

Transition Program Online Student Code of Conduct

1. Purpose

To outline OpenLearning's responsibilities and the standard of conduct expected of all students as members of the Transition Program Online community.

Please note that this Policy has been prepared and will be maintained by OpenLearning as the deliverer of the Transition Program Online. This is not a UNSW College or UNSW policy.

2. Scope

This Student Code of Conduct (Student Code) applies to:

- (a) All enrolled students and their activities undertaken within, or with other members of, the OpenLearning and UNSW communities
- (b) Former students, students not currently enrolled, and students previously enrolled at OpenLearning, where the behaviour in question occurred whilst they were a member of the OpenLearning community
- (c) Enrolled students where the conduct directly relates to their enrolment or admission to the Transition Program Online
- (d) OpenLearning staff and its affiliates.

3. Definitions

Affiliate means visiting appointees; consultants and contractors; agency staff; members of the University of New South Wales (UNSW); and any other person appointed or engaged by OpenLearning to perform duties or functions.

Staff means all employees of OpenLearning, including casual employees.

Transition Program Online means the program delivered by Open Learning Global Pty Ltd (trading as OpenLearning) proudly delivered under licence from UNSW and UNSW College.

4. Policy Statement

OpenLearning is committed to providing a fulfilling and rewarding learning experience which enables students to achieve their full academic potential. With this commitment is an expectation that all members of the Transition Program Online community conduct themselves in a manner which supports this goal.

This Student Code details what students may reasonably expect from a quality education, safe and fair learning environment, and a positive student experience. The responsibilities and standards of behaviour which students are expected to meet are also outlined. These responsibilities are underpinned by academic integrity and a shared responsibility of honour and promote a fair, honest, respectful, harmonious, and inclusive learning community.

4.1. OpenLearning's Responsibilities:

Two primary objectives guide OpenLearning's responsibilities:

- 4.1.1. Objective 1: To provide a learning, teaching, and research environment that enables students to achieve their full potential.

OpenLearning provides students with the opportunity to:

- (e) Be considered for selection into the Transition Program Online with selection criteria that is valid, explicit, fair and transparent
- (f) Enrol into a Program (the Transition Program Online) which is of a high standard
- (g) Have reasonable access to appropriately qualified academic staff and academic and learning support services, materials, equipment and other resources to enable completion of the Transition Program Online
- (h) Receive clear and timely information about the Transition Program Online, administrative procedures and feedback on assessment tasks
- (i) Provide feedback on the teaching and learning environment

- (j) Study and work in a safe, inclusive and productive learning environment.

4.1.2. Objective 2: To provide a learning experience for students consistent with OpenLearning's values:

OpenLearning endeavours to ensure that students:

- (a) Study in a learning environment which fosters student participation in debate and where students can express alternative points of view
- (b) Are treated with courtesy and respect as valued members of the Transition Program Online community
- (c) Are treated fairly, impartially and consistently in all aspects of OpenLearning's policy, procedures and practice
- (d) Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- (e) Have access to reasonable support services if experiencing personal, health, academic and/or disability related challenges
- (f) Have reasonable access to the records held about them
- (g) Receive respect and lawful protection of their privacy
- (h) Can make a complaint about their experience in the Transition Program Online
- (i) Can make a complaint or exercise a right of appeal without fear of victimisation and with the assurance that the matter will be treated seriously, expeditiously and sensitively having due regard to the procedural fairness and confidentiality.

4.2. Transition Program Online community:

Upon enrolment, students join the Transition Program Online community delivered by OpenLearning. As members of this community, students are expected to observe and uphold standards of conduct which are outlined in this code with respect to behaviour:

- (a) In the OpenLearning lifelong learning platform
- (b) While using OpenLearning and Transition Program Online information
- (c) Between students and an OpenLearning staff member or affiliate
- (d) At associated UNSW or UNSW College student societies and activities.

4.3. Principles of open and respectful discussion:

The following principles of open and respectful discussion are key to fostering and preserving a safe and fair learning environment and a positive student experience in the Transition Program Online:

- (a) OpenLearning encourages critical thought and open discussion, including of controversial ideas
- (b) The Transition Program Online is made up of a dynamic community, where ideas can change, and there is a commitment to creating a safe space for exploring and debating changing perspectives
- (c) Students should demonstrate respectful disagreement or feedback, expecting that they may be asked to explain or give evidence for their perspective or claims
- (d) Students are committed to engaging in respectful and inclusive conversations and debates; turn-taking; and appreciation
- (e) Students accept differences amongst each other – both seen and unseen
- (f) Students must permit others to express disagreement without fear of reprisal

4.4. Student Responsibilities:

As members of the Transition Program Online, students uphold the following responsibilities:

4.4.1. Responsibility 1: Comply with OpenLearning's conditions of enrolment

Transition Program Online students:

- (a) Meet the eligibility requirements for admission
- (b) Inform themselves of all relevant OpenLearning and Transition Program Online policies and procedures
- (c) Keep their contact details current at all times
- (d) Read and, if required, respond to all communications sent by OpenLearning
- (e) Correctly identify themselves and produce to OpenLearning staff a recognised form of photo identification upon request

4.4.2. Responsibility 2: Act responsibly, ethically, safely and with integrity

Transition Program Online students:

- (a) Actively participate in the learning process, including attending scheduled teaching and learning activities
- (b) Submit assessment tasks by submission dates and times, unless unforeseen or exceptional circumstances arise
- (c) Conduct themselves honestly and according to Transition Program Online policies and procedures
- (d) Ensure that they properly and fairly use copyright material
- (e) Ensure that their activities and conduct do not place themselves or others at risk of harm or injury. This includes not attending or participating in any learning activity if under the influence of alcohol or a prohibited substance
- (f) Behave ethically and with integrity, avoiding any action or behaviour that would unfairly advantage or disadvantage either themselves or another student. This includes engaging in, or facilitating, plagiarism (e.g. contract cheating or collusion), exam cheating, fabricating and/or falsifying documents, sources and data and other forms of misconduct
- (g) Conduct themselves in a manner conducive to the proper functioning of OpenLearning, recognising that a primary function of the Transition Program Online is the pursuit of academic excellence
- (h) Are familiar with the courses and resources made available or recommended by OpenLearning to assist them to conduct their studies, including resources to help students avoid plagiarism and to comply with the ethical requirements of research
- (i) Display respect by behaving in a manner that will not unreasonably impair the freedom of others to pursue their studies, work and research and to participate in the Transition Program Online.

4.4.3. Responsibility 3: Observe standards of equity and respect in dealing with every member of the Transition Program Online community

Transition Program Online students:

- (a) Treat all members of the OpenLearning community with courtesy and respect. This includes respecting the rights of others to be treated equitably, free from all forms of unlawful discrimination, harassment, bullying and vilification; and the rights of others to express political and religious views. This also includes not engaging in sexual

- misconduct, or behaviour that is perceived by others to be threatening or intimidating, or that causes any person to fear for their personal safety or well-being.
- (b) Respect OpenLearning teaching, learning, academic or other activities by not behaviour in a way that significantly disrupts or interferes with these activities. This includes any cultural, or social gathering conducted by OpenLearning or UNSW or UNSW College.
 - (c) Comply with any reasonable direction or request from an OpenLearning staff member or affiliate where the direction or request supports safety, good order and compliance with OpenLearning and Transition Program Online policies and procedures

4.4.4. Responsibility 4: Engage in lawful behaviour

As members of the Transition Program Online community students behave lawfully at all times. Unlawful behaviour includes but is not limited to possessing, using or supplying prohibited weapon/s or substance/s; engaging in fraud; sexual misconduct; and illegally downloading copyrighted material.

4.4.5. Responsibility 5: Use and care for OpenLearning's resources in a responsible and appropriate manner

Transition Program Online students:

- (a) Use and care for all Transition Program Online resources in a responsible and appropriate manner, mindful of the need for resources to be shared by all members of the community. This includes not using the resources for private gain or the gain of a third party, or private business or commercial purposes, without prior written permission.
- (b) Keep their student number secure and must not disclose their OpenLearning password to anyone else

4.4.6. Responsibility 6: Maintain OpenLearning and the Transition Program Online's reputation and good standing

Transition Program Online students:

- (a) As representatives of the Transition Program Online, conduct themselves in a way that maintains and does not diminish the Program or OpenLearning's reputation or good standing in any way. This includes behaving in an appropriate manner, complying with relevant academic standards and protocols and not engaging in any unlawful conduct while representing the Program in any capacity.
- (b) Use the Transition Program Online or OpenLearning's name, reputation or logo responsibly and only with prior written permission.

5. Legal & Policy Framework

This Student Code operates within the context of, and subject to, Australian State and Commonwealth legislation, including anti-discrimination and harassment legislation.

It is not possible to mention every circumstance or applicable policy in this Student Code. If a circumstance or situation arises which is not expressly mentioned, individuals are expected to act in accordance with the underlying principles of this Student Code.

6. Implementation

6.1. Breaches of the Student Code

Students who breach the Student Code will be subject to disciplinary action according to the Student Misconduct Procedure.

6.2. Other matters

OpenLearning reserves the right to investigate any alleged conduct, behaviour, action or inaction that it considers to be of a serious nature, notwithstanding that it may be outside the scope of this Student Code.

It may also take corrective action, issue reasonable directions, and make/issue referrals to support services, as appropriate.

6.3. Student complaints

Student complaints about OpenLearning's responsibilities under this Student Code are handled under the Transition Program Online Student Complaint Procedure.

Allegations of student breaches of this Transition Program Online Student Code or complaints of student misconduct, whether academic or non-academic, are to be dealt with according to the Transition Program online Student Misconduct Procedure.

6.4. Roles, responsibilities and rights

Details of the responsibilities of OpenLearning and students are found in this Transition Program Online Student Code.

The Academic Director, Australia has overall responsibility for this Student Code and the authority to impose penalties for breaches of the Transition Program Online Student Code. This authority is delegated to the Student Experience Team Leader and to the Head of Customer Success.

Any student or staff member may make a complaint about an aspect of OpenLearning's responsibilities or make an allegation of student misconduct, to the Student Experience Team Leader or the Head of Customer Success according to the Transition Program Online Student Complaint Procedure.

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