staff and Security personnel in regard to the implementation and enforcement of the University's policy on smoking.

Policy on cultural diversity and anti-racism

Consistent with its equal opportunity and diversity policy (A/8.4) and the QUT Reconciliation Statement (A/8.3), QUT's approach to cultural diversity and anti-racism:

- promotes and encourages awareness, understanding and appreciation of the differences that exist amongst cultural groups and acknowledges and celebrates the breadth of experience and resources that people from diverse backgrounds bring to the University;
- recognises and acknowledges the particular significance of Indigenous Australian peoples as the original owners of this land;
- recognises the responsibility of educational institutions to redress disadvantage and to overcome exclusion, bigotry, ethnocentrism, prejudice and racism;
- respects and protects the rights of its students and staff to study and work in a discrimination-free environment.

Responsibilities and commitments

Organisational culture and environment - QUT will take all reasonable steps to provide and support a culturally diverse and inclusive work, study and research environment. A culturally diverse community is characterised by a wide range of traditions, languages, beliefs, values, ideas and practices. Consistent with the Universal Declaration of Human Rights (1948) and with Australian law, the University will make every effort to ensure staff and students are aware of their rights to have their cultural identity respected and to be free of discrimination. All members of the University community have an individual responsibility to ensure that their interactions and activities with cultures, other than their own, affirm diversity and are anti-racist.

The University will provide opportunities to increase respect for cultural diversity, such as training, events, inter-cultural interaction, promotional materials and open debate, and ensure that decision-making structures are inclusive.

Through strategic planning, QUT will monitor its progress towards being a culturally-inclusive environment. Any complaints that may arise on cultural, ethnic or racial grounds will be resolved by the University using established processes (see A/6.1 and A/8.5).

Human resources – Managers and supervisors are responsible for ensuring the workplace and study environment is culturally inclusive and free from race discrimination and harassment. QUT will facilitate cross-cultural competencies by providing professional development and learning opportunities for staff and will recognise those who develop their skills and knowledge in this area. The University will also support managers and supervisors with their culturally inclusive responsibilities and monitor their effectiveness in fulfilling these responsibilities, as well as providing working conditions which are consistent with the needs of a socially

and culturally diverse community, particularly the cultural and religious obligations of staff.

Curriculum and students – QUT will develop and deliver programs which are culturally inclusive in course design, curriculum content and teaching methodologies. Through these programs the University is responsible for producing cross-culturally competent graduates who can engage with multiple perspectives, operate in diverse environments, work in multicultural teams and understand Indigenous perspectives. Student policies, procedures and support services, appropriate for a diverse student population, will be provided as well as targeted support services for specific groups identified as needing particular support.

Research and community service – Through public debate, discussion and by reflecting the values, experiences and images of all the ethnic and cultural groups within QUT, the University will raise the awareness and understanding of the wider Australian community of diverse cultures. The University will also encourage research and community service activities that actively engage with cultural diversity issues, and are inclusive of and beneficial to diverse groups.

Disability services policy

Principles

Consistent with the University's commitment to social justice (see A/8.4), the University supports the right of people with a disability to work or study in an accessible and inclusive environment, free from discrimination.

QUT takes all reasonable steps to provide an inclusive learning and working environment which respects diversity and the dignity of all staff and students. This policy seeks to ensure equal opportunities for people with a disability to participate in all aspects of University life, including education and employment.

QUT recognises its legal obligations under current State and Commonwealth anti-discrimination legislation, principally:

- Disability Discrimination Act 1992 (Cwth)
- Disability Standards for Education 2005 (Cwth)
- Anti-Discrimination Act 1991(Qld).

Under this legislation the University can be vicariously liable for discrimination or harassment against a person with a disability by a member of staff or any of its agents.

Objectives

The University's approach to implementing this policy includes:

Reasonable accommodations are provided for people with a disability, which neither advantage nor disadvantage them in comparison to other people not receiving disability support services.

Access to work and study, by law, is not limited on the basis of the cost of services and accommodations required, unless the adjustments would impose "unjustifiable hardship" on the University.

The physical environment on all campuses should be accessible and safe and easy for people with a disability to negotiate. All new buildings are designed in accordance with the appropriate standards and codes. The University is improv-

ing access to older buildings, where possible, to meet these standards.

The University respects the rights of people with a disability to privacy and confidentiality (see [F/6.2](#)) and may seek information about a person's disability primarily for the purpose of a request for reasonable accommodation. This information remains confidential and is not part of the person's open record of employment or academic progress.

The University provides programs for staff to promote awareness of disability issues.

Definitions

Discrimination

'Discrimination' means treating people with a disability less favourably than people without that disability would be treated under the same circumstances. For further details on definitions of discrimination, refer to the University's grievance resolution procedures for discrimination related grievances ([A/8.5](#)).

Disability

As outlined in legislation, a disability may be temporary or permanent, total or partial, physical, psychological or psychiatric, life-long or acquired. Also included are people who require devices or aids for assistance, or are accompanied by guide dogs or other assistance animals as defined by the relevant legislation.

Reasonable accommodation

'Reasonable accommodation' refers to administrative, physical or procedural alterations required to ensure equal opportunity for a person with a disability.

Unjustifiable hardship

In some cases it may be unreasonable for the University to make certain adjustments. Relevant circumstances in determining unjustifiable hardship include: the nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and the financial circumstances of the institution and the cost of making the required adjustments. A thorough understanding of the effect of the disability on the individual and the impact of any adjustment or alteration is required in order to determine whether such adjustments are reasonable and necessary. The relevant State and Commonwealth administrative bodies require detailed evidence to support a claim of unjustifiable hardship.

Provisions for people with a disability

Provisions for students with a disability

The needs of a student with a disability are assessed on an individual basis, following consultation between the student and a University disability adviser. The disability adviser makes recommendations for reasonable accommodations based on the functional limitations imposed by the disability and the supporting documentation provided by the student. Recommendations, in the form of a service plan, are forwarded to the relevant faculty / school liaison person for distribution to teaching staff.

Particular support services are available for students with a disability. Further information is available in the publication *Guide for Students with a Disability* (www.disabilityservices.qut.edu.au/students/guide/)

Staff seeking additional information are referred to the publication and website: *Supporting Students with a Disability*: a

guide for staff

(www.disabilityservices.qut.edu.au/staff/guideforstaff/) which includes information on common forms of disability, effective communication, teaching strategies, curriculum design and assessment. See also policy on alternative arrangements for assessment for students with a disability ([E/6.3](#))

Provisions for employment

QUT actively encourages the employment of people with a disability. Supervisors and managers should be aware of the relevant legislation and policies relating to employment of people with a disability and ensure that all employment procedures are appropriate and non-discriminatory.

In considering a candidate with a disability for a specific job, the University makes adjustments in the workplace and adjustments to work conditions, if required.

Workers with a disability are afforded equal opportunities to acquire the skills and experience necessary to advance in their careers.

The University provides advice, information and services, upon request, to staff with a disability and/or the section of the University in which the person is employed or is seeking employment.

Other provisions

It is the responsibility of the student or staff member to substantiate their eligibility for disability services.

People with mobility impairment should be aware of the parking regulations in force on each campus. Further details are available from the Facilities Management website (www.fmd.qut.edu.au).

The University ensures that all essential educational, administrative and promotional material is available in alternative formats for access by people with a disability.

A working party of Equity Board ([A/8.9](#)) reviews and recommends policies and practices relating to the needs of people with a disability.

Information privacy

QUT's functions necessitate the collection, creation and use of personal information about students, staff and other clients. QUT is strongly committed to protecting personal privacy and recognises that staff and students, both past and present, and other clients and individuals having links to QUT, have a reasonable expectation that the University will protect and appropriately manage the personal information it collects and holds about them.

Definitions

The Information Privacy Act applies to personal information which is defined as information or an opinion, including information or an opinion forming part of a database, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Personal information includes usernames, passwords and unique identifiers such as staff and student numbers. It can be recorded in any format including hard copy documents, electronic documents, databases, administrative systems,

photographs and other images, and staff/student identity cards.

Where information is recorded in a way which cannot be linked to a known individual and the personal information has become de-identified, then the privacy principles do not apply.

Unique identifiers including student and staff numbers

Student and staff numbers are unique identifiers and they are used as the basis for recording a large amount of personal information. To protect the privacy of students and staff and to secure personal information from unauthorised use or disclosure, student and staff number information must not be published or made generally available in a way which links the number to an individual's name, for example, by being printed on mailing labels which are sent through the post.

Similar principles apply to other unique identifiers such as payroll numbers, tax file numbers, credit card numbers and bank account details.

Routine employment information of staff

For the purposes of this policy, any information which does not relate to the personal aspects of a staff member's employment at the University is considered to be routine employment information and is not considered to be personal information. This includes information such as a staff member's position title, QUT email address, work phone number or any information which is publicly available on the QUT website.

Roles and responsibilities for information privacy

Vice-Chancellor

For the purposes of the Information Privacy Act, the Vice-Chancellor, as the chief executive officer of the University, is the 'principal officer', and as such, is the person responsible for QUT's obligations under the Act.

Registrar

The Registrar, as QUT's chief administrative officer, has general responsibility for privacy management across the University.

Privacy Officer

The Privacy Officer also administers the Information Privacy Act on behalf of the Registrar, including the following specific responsibilities:

- training staff in the University's privacy obligations
- providing advice on privacy issues
- assisting with the development of privacy notices
- coordination of the University's investigation and response to privacy complaints.

Heads of organisational units

The head of each organisational unit is responsible for assessing privacy risk in their organisational unit and for implementing business processes which are consistent with the Information Privacy Act. Specific, ongoing responsibilities include:

- implementation and regular review of appropriate data collection practices

- ensuring personal information is used, managed and disclosed appropriately by staff within the organisational unit and that administrative practices are consistent with the University's privacy obligations
- implementing adequate security requirements for access to and storage of personal information in all formats within the organisational unit
- ensuring that privacy training and awareness is embedded in practices and procedures of the organisational unit as appropriate.

Data custodians and record keepers

Nominated data custodians and record keepers, whether at the corporate or at the local level, are responsible for:

- implementing adequate security measures to protect privacy of personal data in information systems
- determining user access levels for the dataset or system, although the decision to grant access to individual staff may be delegated
- implementing appropriate mechanisms to revoke access to systems when access is no longer necessary or appropriate, for instance, in the case of a change in position or formal responsibilities, or termination of employment.

All staff

It is the responsibility of all staff to respect personal privacy in so far as they collect, access, use or disclose personal information about others in the course of their duties, and to comply with the requirements of the Information Privacy Act and the specific requirements of this policy.

Collection and use of personal information

Personal information must be collected only where necessary and relevant to QUT's functions and activities and in a reasonable and transparent way. Personal information should not be collected where it is irrelevant to the business process or where there is no specific and immediate use for it. An appropriate privacy notice must be provided when collecting information directly from an individual, irrespective of the means by which the personal information is collected.

The Information Privacy Act states that personal information is being used if QUT:

- manipulates, searches or otherwise deals with the information
- takes the information into account when making a decision
- transfers the information to another area of the University.

Before using personal information staff have a responsibility to take reasonable steps to ensure that information is accurate, up-to-date and complete, and that the information is used only in circumstances where it is relevant, and used only for the purpose for which it has been collected or a directly related purpose.

There are several recognised but limited exceptions to the restrictions on use of personal information and further guidance on use of personal information for other purposes is detailed in the Information Privacy Procedures.

Access and security for personal information records

The implementation of adequate security safeguards is a significant means of protecting personal privacy. QUT must ensure that personal information is protected against loss, unauthorised access or modification, disclosure or misuse. Detailed arrangements for management of information security generally are found in the information security policy (F/1.2).

Prohibition on disclosure of personal information

Staff must not disclose personal information to individuals or organisations outside the University. Disclosure refers to release of personal information to another entity (eg a body, agency or person separate from the University) where QUT will cease to have effective control of the information once it is released.

Exceptions relating to disclosure of personal information

In extremely limited circumstances, disclosure of personal information in the following circumstances may not be a breach of privacy.

(a) Agreement to disclosure of information

Personal information may be disclosed where the individual concerned has agreed to that disclosure. Agreement must be expressly given and it is expected that the agreement will be in writing. In limited circumstances, verbal agreement may be acceptable if it is verifiable and the disclosure is clearly in the best interests of the individual. Staff proposing to release information where the agreement is not in writing must discuss the circumstances with the Privacy Officer before disclosure occurs.

Implied agreement should not generally be relied upon as a basis for disclosure. Where a person seeks personal information as a representative or agent of another, then documentation confirming the scope of the agent's authority should be obtained before release of any personal information held by the University.

(b) Previous provision of notice of disclosure

Personal information may be disclosed where individuals have been informed of the usual practices for disclosure through provision of a privacy notice at the point of collection of the information or under a published QUT policy.

(c) Other situations

In rare circumstances, disclosure of personal information may also be permitted where

- disclosure is necessary to prevent or lessen a serious threat to a person's life, health, safety or welfare, or to public health, safety or welfare
- disclosure is authorised or required by law (for example, if the University's records are subpoenaed, or if there are statutory requirements to provide information to a government department such as the Australian Taxation Office, Centrelink, or Department of Education, Employment and Workplace Relations)
- disclosure is necessary for enforcement of criminal or other law by a law enforcement agency

- disclosure is necessary for research or the compilation or analysis of statistics in the public interest, subject to certain factors being satisfied
- disclosure is to be used for commercial marketing purposes, subject to certain factors being satisfied.

Any request or proposal to disclose personal information in these situations must only be undertaken in compliance with privacy protocols issued by the Registrar (www.governance.qut.edu.au/compliance/privacy), or following confirmation from the Privacy Officer that disclosure is necessary and acceptable under the information privacy principles of the Information Privacy Act

Register of graduates

Privacy principles do not apply to material which is maintained on a public register. Given that one of QUT's primary functions is to confer higher education degrees and awards, QUT maintains a register of its graduates (including of predecessor institutions) in the student management system. Information concerning a person's status as a graduate of the University is available to any member of the public upon formal request to the Student Business Services Department. The only details confirmed are the graduate's name (as recorded in QUT systems), the degree conferred or to be conferred and the date of conferral. QUT may charge a fee for this service.

No other personal information held by the University is regarded as being on a public register.

Requests for access to and amendment of personal information under Information Privacy Act

The Information Privacy Act gives an individual the right to request access to the personal information which the University holds about them, and to amend it where it is inaccurate, incomplete, out-of-date or misleading.

Details on how an individual can request access to their own personal information in accordance with the Information Privacy Act can be found in the University's policy on Access to information (F/6.3).

Privacy complaints

If an individual believes that QUT has not dealt with their personal information in accordance with IS42 or this policy, they may make a complaint to QUT (www.governance.qut.edu.au/compliance/privacy/complaints.jsp). A complaint must be made in writing within six months from the date when the breach of privacy was suspected to have occurred. Complaints should be sent to the Privacy Contact Officer or referred to that officer if received by another area of the University.

The Privacy Contact Officer will refer the matter to the most appropriate senior officer to resolve the complaint. In the case of complaints regarding a staff member's conduct or actions, this will be the head of the organisational unit in which the staff member is employed. In other cases, the complaint may be referred to the head of the organisational unit having responsibility for the personal information to which the complaint relates.

Primary responsibility for investigating and responding to the complaint will rest with the senior officer, with advice from the Privacy Contact Officer as required. The University's main objective in responding to privacy complaints is to conciliate

an outcome which is acceptable to the complainant and which addresses any broader or systemic privacy issues which may arise.

If a complainant does not agree with the University's response, an internal review process is available.

Monitoring of privacy complaints is undertaken via annual reporting as part of QUT's compliance program. For full details of procedures to be followed in managing privacy complaints, refer to the QUT Privacy Plan.

Contracts involving personal information

Contractual arrangements entered into by the University may require that third parties have access to or may use personal information owned or held by QUT.

Any contract which is entered into by the University must include appropriate safeguards for protection of personal information. It is the responsibility of the senior officer who has delegated authority to enter into contracts and commercial arrangements, to ensure that privacy risks are adequately addressed and that QUT's privacy obligations are appropriately incorporated into the formal terms of the contract where necessary. For further information, refer to QUT's policy on management of contracts and MOUs (G/6.1). Queries concerning appropriate contractual provisions covering QUT's privacy obligations may be directed to the Privacy Officer or the University Legal Officer.

Equal opportunity and diversity policy

QUT's vision, goals and organisational values (A/2.1) reflect a belief in the crucial role of knowledge in understanding and improving the human condition.

Consistent with its vision, goals and organisational values, QUT will infuse social justice philosophy and practices into all aspects of its activities. Such embedding enhances the University's core business, as well as enhancing the opportunities of disadvantaged students and staff.

Informed by global standards of justice and fairness (eg UN/ILO Conventions), the University's pursuit of social justice is underpinned by a commitment to equal opportunity and diversity.

Thus, QUT aims to:

- respect and protect the rights of its students and staff;
- promote a fair and inclusive educational and work environment;
- ensure its graduates possess a sense of social and ethical responsibility; and
- contribute to the social well-being of Brisbane, Australia and other nations.

Rights and responsibilities

All students and staff have individual rights

- to be treated fairly by the University and by each other; and
- to study and work in an environment free from discrimination and harassment.

To respect and protect these rights, QUT will

- educate and inform members of the University community about their rights and responsibilities (see QUT Code of conduct at: www.mopp.qut.edu.au/B/B_08_01.jsp and QUT Student Charter at: www.mopp.qut.edu.au/E/E_02_01.jsp);
- review and reform University practices to ensure they are inclusive and non-discriminatory; and
- administer grievance resolution procedures (A/6.1).

Inclusive environment and culture

The student and staff body should reflect the cultural and social diversity of the community. Therefore, under-represented and disadvantaged groups will have particular outreach and recruitment strategies, especially students and staff who are Indigenous, low-income students, rural students, and students and staff with a disability.

All students and staff should experience a sense of belonging which arises from an inclusive learning and working environment which respects diversity. Therefore, learning experiences, on-campus services and administrative procedures for students, as well as career development and management practices for staff, will be fair.

With regard to equal opportunity, QUT acknowledges that treating all people in the same way does not necessarily result in fairness or equality. To promote equality of outcomes for staff and students, the University recognises that social disadvantage creates barriers to success, and that targeted attention to overcome these barriers is a necessary precursor to true equality. Thus, the University's equal opportunity activities encompass particular support and assistance measures for students and staff in equity groups at QUT.

The objective is for the pass rates, attrition rates and satisfaction levels of students in equity groups to be comparable with those of other students, and for promotion rates, resignation rates and satisfaction levels of staff in equity groups to be comparable with those of other staff.

Knowledge and community

As an institution whose core business is knowledge, QUT has a unique role to play in both the social justice knowledge and skills which graduates acquire, and the social justice aspects of research.

Graduates of QUT will have a sense of social and ethical responsibility, and an understanding of Indigenous and international perspectives (C/4.3). QUT courses will be characterised by content, pedagogy and assessment embedded with Indigenous perspectives, inter-cultural perspectives, and an understanding of social justice. Students in their work integrated learning and community engagement / service learning activities should have opportunities to engage with disadvantaged and marginalised communities.

Staff at QUT will ensure that their research activities include a positive impact on disadvantaged and marginalised groups in the broader community.

The University's community engagement activities will reflect its civic responsibility and be inclusive of culturally and socially diverse communities.

With regard to public policy, the University will contribute its knowledge, analytical skills and ideas through public debate and consultancies which include a social justice perspective.

Planning

To give effect to its social justice policy aspirations, QUT will infuse equity considerations into its planning, reporting and accountability arrangements. Priority issues, such as dealing with student poverty or supporting staff and students who identify as lesbian, gay, bisexual, transgender, intersexes or queer (LGBTIQ), will be determined from time to time.

Training and awareness-raising programs and appropriate resourcing will be available to inspire and enable staff and students to engage with social justice activities. Reward and recognition schemes will acknowledge the equity-related achievements of staff and students.