

Student Charter UTS College

At UTS College, you become part of a dynamic academic and global community. We embrace diversity in our community, while upholding cultural practices that create a welcoming environment for all. Our mission is to provide you best available opportunity to develop the knowledge, skills and attitudes necessary to achieve your academic and personal goals.

The Student Charter outlines the partnership between you and UTS College. It defines what you can expect from us and what we expect from you. Understanding your rights and responsibilities will help you to have a conducive learning environment and open the world of opportunities.

About the Student Charter

- The Student Charter recognises that students and staff have rights and responsibilities to each other.
- The Student Charter helps you understand your rights, what you can expect from UTS College, and your responsibilities, which UTS College expects from you.
- The Student Charter is shaped by UTS College's commitment to delivering exceptional teaching and learning experiences, as well as the college's policies and procedures.
- The statements outlined in this Charter complement, but are not a substitute for, UTS College policies and procedures.

Your Expectations

Students can expect that UTS College will provide:

- A high-quality learning environment that supports the development of both language and academic skills, with a focus on their individual needs in the classroom.
- A learning experience which incorporates technology to enhance the learning process.
- Timely, constructive, and meaningful feedback on their progress, along with access to a range of resources, including teachers and student support professionals.
- A safe and supportive learning environment, both in-person and online, ensuring accessibility and inclusivity for all students.
- Personalized, confidential support for any personal, academic, or learning-related difficulties you may encounter.
- Easy access to administrative and education policies and procedures.
- Security of your personal information.
- Students can expect to be treated equitably and with courtesy and respect.

- Freedom to communicate freely and voice alternative points of view in rational discussion and debate.
- Freedom to express your opinions and recommendations on aspects of your courses through Student Advisory Group and student surveys.
- Access to student activities that support and extend social engagement in the UTS College community.
- Commitment to addressing any concerns or complaints that students might have fairly and promptly.
- An opportunity to have their complaints taken seriously and that the complaints will be resolved as quickly and fairly as possible.

Your Responsibilities:

Students will have responsibility to:

- Learn with passion, commitment and curiosity.
- Work to the best of their abilities, participate in class, complete all assignments and be on time to class.
- Develop and uphold the values of academic integrity.
- Embrace diversity by not discriminating against or criticising members of the UTS College community on the basis of difference.
- Respect the rights of others to privacy.
- Treat all members of the UTS College community equitably and with courtesy, respect and fairness.
- Behave in a manner that does not risk their safety or other members of the UTS College community pursuing their studies, work or other reasonable activities.
- Refraining from intimidating or bullying any member of the UTS College community in person or via technology.
- Contribute to a safe learning environment by respecting UTS College staff, students, campus facilities and property.
- Request help in a timely and proactive manner.
- Make appropriate use of learning support services and programs.
- Regularly check and respond to emails and all communication from UTS College in a timely manner.
- Inform UTS College Student Success Advisers of any serious illness or incidents which affect their ability to complete and submit assessments.
- Read and keep up to date with changes and information about their courses and conditions of enrolment, course progression and related academic policies.
- Comply with directions given by UTS College staff to promote the good order, health, safety and management of UTS College.
- Develop knowledge and practise the skills associated with your program area.