

Insearch Student Charter

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1. Purpose

Insearch's purpose is to provide the best available opportunity for students to develop the knowledge, skills and attitudes they need to attain their goals.

In pursuing this purpose, Insearch is committed to offering a wide range of support programs and services to optimise students' academic success. In return Insearch expects students to honour their responsibilities to their studies and invites each student to actively contribute to their learning and their peers as they study at Insearch. Together, the staff and students of Insearch will strive to ensure that every student is given the opportunity to enjoy a fulfilling and rewarding learning experience which will promote their academic, social and personal growth.

The purpose of the Insearch Student Charter is to help students understand what it means to be a member of the academic community. The Student Charter encourages active and productive partnerships between Insearch and students, and recognises that students and staff have rights and responsibilities to each other. The statements outlined in this Charter complement, but are not a substitute for, Insearch policies and procedures. The Student Charter assists student understanding of the Insearch educational environment.

2. Learning Values

All members of the Insearch academic community are expected to be active participants in their learning and to act with integrity. Students who actively participate in their learning value passion, curiosity, commitment and honesty. Insearch students are:

2.1. Passionate

- Motivated to achieve desired learning goals
- Work with enthusiasm and purpose
- Celebrate and take pride in achievements
- Are active members of the classroom

2.2 Curious

- Desire to know and learn about their study
- Actively explore concepts and ideas
- Experiment and analyse and are open to new ideas
- Ask questions to deepen understanding to make informed judgements

2.3 Committed

- Take responsibility for their learning
- Actively develop communication skills
- Proactively seek and respond to feedback
- Are committed to lifelong learning

2.4 Honest

- Take responsibility for their actions and decisions
- Identify and honour the needs of others
- Work collaboratively to build positive relationships
- Learn with academic integrity: honesty, trust, fairness, respect, responsibility, and courage

3. Students' Expectations

Insearch recognises the following reasonable student expectations

3.1 Learning and Teaching

Students can expect a quality learning experience that:

- Supports the development of language skills and academic skills
- Is devoted to their learning needs in the classroom
- Uses technology to support their learning
- Provides feedback on their learning and their personal progress that is timely, constructive and meaningful
- Provides access to resources including teachers and student support professional
- Provides access to information and guidelines to enable them to appropriately acknowledge sources of information used in assignments.
- Sees Insearch teaching staff adhere to the Insearch [Code of Ethics](#)
- Enables them to have a say in their learning journey
- Occurs in high-quality learning environments
- Includes opportunities to provide feedback on their learning experiences and responses to this feedback are communicated to students

3.2 Learning Support

Students can expect:

- Safe and supportive learning environments both face-to-face and online
- Learning support services and programs
- Course progress will be monitored and additional learning support offered if required
- A learning environment that is accessible to, and inclusive of, all prospective and enrolled students, expressly those with a disability, learning need or health issue (Access and Inclusion Policy)
- Confidential, individual support if experiencing personal, academic or learning related difficulties
- That teachers will take into consideration illness and life challenges. Teachers are attentive when help is needed

3.3 Administrative Matters

Students can expect:

- Accurate and helpful information regarding health, wellbeing and student life
- Easy access to administrative and education policies and procedures
- Insearch will take all reasonable steps to protect the security of their personal information

3.4 Participation in the Insearch Community

Students can expect to:

- Be treated equitably and with courtesy and respect
- To have their personal privacy respected by staff and students
- Be able to communicate freely and voice alternative points of view in rational discussion and debate
- Contribute their opinions and recommendations on aspects of their courses through Student Advisory Group and student surveys
- Have access to student activities that support and extend social engagement in the

Insearch community

4. Students' Responsibilities

Insearch expects students to meet the following responsibilities in undertaking their studies.

4.1 Academic Matters

Students have a responsibility to:

- Read the information about their courses and conditions of enrollment, course progression and related academic policies
- Work to the best of their abilities, participate in class, complete all assignments and be on time to class
- Learn with passion, commitment and curiosity
- Learn honestly and not cheat
- Provide helpful feedback on teaching, subjects and courses

4.2 Learning Support

Students have a responsibility to:

- Contribute to a safe learning environment by respecting Insearch staff, students, campus facilities and property
- Request help in a timely and proactive manner
- Make appropriate use of learning support services and programs
- Respond to communication from Insearch Academic and ELT staff and take positive action to improve
- Inform Insearch of any learning needs by providing appropriate supporting documentation
- Ask for help with any issues impacting their studies
- Inform Insearch academic advisers of any serious illness or incidents which affect their ability to complete and submit assessments

4.3 Administrative Matters

Students have a responsibility to:

- Ensure that their enrolments are valid and personal information is up to date
- Regularly check their emails from Insearch
- Read and reply in a timely manner to all communications from Insearch
- Use appeal systems as early as possible (when needed)
- Respect the rights of others to privacy
- Be honest, fair and reasonable when making a complaint
- Keep up to date with changes to UTS Insearch rules, policies and procedures relevant to their study including:
 - [Subject and Course outlines](#)
 - [Insearch Calendar](#)
 - Student Handbooks [English Handbook](#) [Academic Handbook](#)
 - [Academic Policies](#)

4.4 Participation in the Insearch Community

Students have a responsibility to:

- Behave in a manner that does not interfere with other members of the Insearch community pursuing their studies, work or other reasonable activities
- Treat all members of the Insearch community equitably and with courtesy and respect
- Demonstrate fairness and respect
- Refraining from intimidating or bullying any member of the Insearch community in person or via technology
- Embrace diversity by not discriminating against or criticising members of the Insearch community on the basis of difference
- Behave in a manner which does not risk their safety or that of others
- Use Insearch's resources and facilities in an appropriate and responsible manner
- Comply with directions given by Insearch staff to promote the good order, health, safety and management of Insearch

5 Related Policies, Procedures and Resources

5.1 Academic Matters

Enrolment Policy

Attendance Policy for UTS Foundation Students and ELT

Academic Course Progress Policy

Completion within Expected Duration of Study Policy

Assessment Policy

Academic Integrity Policy

Education Access and Inclusion Policy

Special Consideration Procedure

These policies can be found [here](#)

[Insearch Calendar](#)

5.2 Learning support

Insearch Support Bookings

UTS HELPS - Self-help resources

UTS: Library Information Literacy

UTS Library Support for Students

UTS Library Referencing help

5.3 Administrative matters

Student Complaints and Appeals Policy

ICT Acceptable Use and Security Policy

Non- Academic Misconduct Policy

Privacy Policy

ADMIN USE ONLY

APPROVAL		
Signature:		
Position title:	Chair of the Academic Board	Date: 5 September 2018
Policy Title	Insearch Student Charter	
Executive	Dean of Education	
Manager	Associate Dean of Education	
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