

# Student Code of Conduct: Policy and Procedures

## Introduction

The purpose of the Student Code of Conduct is to inform Kaplan Higher Education Pty Ltd (KHE) pathway college (College) students of the expectations of the College regarding student conduct. This includes general behaviour as well as following the requirements for assignments and examinations. It outlines a process to enable the cancellation of enrolment for breaches of the Student Code of Conduct.

All College students are expected to read, understand and adhere to the Student Code of Conduct and should be aware of the consequences of not following College requirements as set out in this Policy. Academic and College Services staff are expected to be aware of the Policy in order to advise students and to implement the policy when appropriate.

The College aims to provide students with the skills required for a successful transition to university. The College has structures developed to ensure that students are supported and that their welfare is monitored. This provides the best circumstances for students to achieve and meet their career goals. There are a small number of occasions where a student's behaviour may impact negatively on other students and their learning opportunities. This Policy outlines what is acceptable in terms of student conduct and expectations. The Procedures section outlines the management of student academic and non-academic misconduct.

## Student Expectations

The College expects that students will be committed to their studies, interact in a positive and respectful manner with both staff and students, and operate in an ethical fashion. This Policy provides details of expectations of student behaviour/conduct as well as providing details of the possible consequences to students if they are in breach of the code of conduct.

In particular, this policy details expectations of students in relation to:

- General Behaviour and Attitude
- Harassment/Bullying (including sexual assault and sexual harassment)
- Exam Rules and Procedures
- Attendance/Lateness
- Plagiarism, Cheating, Assignments and Deadlines
- Information Technology and Emails
- Mobile Devices

## General Behaviour and Attitude

The College maintains high academic standards, which require students to be committed to their studies in order to achieve their goals. The commitment of students to their studies allows the College to provide as much help as possible to achieve academic success.

Students are expected to:

- complete all assignments and work allocated to them attend their classes on time.
- be prepared for their classes.
- treat their peers and staff with respect.
- behave in a manner which does not interfere with the learning rights of others.
- seek help or guidance with any difficulties they may be experiencing by talking to teaching staff, College Services staff, or by taking advantage of available academic learning support at the College.

- have regard for the services and facilities available to them at the College and ensure that such property is treated with respect.
- ensure that all shared spaces at each campus are clean and tidy.

If any student breaches the Code, particularly with regard to the rules set out below, the student will be issued with one written warning. If the student re-offends, the College reserves the right to expel the student and inform Department of Home Affairs that s/he is no longer studying at the College and is therefore in breach of their visa conditions. Depending on the severity of the incident, the College may forgo the warning and implement the expulsion.

Misconduct applies not only to disrespectful or harmful behaviour, but also neglect of studies and inappropriate learning behaviours including the following:

- (i) Students may be placed on a learning intervention contract if they are not making satisfactory academic progress and will be expected to meet the conditions of the contract action plan. Parents of students Under 18 years of age will be notified if such action takes place.
- (ii) Under the National Code 2018, the College is obliged to inform the Australian Government if a student does not maintain a minimum of 80% predicted program attendance and/or if they are not achieving satisfactory academic progress.
- (iii) In addition, if the student behaves in a way which the College reasonably believes will bring the College into disrepute, or if a student is found to be engaging in or being party to conduct intended to deceive the College such as providing false or unauthorised documentation or making false or misleading statements or impersonating another, the College may cancel the student's enrolment.

## Harassment, Sexual Assault and Sexual Harassment and/or Bullying

The College is committed to maintaining a teaching and learning environment that is free of harassment (including sexual assault and sexual harassment), bullying and discrimination, which values and fosters good working relationships that enable students to be treated with dignity and respect. In some instances, harassment might take place outside the learning and teaching environment, for instance at a student event, or when a student makes unwelcome social media comments regarding another student.

Bullying and harassing behaviour is unacceptable at the College and will not be tolerated. Further, any retaliation against an individual who has complained of harassment, or retaliation against individuals for cooperating with an investigation of a complaint, will not be tolerated. A claim of harassment may also form grounds for complaint under relevant anti-discrimination legislation.

The College takes allegations of bullying and harassment (including sexual assault and sexual harassment) seriously. Allegations of bullying and harassment involving students will be handled with sensitivity and impartiality and in accordance with the College's grievances, complaints and appeals process. Where it is determined that harassment has occurred, the College will act promptly to eliminate the improper conduct and take corrective action as is necessary, including disciplinary action where appropriate.

Harassment:

- may be verbal, psychological, written, visual, physical or by electronic means, e.g. by email.
- may occur as a single incident or as a series of incidents.
- may be subtle and implicit rather than explicit.
- frequently involves an abuse of power or trust and is often directed at a person who is unable to stop the behaviour.

Harassment may take many forms including:

- racial harassment—unfairly disadvantages people based on negative attitudes about cultural backgrounds and physical characteristics.
- sexual harassment—verbal or physical acts which refer to a person's sexuality or gender in an offensive or degrading manner.
- verbal harassment—can overlap with any of the other forms of harassment, but also includes offensive language, slander, offensive notes or graffiti or telephone messages, SMS, email or messages on blogs or on social networking websites about others.

All members of the College community have the right to:

- feel safe and comfortable at all times.
- feel secure at all times.

All members of the College community have the responsibility to:

- keep themselves and their environment safe.
- show respect for themselves, for others and for the property of the College.

Actions which take the form of harassment or assault, or which are coercive, including those that are seemingly justified on the basis of being an initiation into, or punishment within a group, are unacceptable. Harassment is not tolerated at the College and the College Director will deal with all incidents of harassment. The College will provide assistance to anyone who feels that they are being harassed and will try to resolve the issue with both parties. If the problem persists, a formal complaint should be submitted.

## Procedures

### Exam Rules and Procedures

Examination rules and procedures can be found on the student portal in the student management system. Some general rules are set out below.

#### Prior to the Start of an Exam Session:

Students should arrive at the examination venue at least 15 minutes before the commencement of reading time, as all examinations will begin on time. No extra time will be given to students who are late, regardless of the reason and there will be no admittance to the examination room after the first 30 minutes (not including reading time). Students may leave the examination room (and not return) after the first 30 minutes, but they are not permitted to leave in the last 10 minutes of the examination.

- All notes and materials - except those authorised for the examination must be placed in a clear bag. Students will not be allowed to access their bags once they are in the examination room.
- Electronic devices are not permitted, except for calculators authorised for an examination. The memory of graphics calculators must be cleared before entering the room.
- Mobile phones, smart watches and any unauthorised electronic device must be turned off and placed in the bag.
- Students are not permitted to bring electronic or paper dictionaries into the exam room. English-English dictionaries are provided at exam desks by the College.
- Lending or sharing of equipment among students is not allowed.
- On entering the examination room, students must show at the door, all materials that they will use during the exam.
- If a student does not have a bag, they must place any unauthorised items at the front of the examination room.
- Students are required to show their student ID cards at the door to the examination room, then place them on the upper corner of their desks.

#### During exam sessions students must:

- adhere to all written instructions.
- conduct themselves in accordance with the instructions of the invigilator at all times. Talking in the exam room is prohibited, unless otherwise indicated.
- raise their hand if they need to speak to an invigilator or exam supervisor.
- only make notes on the paper provided during reading time. After the exam start is announced, students may then mark the examination booklets.

Penalties for misconduct in the examination may result in no grade being awarded for the student's examination paper.



Misconduct includes but is not limited to:

- unauthorised speaking during a formal examination
- using unauthorised notes in an examination
- using unauthorised electronic devices in an examination.

## Special Consideration

Special arrangements are available for students who have an illness which affects their exam performance. Students must contact the College Services staff on the day of the exam to notify them that they are ill. A *College Medical Certificate for Examinations* form, available on the College website, must be completed by a medical practitioner for each exam affected (on the day of the first exam for which the student is ill) and returned within 7 days to College Services staff. Students who become ill during the examination should collect a *College Medical Certificate for Examinations* form from the invigilator and go to the doctor on the same day.

Extra time for completion of an examination may be granted to students at the discretion of the Assessment Committee for reasons such as poor eyesight or medical conditions. Arrangements must be made at least one month before the exam day. Students should contact the Director, Learning and Teaching or College Services staff if they require special arrangements.

## Class Attendance/Lateness

Students are required to attend a minimum of 80% of their classes. International students who do not meet this requirement are in breach of their student visa conditions and the College is obligated to notify the Australian Government of their unsatisfactory attendance via the PRISMS reporting system.

If a student has unsatisfactory attendance and is reported through PRISMS, their enrolment will be cancelled which may affect their visa status.

The College expects each student to arrive on time for every class, to ensure maximum learning outcomes for everyone. Lateness is recorded and calculated, and students may be asked to make the time up at a later stage. Recurring tardiness is managed by the College Services staff.

## Plagiarism and Cheating

Plagiarism is defined as using the words or ideas of another person as if they were his or her own without due acknowledgement. The College provides students with the opportunity to appropriately use academic conventions and considers plagiarism a serious offence.

## Major Plagiarism

### First offence:

- Zero marks with the opportunity for a re-submit (within one week) and a 25% penalty on the re-submitted assignment
- Incident to be reported to Director, Learning and Teaching and College Services staff, and noted on the 'Students at Risk' spreadsheet where applicable.

### Second offence:

- Zero mark for assignment.
- Incident to be reported to Director, Learning and Teaching and College Services staff, and noted on the 'Students at Risk' spreadsheet where applicable.

## Minor Plagiarism (Small Amount of Plagiarism, Poor Referencing):

- No penalty, discussion with student about problem and a warning issued.

## **Late Submission to Turnitin (if applicable):**

- 10% deducted per day (for up to 5 days or when solution is provided) unless an extension is granted or medical certificate provided for the relevant period.

## **Sharing of Work/Collusion:**

### **First Offence:**

- When it has been established that work has been shared, all assignments are to be marked, the higher mark is then to be divided by the number of students and this grade allocated to all students.
- Incident to be reported to Director, Learning and Teaching and College Services staff, and noted on the 'Students at Risk' spreadsheet where applicable.

### **Second Offence:**

- Zero mark for assignment.
- Incident to be reported to Director, Learning and Teaching and College Services staff, and noted on the 'Students at Risk' spreadsheet where applicable.

## **Assignments Completed by Another Person**

- Zero mark for assignment.
- Incident to be reported to Director, Learning and Teaching and College Services staff, and noted on the 'Students at Risk' spreadsheet where applicable.

## **Cheating in Tests/Examinations:**

If a student is found to be cheating in a test/exam the following consequences will apply:

- unauthorised notes in a test—not related to the subject: automatic 25% off final test mark and notes will be confiscated immediately
- unauthorised notes in a test—subject related: automatic 0 mark for the exam. Notes will be confiscated immediately.
- unauthorised electronic devices should be switched off and put away prior to the start of the test. Use of unauthorised electronic device in a test: automatic 0 mark for the test. Device will be confiscated immediately.
- any electronic devices sounding during test: automatic 5% off the test mark
- talking or gesturing to another student, reaching into their bag or any other unusual act: automatic 5% off final test mark for each act
- excessive, frequent and lengthy bathroom visits will be noted in 'Exam Incidents' paperwork and penalties may apply. Exceptions (such as in the case of the sudden onset of an illness) will be made at invigilator's discretion.

All incidents will be reported to the Director, Learning and Teaching and College Services staff, and noted on the 'Students at Risk' spreadsheet where applicable.

Where consequences apply, the student will receive an official warning letter.

**Note:** students who receive two formal written warnings from the College within the same exam period will have their enrolment cancelled.

In all cases, the student has the right to appeal a Notice of Intention to Cancel within 20 working days, as per the College's grievances, complaints and appeals process. The student will be made aware that there may be consequences for their university offer because of the delay in finalising their results. It will be the student's responsibility to negotiate with the university if this is the case.



## Absent for a Test (Due to Medical Reasons)

A *College Medical Certificate for Examinations* form covering the test date must be completed by a registered medical practitioner (provider number included) stating that the student is unfit for study on the relevant date. This certificate is to be provided to the relevant teacher and the College Services staff. The student may be required to complete a replacement test at a later date. A student missing multiple tests (even with a certificate) is to be reviewed and assessed by the teacher and the Director, Learning and Teaching. Incident to be noted on the 'Students at Risk' spreadsheet.

## Assignments and Deadlines

Due dates for assignments are made available by course teachers in advance in the course assessment plan. Students are required to submit assignments with the appropriate cover page via electronic assignment submission by the due date and time. Late submissions may be penalised.

## Late Assignment Penalty

10% deduction per day (for up to 5 days or when solution is provided) unless an extension is granted, or a medical certificate is provided.

## Information Technology and Emails

General rules regarding information technology, email and expected behaviours are set out below.

### Expected IT Behaviours

- Log out of computer systems when you have finished using them.
- Only use College IT systems for purposes relating to your study, research or work at the College.
- Remember that all use of IT facilities is logged and monitored.

### Non-Acceptable IT Behaviours

- Don't access pornographic or obscene material or material that could offend others.
- Don't let anyone else use any of your accounts or tell anyone your password.
- Don't download videos or music that's copyrighted by other people.
- Don't use IT facilities to bully or harass other people.
- Don't install unlicensed or malicious software.
- Don't use IT facilities to advertise goods or services.
- Don't use IT facilities to play computer games. This includes games via the internet, CD or USB etc. This is disruptive to other students.
- Don't eat or drink in computer labs.

### Emails

All students have a College issued email address. Students will be able to log into computers on and off-campus using their login name and password, provided at the start of their program. Students must check their College email account on a regular basis as this is the main way in which the College will contact them with important information. All students are expected to know how to use email. Students are discouraged from abusing the electronic mail system including:

- forwarding spam mail
- sending inappropriate advertising material.

For student's own security, passwords must be kept secure. Students will also be prompted to change their password regularly.

If a student has login problems after this, please see Level 2 Reception. If the password is forgotten, it can be reset by clicking "Lost password?"



## IT Support

Students should see Reception for help with password resets, printing issues, computer access problems and login issues.

## Mobile Devices

The use of mobile devices (phones, tablets, laptops etc.) during class is at the discretion of the teacher. If a student uses a device in class without permission from the teacher, the student will be warned, and the device may be confiscated for the remainder of the lesson.

If a student is uncooperative regarding the use of mobile devices in class, they may be asked to meet with College Services staff to discuss the matter and may be referred to the College Director.

## Relevant Legislation

As a registered higher education provider, the College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act 2003
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

## Related Policies

This document should be read in conjunction with the following College policies:

- Academic Integrity and Misconduct Policy
- Attendance Policy and Procedure
- Course Progress Policy
- Deferral, Suspension and Cancellation of Enrolment Policy
- Electronic Media Policy
- Grievances, Complaints and Appeals Policy
- Prevention of Bullying and Harassment Policy
- Prevention of Harassment, Sexual Assault, Sexual Harassment and Bullying Policy
- Privacy Policy
- Special Consideration Policy and Procedure
- Compassionate and Compelling Circumstances Policy
- Reasonable Adjustment Policy





## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

Policy Category		Academic		
Responsible Officers		Vice President, Academic		
Implementation Officer		College Director		
Review Date		April 2027		
Approved by:				
Vice President, Academic under a standing delegation from the KHE Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
4.4	Quality, Regulation and Standards Team	Policy re-branded for new KHE college.  Minor editing and formatting changes.	10.03.2025	11.03.2025