

# Student Rules, Policies and Procedures

## 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](http://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 web site ([www.studentservices.qut.edu.au](http://www.studentservices.qut.edu.au)) or by contacting the Student Services Department.

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.handbook.qut.edu.au/rules/rules.jsp](http://www.handbook.qut.edu.au/rules/rules.jsp)) are made pursuant to:

- QUT Statute No. 1 (Course of Study) 1999
- QUT Statute No. 2 (Student Discipline) 1999
- QUT Statute No. 3 (Fees) 1999.

They should also be read in conjunction with:

- Schedule 1 to the QUT Act 1998, Conduct on University Land. 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
- Information Facilities Rules (pursuant to QUT Statutes 2 and 3, and to the relevant staff conditions and awards).

## 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.

# STUDENT RULES, POLICIES AND PROCEDURES

(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 <sup>1</sup> ; 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 pre-requisite 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 rule 29 or *Statute No 2 (Student Discipline) 1999* 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 <sup>2</sup> 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. Academic dishonesty

(1) A student must not act in a manner which constitutes academic dishonesty.

(2) Academic dishonesty means an action or practice which may compromise or defeat the purposes of assessment, and includes, but is not limited to -

- (a) cheating, or attempting to cheat;
- (b) plagiarism;
- (c) misrepresenting or fabricating data or results or other assessable work;
- (d) breaching requirements specified by university academic board under rule 32 for conduct during examinations, in a way that may compromise or defeat the purposes of the assessment.

(3) University academic board may prescribe procedures for investigating allegations of academic dishonesty.

(4) The penalties for academic dishonesty are -

- (a) mark reduction or zero mark for an assessment item; or
- (b) awarding of a failing grade in the unit in which academic dishonesty is detected; or
- (c) awarding of a failing grade in the unit in which academic dishonesty is detected and in another unit or all other units undertaken in that teaching period; or
- (d) suspension from the university for a specified period of time, together with the allocation of failing grades specified in rule 29(4)(c); or
- (e) permanent expulsion from the University, together with the allocation of failing grades specified in rule 29(4)(c).

(5) The dean may impose the penalties listed in rule 29(4)(a) and 29(4)(b).

(6) The registrar may impose any of the penalties listed in rule 29(4).

### 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 periods 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 univer-

sity 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) University academic board must prescribe procedures for dealing with applications for review of grades and academic rulings.

(2) A student may apply for a review of -

- (a) their grade for a unit; or
- (b) other academic rulings made under these rules.

### **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 rule 29.

### **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 functions<sup>3</sup>**

(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**

<sup>1</sup> See rule 15.

<sup>2</sup> See rule 8.

<sup>3</sup> 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 ( $\leq 2$ 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.

These bands show the student contribution required for one equivalent full-time student load (EFTSL) or 96 credit points of study, if all units were taken from that band.

The actual amount of your student contribution will depend on the EFTSL value of your individual units within your course.

To see the actual contribution costs for your units and their EFTSL value view the alphabetical list of units or refer to your course structure in Studyfinder.

2009 student contribution bands for Commonwealth supported students*	Pre-2008 students	Pre-2009 students	2009 students
Band 1: humanities, behavioural science, social studies, foreign languages, visual and performing arts	\$5201	\$5201	\$5201
Band 2: mathematics, statistics, science	\$7412	\$7412	N/A
Band 2: computing, built environment, other health, allied health, engineering, surveying, agriculture	\$7412	\$7412	\$7412
Band 2: accounting, administration, economics, commerce	\$7412	N/A	N/A
Band 3: accounting, administration, economics, commerce	N/A	\$8677	\$8677
Band 3: law, dentistry, medicine, veterinary science	\$8677	\$8677	\$8677
Band 4: National priorities: education, nursing	\$4162	\$4162	\$4162
Band 4: National priorities: mathematics, statistics, science	N/A	N/A	\$4162

\* 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 2009 will determine the 2009 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](mailto:sbs.fees@qut.edu.au) for more information.

Field of Education Classifications	Rate per credit point 2009
Law, accounting, administration, economics, commerce	\$105–\$270
Humanities	\$140
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$140
Education	\$140–\$150
Clinical psychology, allied health, foreign languages, visual and performing arts	\$140–\$225
Nursing	\$140–\$170
Engineering, science, surveying	\$140–\$240
Dentistry, medicine, veterinary, science, agriculture	\$285
Research thesis (normally PhD) exceeded maximum time	\$140

\* Tuition fee places offered to students after Commonwealth supported places are filled or maximum entitlements for RTS/RTA are exceeded.

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.

## SCHEDULE 2 – FEES AND CHARGES

### Table C - International Student Tuition Fees

These fees are set in accordance with rule 24(4), QUT Student Rules by the authority of the Vice-Chancellor.

Application fee for award courses: \$55 (incl GST)

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 2009 will determine the 2009 fee for the course.

Some courses have special rates approved:

Course Code	Course Title		2009 Fee
BS40	University Diploma of Business	Semester	\$7725
IF06	University Diploma in Professional Communication	Semester	\$7725
IT10	University Diploma in Information Technology	Semester	\$7725
QC01	Foundation – 1 semester	Semester	\$7210
QC02	Standard Foundation – 2 semesters	Semester	\$7210
QC04	Extended Foundation – 2.5 semesters	Block	\$15,862
QC05	University Certificate in Tertiary Preparation (Formerly Bridging)	Semester	\$7210
QC10	English for Academic Purposes – 12 weeks	Semester	\$3960
QC20/QE05	General English – 5 week block (Incorporating components QE10, QE15, QE20, QE25, QE30, QE35, QE40 and QE45 for multiple 5 week blocks.)	Block	\$1650
QC21	General English Extension	Block	\$1650
QC22	English for Tertiary Preparation – 2 weeks	Block	\$660
QC24	English for Academic Purposes plus	Block	\$7920
QC25	Cambridge First Certificate Preparation Course – 12 weeks	Semester	\$3960
UO80	University Study Abroad Certificate	1 Semester	\$9000
UO90	University Study Abroad Diploma	2 Semesters	\$18,000

The table below outlines the framework for international 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](mailto:sbs.fees@qut.edu.au) for more information.

Field of Education Classifications	Rate per credit point 2009
Law, accounting, administration, economics, commerce	\$200–\$340
Humanities	\$195–\$205
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$190–\$215
Clinical psychology, allied health, foreign languages, visual and performing arts	\$200–\$230
Nursing	\$195–\$205
Engineering, science, surveying	\$220–\$240
Dentistry, medicine, veterinary, science, agriculture	\$285
Research thesis (normally PhD) exceeded maximum time	\$240

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.

## SCHEDULE 2 – FEES AND CHARGES

### TABLE D - DOMESTIC UNDERGRADUATE NON-AWARD TUITION FEES

These fees are set in accordance with rule 24(3), QUT Student Rules by the authority of the Vice-Chancellor.

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 2009 will determine the 2009 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](mailto:sbs.fees@qut.edu.au) for more information.

Field of Education Classifications	Rate per credit point 2009
Law, accounting, administration, economics, commerce	\$105-\$270
Humanities	\$140
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$140-\$160
Clinical psychology, allied health, foreign languages, visual and performing arts	\$140-\$225
Nursing	\$140-\$170
Engineering, science, surveying	\$140-\$240
Dentistry, medicine, veterinary science, agriculture	\$285

## SCHEDULE 2 – FEES AND CHARGES

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

These fees are set in accordance with rule 24(5), QUT Student Rules by the authority of the Vice-Chancellor. Does not include International Student Tuition Fees.

Summer Program Tuition fees	Units with a census date in 2008	Units with a census date in 2009
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 unit offered to satisfy standard enrolment pattern for Commonwealth supported students	Refer to Table A	Refer to Table A
Students enrolled in Summer Tuition Fee paying unit (includes Commonwealth supported QUT students)	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

These fees are set in accordance with rule 24(3), QUT Student Rules by the authority of the Vice-Chancellor.

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 2009 will determine the 2009 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](mailto:sbs.fees@qut.edu.au) for more information.

Field of Education Classifications	Rate per credit point 2009
Law, accounting, administration, economics, commerce	\$105-\$270
Humanities	\$140
Mathematics, statistics, behavioural science, social studies, education, computing, built environment, other health	\$140-\$160
Clinical psychology, allied health, foreign languages, visual and performing arts	\$140-\$225
Nursing	\$140-\$170
Engineering, science, surveying	\$140-\$240
Dentistry, medicine, veterinary science, agriculture	\$285

### TABLE G - STUDENT GUILD FEE (Pre VSU)

Voluntary Student Unionism (VSU) was implemented from 1 July 2006.

### TABLE H - QUT ADMINISTRATIVE CHARGES

These charges are set in accordance with rule 24, QUT Student Rules by the authority of the Registrar.

TYPE OF ADMINISTRATIVE CHARGE	2008 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	
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 with rule 26, QUT Student Rules by the authority of the Vice-Chancellor.

Students should note that academic penalties may also apply to withdrawal of units. Refer to Schedule 1: Unit Addition and Withdrawal for more information.

UNIT TEACHING PERIOD	WITHDRAWAL RULE	CANCELLATION CHARGE	
		Before 1 July 2008	From 1 July 2008
<b>Semester 1 (SEM-1) Semester 2 (SEM-2) Summer Program (SUM)</b>	Commonwealth supported place: on or before census date	NIL	NIL
	Commonwealth supported place: 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
<b>6 Week Teaching Period (6TP1-6) Summer Program 1 (SUM-1) Summer Program 2 (SUM-2)</b>	Commonwealth supported place: 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
<b>Non-standard intensive teaching periods (2 weeks or less in length)</b>	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 tuition fee
<b>Non-standard intensive teaching periods (greater than 2 weeks but less than 6 weeks in length)</b>	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.

## SCHEDULE 2 – FEES AND CHARGES

### TABLE J - INTERNATIONAL TUITION CANCELLATION CHARGES

These fees are set in accordance with rule 26, QUT Student Rules by the authority of the Vice-Chancellor.

Students should note that academic penalties may also apply to withdrawal of units. Refer to Schedule 1.

Note: withdrawal from course penalties listed above will apply (Section 10.3) if withdrawal from unit(s) results in no unit enrolment in the course.

WITHDRAWAL FROM COURSE			
Teaching period	Course	Withdrawal period	Cancellation charges
<b>New students (not yet commenced)</b>			
All <b>except</b> 5TP1-9 (5 wk teaching period)	All courses (includes foundation programs, bridging, diploma and degree courses) <b>except</b> 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, <b>prior to the commencement date of teaching period</b>	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 <b>more than 28 days</b> before commencement	No cancellation charge – 100% of tuition fee refunded
		Withdrawal from course <b>28 days or less</b> 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 <b>prior to the commencement</b> date of teaching period <b>for the non-English language</b> course	10% of tuition fees invoiced for the first teaching period published for that year for the non-English language course
<b>Continuing students</b>			
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 <b>except</b> QUTIC English language programs	From entire course or leave of absence, <b>within first four weeks</b> of teaching period	50% of tuition fee invoiced for the teaching period
		From entire course or leave of absence, <b>after first four weeks</b> of teaching period	100% of tuition fee invoiced for the teaching period
	Research higher degree programs	From entire course or leave of absence, <b>within first four weeks</b> of teaching period	No cancellation charge –100% of tuition fee refunded
		From entire course or leave of absence, <b>after first four weeks</b> of teaching period	100% of tuition fee invoiced for the teaching period
6 weeks or less duration, eg 6TP1-6 (6wk teaching period)	All courses <b>except</b> QUTIC English language programs	From entire course or leave of absence <b>within first two weeks</b> of teaching period	50% of tuition fee invoiced for the teaching period
		From entire course or leave of absence <b>after first two weeks</b> of teaching period	100% of tuition fee invoiced for the teaching period
	QUTIC English language programs  English language <i>packaged</i> programs	Withdrawal from course <b>after commencement of program</b> of English language course(s)	– No refund of the current teaching period tuition fees for the English language course
		Withdrawal from course <b>after commencement of program</b> of English language course(s) <b>but prior to</b> 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.
<b>WITHDRAWAL FROM UNITS</b>			
Teaching period	Withdrawal period		Cancellation charge
12 weeks or more duration, eg SEM 1 (Semester 1) SEM 2 (Semester 2) SUM (Summer)	<b>Within first four weeks</b> of commencement		No late cancellation charge – 100% of fee paid refunded
	<b>After first four weeks</b> 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)	<b>Within first two weeks</b> of commencement		No charge
	<b>After first two weeks</b> 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 (see C/5.1.1), and meets QUT's obligations under freedom of 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

[http://www.governance.qut.edu.au/rms/accessing\\_records/](http://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 (see 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 to obtain a photocopy of the examination script.

### Return of assignments to students

Assignments are generally returned to students following completion of marking. This should be done in a manner which does not breach other students' privacy and which protects students' work from tampering or unauthorised collection.

### 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.

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. 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.

### Awards with honours and awards with distinction

The decision to offer awards with honours and awards with distinction is approved during the curriculum approval process (see C/4.1). Student Business Services maintains a list of courses that are awarded with honours and with distinction and determines deadlines by which all results are recorded on the student information system. Procedures for conferral of awards with honours and awards with distinction are provided in E/10.1.3.

To be eligible for an award with distinction or an award with honours a graduand must have:

- met all requirements for completion of the course
- completed the course within the maximum number of calendar years specified in the policy on time limits for completion of courses (see Student Rules in Appendix 1(c))
- completed at least 50% of the total credit points required for the course at QUT.

Eligibility for awards with honours and awards with distinction for double degrees is based on consideration of the separate component degrees. For either degree, only the units associated specifically with that component are taken into account in the GPA calculation used to determine eligibility or level of award.

In exceptional cases faculty academic boards may recommend to University Academic Board a relaxation of normal eligibility criteria for a particular graduand. Such a recommendation must be accompanied by an appropriate rationale.

**Awards with honours**

Awards with honours are made to students who have achieved meritorious achievement in their course, and to indicate that students may appropriately proceed to higher degrees. Faculties may choose to award honours in bachelor degree courses of 384 credit points or more. First class honours, second class honours division A, and second class honours division B may be awarded. The grade point average (GPA) levels shown below are to be used in determining the level of honours awards and no other criteria may apply to awards with honours:

- First Class Honours: GPA of 6.00-7.00 or equivalent
- Second Class Honours, Division A : GPA of 5.50-5.99 or equivalent
- Second Class Honours, Division B: GPA of 5.00-5.49 or equivalent.

**Awards with distinction**

Awards with distinction are made to students who have achieved meritorious achievement in their course. Faculties may choose to offer awards with distinction in any associate degree, bachelor degree or graduate diploma, except those courses which are awarded with honours. The GPA levels shown below are to be used in determining eligibility for awards with distinction and no other criteria may apply:

- GPA of 5.5 for undergraduate courses, and
- GPA of 5.75 for postgraduate courses.

**Supplementary assessment**

Supplementary assessment is provided to support transition into the workplace (graduation) and transition into the University (the First Year Experience). Supplementary assessment may also be available to students who receive a grade of 3 in a unit.

Students are responsible for making applications for supplementary assessment.

A maximum of four supplementary assessments will be available to students in coursework programs of three or more years full-time duration or equivalent, In the case of coursework programs of less than three years full-time duration or equivalent, this maximum number is two.

Supplementary assessment is not a reassessment of the student's overall grade or the mark for an individual assessment item. It is a new item of assessment designed to assist students to complete requirements for their qualification. Students who successfully complete supplementary assessment requirements will be awarded a minimum passing grade (grade of 4).

Where students transfer between related QUT courses (eg a double degree and one of the components; nested courses), supplementary assessments that have already been granted in the first course will be counted in the second course. In cases where students transfer between unrelated QUT courses (eg single degree courses offered by different faculties), supplementary assessments will be counted in the second course only if they were received for units in the first course that are being credited towards the second course.

**Supplementary assessment supporting transition into the workforce (graduation)**

Students may be granted:

- up to two supplementary assessments in the final 96 credit points of study, at the faculty's discretion, for coursework programs of three or more years full-time duration or equivalent; and
- one supplementary assessment in the final 48 credit points of study, at the faculty's discretion, for coursework programs of less than three years full-time duration or equivalent (this includes students enrolled in a QUTIC diploma).

Supplementary assessment supporting transition into the workforce should only be provided when a student receives a grade of 2 or a grade of 3 in a non-designated unit (see E/6.7.3 for definition of designated unit).

Supplementary assessment will not be granted:

- to students enrolled in any designated unit listed on the Student Business Services website; or
- to students who have been graded 1 (*low fail*) or K (*withdrawn – failure*).

**Supplementary assessment supporting transition into the University (First Year Experience)**

Students may be granted one supplementary assessment in a core or mandatory unit in the first 96 credit points of an undergraduate course.

Supplementary assessment in first level undergraduate units is provided to avoid disruption of a standard program of study caused by failure in one core or mandatory unit. Supplementary assessment supporting transition into the University should only be provided when a student has received a grade of 2 or a grade of 3 in a core or mandatory unit. To be eligible to apply for the supplementary assessment, students must also have obtained passing grades in all units other than that in which the supplementary assessment is sought. Supplementary assessment will not be granted to students who have been graded 1 (low fail) or K (withdrawn – failure).

**Supplementary assessment where a student has been awarded a grade of 3**

Students may be granted supplementary assessment in a limited number of cases where a grade of 3 has been achieved. This limit depends on any other supplementary assessments granted to support transition (see E/6.4.2 and E/6.4.3) 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.



## 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.

This policy should be read in conjunction with the University's policy on childcare and family responsibilities (see section 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 Queensland Workplace Health and Safety Act 1995 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 (eg flexitime) or leave options (eg 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 etc), 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.

Further information and detailed procedures relating to this policy are available from HR Health and Safety Advisory Services.

### 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 louvres or opened windows
- on all semi-enclosed thoroughfares such as verandahs 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:

- The requirements of people with a disability are recognised and embedded in the planning process, resource allocation, and the development of policy (see QUT Disability Action Plan). Resources will be sufficient to ensure an appropriate level of services to students and staff.
- 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 improving 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/9.1) 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*.

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

guide for staff 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.

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 access and 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 by complying with 11 information privacy principles which govern how and when personal information may be collected, stored, used and disclosed. QUT recognises that staff and students, both past and present, and other clients and individuals having links to QUT, have a legitimate expectation that the University will protect and appropriately manage the personal information it collects and holds about them.

This policy is derived from obligations under the Queensland Government's Information Standard No 42 - Information Privacy (IS42), which applies to statutory authorities such as QUT. This policy also supports QUT's obligations to comply with information security requirements (see F/1.2).

### **Definition of personal information**

This policy applies to "personal information". This is defined in IS42 as any information or opinion, 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 can be in any format and, for the purposes of this definition, includes photographs and images, usernames and passwords. Unique identifiers such as student/staff/payroll numbers, tax file numbers, credit card numbers and bank account details are also personal information. Personal in-

formation may be recorded in a variety of formats including, but not limited to, hard copy records, databases, administrative systems and staff/student identity cards.

Where data is recorded in a way which cannot be linked to a known individual, then the privacy principles do not apply.

### **Roles and responsibilities for privacy**

#### *All staff*

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

Privacy must also be appropriately respected in the human research context, and all staff and students undertaking research must comply with the University's policies and procedures for research involving personal information, including the requirement to obtain ethical approval where applicable. Refer to Office of Research (Research Ethics Office) for further details.

#### *Data custodians*

The nominated data custodian of major datasets used to support QUT functions must comply with specific responsibilities described in this policy and in QUT's policy on provision and use of information resources and services (F/1.1.3) and in the information security policy (F/1.2), all of which support QUT privacy obligations.

#### *Heads of organisational units*

As the functions of many organisational units within the University require the collection or management of personal information, responsibility for assessing privacy risk and for implementing business processes which are consistent with privacy principles rests with the head of each organisational unit. Specific, ongoing responsibilities include:

- implementation and regular review of appropriate data collection practices (see section 9.1.4 below);
- ensuring personal information is used and managed appropriately by staff within the organisational unit;
- implementing adequate security requirements for access to and storage of personal information in all formats within the organisational unit; and
- ensuring that privacy training and awareness is embedded in practices and procedures of the organisational unit as appropriate.

#### *Privacy Contact Officer*

The Registrar, as chief administrative officer, has general responsibility for privacy management, and has designated a Privacy Contact Officer in Governance Services to facilitate the implementation of IS42 at QUT. Specific responsibilities of the Privacy Contact Officer include:

- maintenance of QUT's privacy plan;
- training and advisory services, including the development of a strategy for regular training of staff on their responsibilities in areas of high privacy risk;
- provision of assistance for the development of privacy notices; and
- receipt of privacy complaints (see section 9.1.12 below).

### **Collection of personal information**

Personal information must be collected only where necessary and relevant to QUT's functions and activities and in accordance with other privacy collection principles. The head of an organisational unit responsible for functions or activities requiring the collection of personal information must:

- regularly review data collection activities to exclude collection of personal information which is irrelevant to the business process or where there is no specific and immediate use for the information collected;
- develop appropriate privacy notices when collecting information directly from the person concerned, irrespective of the means by which personal information is collected;
- ensure that collection methods adopted meet requirements for fairness, and are non-intrusive (in particular, in the context of logging network or IT activities);
- determine whether recording names or other identifying details is necessary to perform the function or activity.

Special considerations apply to data collection practices in the context of human research. In particular, the principle of informed and voluntary consent should form the basis of data collection practices in human research, and when properly applied, is consistent with privacy principles. For further details, refer to policy on research involving the participation of humans (D/6.2) and supporting guidelines.

### **Access and security for personal information records**

The implementation of adequate security safeguards is a significant means of protecting personal privacy. Reasonable measures must be put in place to prevent unauthorised access, loss, disclosure or misuse of personal information. Detailed arrangements for management of information security generally are found in the information security policy (F/1.2).

For personal data in information systems, the data custodian has formal responsibility for implementing adequate security measures to protect privacy (see F/1.1). Additionally, the data custodian determines user access levels for the dataset or system, though the decision to grant access to individual staff may be delegated. Access rights should be formally documented and reviewed periodically. The data custodian is also responsible for implementing appropriate mechanisms to revoke access to personal information data or records 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. In regard to local files and records, security procedures and management of access are the responsibility of the head of the organisational unit.

The head of the organisational unit is responsible for ensuring that personal information records held in physical or hard copy files and records is also secured. Physical security strategies may include restricting building and work area access, ensuring facilities (offices, filing cabinets or other storage facilities) are locked when not in use, and implementing "clean desk" procedures.

In addition, good records management practices for physical files, for instance recording file movements, undertaking file audits, placing appropriate security classifications on files, and managing records retention, are designed to safeguard against loss or unauthorised access. Care must be taken to ensure secure and confidential destruction of records containing personal information (which may only be undertaken in accordance with authorised disposal schedules). Refer to QUT's records management policy (F/8.1) and supporting procedures.

Individual staff are entitled to access personal information records (irrespective of format) only where there is a legitimate need to do so, and only to the extent required to perform the staff member's duties (the "least privilege" principle). Additionally, individual users of QUT's personal information datasets and systems must take reasonable precautions to safeguard their access to these systems, such as

the protection of passwords. Individual user responsibilities for security are outlined in QUT's Information Facilities Rules (Appendix 1(c)).

### **Use of personal information records**

Privacy obligations impose the following requirements in relation to the use by the University of personal information held in QUT records and datasets:

- the requirement to take reasonable steps to ensure that information is accurate, up-to-date and complete before it is used, since it is important that decisions or actions by the University are based on accurate and complete facts. This responsibility rests with the relevant data custodian or head of the organisational unit in which the personal information is held;
- the requirement to use information only in circumstances where it is relevant, and provided that it is used only for the purpose for which it has been collected or a directly related purpose. This is the responsibility of all staff.

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 available from the Privacy Contact Officer.

### **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 out of the effective control of the University (that is, to a body, agency or person separate from the University).

### **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.

#### *Consent*

Personal information may be disclosed where the individual concerned has consented to that disclosure. Consent must be expressly given and it is expected that the consent will be in writing. In limited circumstances, verbal consent 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 consent is not in writing must discuss the circumstances with the Privacy Contact Officer before disclosure occurs.

Implied consent must 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.

#### *Previous provision of a privacy notice*

Personal information may be disclosed where individuals have been informed of the usual practices for disclosure.

#### *Other situations*

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

- disclosure is necessary to prevent or lessen an imminent and serious threat to a person's life or health;
- disclosure is 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, Science and Training);

- disclosure is necessary for enforcement of criminal or other laws imposing penalties such as fines.

Any request or proposal to disclose personal information in these situations must only be undertaken in compliance with protocols issued by the Registrar, or following discussions with the Privacy Contact Officer confirming that disclosure is necessary and acceptable under privacy principles.

### 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 is regarded as being on a public register.

### Student numbers and other unique identifiers

Student numbers are unique identifiers and they are used as the basis for recording a large amount of student information. To protect student privacy and to secure student information from unauthorised use or disclosure, student number information must not be published or made generally available in a way which links the number to a student'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 staff or payroll numbers.

### Access to and amendment of an individual's own record

Privacy principles entitle an individual to have 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. IS42 recognises that, in Queensland, these rights are dealt with in the *Freedom of Information Act 1992* (FOI Act). QUT is however committed to providing, as far as practicable, an open environment which enables members of the QUT community to obtain access to their personal information without recourse to formal procedures contained in the FOI Act (see Freedom of Information policy - F/10.1). To achieve this, QUT has in place administrative procedures for information access by staff and students.

### 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. 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 involve access to or use of personal information owned or held by QUT. Typically these arrangements may outsource routine support functions, though some contractual arrangements may also relate to commercial research and consultancies.

Any contract which is entered into by the University must place appropriate safeguards on protection of personal privacy, since contractual arrangements do not alter or eliminate QUT's obligations for protection of personal information. It is the responsibility of the senior officer who has delegated authority to enter 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 Contact Officer or the Office of Commercial Services.

### 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 and QUT Student Charter);
- review and reform University practices to ensure they are inclusive and non-discriminatory; and
- administer grievance resolution procedures (see 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 (see 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, intersexed 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.