

Summary of Services Tertiary Education Quality Standards Agency Act 2011

Section 6 Responsibilities to students

The higher education provider documents its responsibilities to students and meets its responsibilities to students, including through the provision of information, support and equitable treatment.

- 6.1 Prior to enrolment and during their studies, all students are informed about their relationship with the higher education provider, which includes:
- any contractual arrangements;
 - the obligations of the higher education provider; and,
 - the rights and obligations of the student.
- 6.2 All students have ready access to information about all charges, conditions, refunds, and costs involved in studying with the higher education provider, including course-specific costs and tuition assurance arrangements.
- 6.3 The higher education provider and its agents and other entities with which it has arrangements for the delivery of a course of study provide current, accurate, and openly accessible information for prospective and enrolled students on all matters relating to their studies for higher education awards offered by the higher education provider, including information on:
- the higher education provider offering the higher education award and the higher education awards that will be awarded for each course of study;
 - the higher education provider's registration status and the accreditation status of each course of study;
 - formal recognition of each course of study by professional bodies;
 - structure, credit points and duration or volume of learning for each course of study;
 - admission criteria, recognition of prior learning and credit and articulation to and from other studies;
 - content and assessment for each unit in the course of study;
 - when and where the course of study will be offered, including the units that will be offered in any teaching period; and,
 - availability of student support.
- 6.4 Students have ready access to effective grievance processes, which enable them to make complaints about any aspect of the higher education provider's higher education operations, including operations provided by other entities on behalf of the higher education provider, without fear of reprisal, and which provide for review by an appropriate independent third party if internal processes fail to resolve a grievance.
- 6.5 The higher education provider identifies and adequately meets the varying learning needs of all its students, including:
- the provision of orientation courses and transition support; and,
 - ongoing academic language and learning support.
- 6.6 Students are informed of and have appropriate access to:
- **advocacy support, for example in relation to the higher education provider's academic and procedural rules; and,**
 - **a range of personal support services adequate to meet the needs of the student body, such as counselling, health, welfare, accommodation and career services, provided by appropriately qualified personnel.**
- 6.7 The higher education provider promotes an inclusive and safe culture, ensures there are appropriate security arrangements for all its locations, and advises students of actions they can take to enhance their safety and security both on and off campus.
- 6.8 As appropriate to its scale and scope, the higher education provider has student representation within its deliberative and decision-making processes and encourages students to participate in these processes.