



Student Rights, Rules, Responsibilities and Conduct

Regulation and Standards	National Code 2018 Standard 9
Policy	<p>To ensure a positive learning environment and to ensure Pollard English meets its obligations under Australian law, students have a specific set of rights. Several of these rights relate to the interaction students have with teachers.</p> <p>Pollard English seeks to provide the best possible learning environment and opportunities for each student. In keeping with this commitment and obligations imposed by relevant laws and regulations, enrolled students at Pollard English will have the following rights:</p> <ul style="list-style-type: none"> - To be informed of defined entry standards and requirements. - To be informed that Pollard English has an English only classroom policy - To be provided with appropriate facilities and resources to complete the course of study. - To be provided with access to and an explanation of relevant policies and procedures affecting students, including but not limited to the following: <ul style="list-style-type: none"> ▪ Copyright ▪ Staff and Student Conduct ▪ Assessments ▪ Course attendance and progress ▪ Deferral, Suspension or Cancellation from a Course ▪ Disciplinary Action and Dismissal ▪ Complaints and Appeals ▪ Tuition Fees ▪ Access and Equity, Harassment and Anti-discrimination ▪ Workplace Health and Safety ▪ Building Evacuation ▪ Privacy and Confidentiality - To receive accurate course contents information. - To learn from suitably qualified and experienced teachers. - To be provided with assessment information within the first week of classes. - To be able to speak to relevant staff members concerning any aspect of study. Staff members will be available to see students by appointment or during designated consultation times. - If a class is cancelled or held at another time for legitimate reasons, students will be



	<p>notified as soon as possible.</p> <ul style="list-style-type: none"> - To have weekly counselling feedback sessions with the teacher. - For assessment tasks submitted on time, receive written and oral feedback from teachers within three days from the due date of each assessment task (Academic courses). - To be informed of the reasons why a particular mark or grade has been given and have the right to appeal in respect of a mark or grade. - To have access to: <ul style="list-style-type: none"> ▪ Their personal records. ▪ Appropriate student support services. ▪ Receive feedback on their academic progress. - To be assured of protection of fees paid through the Tuition Protection Scheme (TPS). Pollard English is registered with TPS and is committed to following all guidelines and directions as per TPS in relation with collection to student fees in advance. - To contribute to the improvement of programs, policies and procedures of Pollard English and be given opportunities to provide input and feedback; - To respectfully challenge directions or decisions if they appear to be unlawful or unreasonable or endanger a person’s health or safety. - An agreement signed between Pollard English and the student and the availability of complaints and appeals processes, does not remove the right of students and Pollard English to take legal action under Australia’s consumer protection laws. - After all internal procedures have been explored, overseas students have the right to access the Overseas Students Ombudsman. <p>Pollard English is committed to providing a learning environment that provides the best chance for students to meet their learning objectives and will interact with every student as an adult capable of reasonable and responsible behaviour.</p>
<p>Procedure</p>	<p>To ensure such a learning environment is provided, all students must abide by College rules, responsibilities and conduct guidelines. These may be categorised as follows:</p> <ul style="list-style-type: none"> ▪ Administration ▪ Behaviour ▪ Dress Standards ▪ Classroom and Library Policy ▪ Academic Conduct



Administration

- It is compulsory to attend the Pollard English's Orientation session held prior to course commencement.
- Show original or certified copies of English Language proficiency test scores to Pollard English or its authorized representative to be sighted and recorded.
- Pay the tuition fees according to the payment schedule. Please note that course fees may change without prior notice but Pollard English will endeavour to update fee information as quickly as possible.
- Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy.
- Keep Pollard English abreast of your up-to-date contact details at all times.
- Advise the PEO/DOS if you are withdrawing from a course, or deferring, suspending or withdrawing from study and complete the appropriate form.
- Follow the rules and guidelines in Pollard English Student Handbook.

Behaviour

- Demonstrate the highest standards of professional conduct at all times.
- Show respect and consideration for all staff, students and guests.
- Comply with all lawful directions given by a Pollard English employee to facilitate the conduct of learning activities or to ensure the safety of any person.
- Do not do anything, by act or omission that endangers the safety or health of any person on Pollard English premises, or will cause them to fear for their safety.
- Do not damage or steal Pollard English property or the property of staff or other students.
- Do not swear, use obscenities or make offensive remarks.
- Do not do anything that could offend, embarrass or threaten Pollard English staff or students.
- Do not threaten or abuse Pollard English staff or students.
- Do not engage in any form of harassment or behaviour that could impede Pollard English staff or students from participating in the activities organised by Pollard English.
- Do not assault or attempt to assault any Pollard English staff or students.
- Do not enter Pollard English premises with illegal drugs, alcohol or weapons or be under the influence of drugs or alcohol.

Classroom and Library Policy

- Actively participate in lessons and group activities.
- Follow the teacher's instructions at all times.



- Speak in English unless otherwise instructed.
- Turn off or leave your mobile phone on silent mode while in class or on Pollard English premises.
- Do not write on the classroom desks.
- Do not consume food or drink in the classrooms.
- Leave the classroom and library tidy and place all rubbish in a bin.
- Do not chew gum in the classroom.
- Smoking is not permitted anywhere in the building and Pollard English offices, including the lifts, stairwells and foyer.

Academic Conduct

- Attend classes regularly and punctually. To be eligible to graduate from a course, students must attend ***at least 80%*** of the classes and successfully complete every assessment task and test.
- Provide acceptable explanations and medical certificates for absences.
- Submit all assessments by the due dates specified.
- Keep a copy of a submitted assignment.
- Complete all assessment tasks and tests honestly, without any form of cheating or plagiarism.

By way of providing students with guidance as to what actions to avoid, the following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during a test or assessment that has not been agreed to by the teacher.
- Obtaining information about a test before it is held, except for information provided to the class by the teacher.
- Copying from another person's paper.
- Stealing, buying or obtaining in any other way, all, or part, of a test before it is administered.
- Using any sources of information during a test or assessment that has not been agreed to by the teacher.
- Substituting for another person to take a test.



	<ul style="list-style-type: none"> - Allowing another person to substitute for you in taking a test. - Working with other students to produce work in groups that has not been agreed to by the teacher. This is called collusion. - Making false statements, including statements relating to your student status, entitlements or identity. - Altering the record of any grade or result. - Giving false information in order to obtain exemptions from program requirements. - Bribery in any form. This includes offering or giving staff members money or any other benefit as a means of influencing them or their decisions. - Claiming as your own, work that is derived from another source or work done by another person. This includes anything that you may have obtained from the internet or from books. - Copying published or unpublished material without proper acknowledgement. - Using or developing another person's ideas without acknowledging them. - Using the work of other students (with or without their permission) and claiming it as your own. <p>If during a test or in-class assessment, a teacher believes that a student may be involved in academic misconduct, the student will be informed but will be allowed to finish the test/assessment item. The matter will be referred to the DOS for appropriate investigation.</p> <p>For details on the consequences of breaching Pollard English student rules, responsibilities and conduct, refer to Discipline and Student Dismissal section of this document.</p>
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