



**Southbank**  
Institute of Technology  
Education for aspiring minds

# Southbank Institute of Technology Higher Education Student Rules

**Policy No. 602**

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**Policy Owner: Institute Director & CEO**

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Southbank Institute of Technology (SBIT) is a provider of post-secondary education and training in Queensland. To ensure you maximise the benefits of your learning and understand your responsibilities as well as those of others in this strong and diverse environment, there are a number of rules you are required to follow. Breaches of these rules will be addressed and may be recorded and shared with other TAFE Queensland Institutes

## 1. General Behaviour

When communicating and interacting with SBIT staff and other students you have a responsibility to:

- (i) treat people with respect and fairness regardless of their background or culture
- (ii) show respect for others by not swearing, using obscenities or making offensive remarks
- (iii) avoid behaviour that could offend, embarrass or make others feel uncomfortable
- (iv) refrain from harassing or disrupting others in the performance of their duties or studies
- (v) Avoid unacceptable behaviour - including bullying, aggressive, intimidating, threatening or abusive behaviour
- (vi) Make only truthful statements in regard to your student status or representation as a student or entitlements as a student.

## 2. Student cards

Whilst on SBIT premises, all students are required to carry an Institute Student Identification Card (or alternative identification card where an institute identification card is not issued), and to produce it when requested by a SBIT officer.

## 3. Payment of Fees

- I. You will not be enrolled and able to attend classes until all fees have been paid to the Institute.
- II. All fees for a semester must be paid on or before the date determined by the Institute Chief Executive Officer as the due date for payment of fees for the semester.
- III. An eligible student who defers payment of any of the tuition fee under FEE HELP is taken to have paid that fee.

If you have outstanding/overdue payments to the Institute, you may not be eligible to:

- i) undertake/submit assessment
- ii) continue study
- iii) enrol into further study with the Institute
- iv) receive your results of assessment
- v) borrow items from the library or
- vi) attend the Institute graduation ceremony
- vii) apply for payment plans
- viii) Access Institute educational computer network.

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## 4. Change of Enrolment

### 4.1 Withdrawal

- i) You may at any time during the semester, and subject to payment of fees due date, cancel enrolment for the semester or amend it by withdrawing from one or more of the courses previously enrolled.
- ii) To withdraw your enrolment you are required to submit a formal, written application. Any changes to enrolment or withdrawals after the Administration Date will incur a Late Fee.
- iii) The cancellation of enrolment may be subject to academic penalty and or financial liability as follows -
  - (a) no academic penalty or financial liability for withdrawal prior to census date;
  - (b) financial penalty only for cancellation between census date and the final date for cancellation without academic penalty;
  - (c) academic penalty and financial liability for withdrawal after the final date for cancellation without academic penalty.
- iv) If you have received an unsuccessful result for an assessment item before withdrawing from the course, you may receive a “Fail” result for that course.
- v) The possibility of any refund if you withdraw is dependent on your application to withdraw being submitted within five weeks of the commencement of the course or program. An administrative fee may be deducted from any refund.

### 4.2 Extensions

For an extension to the completion of study date for a particular course you are required to submit a formal, written application. Extensions are at the discretion of the Lecturer/Course Convenor.

## 5. Progress of Study

### 5.1 Progress

- i) You are expected to achieve satisfactory progress in your studies. If you are having difficulty maintaining acceptable progress, you should discuss the situation with your Lecturer/Course Convenor and/or the Institute Counsellor as soon as possible.
- ii) If you fail to make satisfactory progress, written notification to this effect may be given by the Institute and you may be required to show cause in writing (within 14 days after the notice is given to you) to the Institute Director & CEO (or delegated officer) why you should not be penalised according to one or more of the following:
  - a) subsequent enrolment may be restricted to a limited program of courses in which any failure at the next attempt may lead to a refusal of further enrolment in those courses;
  - b) further enrolment in any courses or programs offered by the Institute may be refused outright.

### 5.2 Probation

A student who has a cumulative GPA of less than 3.0 at the end of a semester will be placed on probation for the following semester.

A student who is placed on probation will be advised to seek assistance in order to improve their academic performance. Sources of assistance include SBIT's Counselling Service and the academic staff responsible for the program and courses that the student is undertaking.

A student may appeal against being placed on probation on the grounds that exceptional or compassionate circumstances have been the cause of the student's poor academic performance. Such an appeal is made to the Head of School (HoS) who is responsible for the student's program. The HoS may revoke the status of probation for the student where the HoS is satisfied that exceptional or compassionate circumstances have been the cause of the student's poor academic performance. The HoS's decision on an appeal against probation is final.

### 5.3 Exclusion

A student is liable for exclusion if the student:

- (1) fails a course more than twice, or
- (2) has a cumulative GPA of less than 3.0 at the end of a semester, and has previously had at least one period of probation in their current program of study.

Notwithstanding (2) above, if the student has passed all courses in the most recent semester, the student will not be excluded but will be placed on a further period of probation.

A student may also be liable for exclusion on the basis of failure in one or more designated courses. The designated courses are required to be specified in the program requirements and advised to students.

At the end of each semester, the Program Coordinator will review all students who are liable for exclusion. The Program Convenor may recommend to the HoS that a student liable for exclusion should not be excluded where the Program Coordinator is of the view that exceptional or compassionate circumstances have been the cause of the student's poor academic performance.

The HoS shall advise the Faculty Director and Academic Director Higher Education of all students who are to be excluded from further study and taking into account the recommendations of the Program Coordinator. Where a student is liable for exclusion, but is permitted to continue study, the student has an academic status of probation for the following semester and may be required to undertake a specified program of study.

A student who is excluded is not permitted to attend classes or undertake study in the program from which they were excluded or re-enrol in the same program at SBIT for at least two standard semesters.

### 5.4 Appeal against Exclusion

A student who is excluded may lodge an appeal against exclusion under SBIT's Higher Education Student Academic Grievance and Appeals Policy No. [620](#).

## 6. Attendance

You should attend classes on time and attend as required.

- i) It is your responsibility to advise your lecturers of any absence/s.
- ii) If you are an international student, your attendance will be closely monitored and recorded by the Institute. The Institute is required to advise the Department of Immigration and Citizenship (DIAC) of any unsatisfactory attendance that does not meet DIAC requirements.
- iii) If you are receiving additional support services such as sign language interpreting, you must advise the relevant Support Services of any absence and if possible, provide at least 48 hours notice.

## 7. Cancellation of Qualification

- i) The Institute may cancel your qualification if it was issued in error or it was found that the award was based on false or misleading representations.
- ii) If the Institute cancels your qualification, you will be advised in writing.
- iii) You must return the cancelled qualification to the Institute within 21 days of receiving written notice from the Institute. You have the right to appeal this decision through the Institute.

## 8. Safety

The Workplace Health & Safety Act 1995 applies to all staff and students of SBIT. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

When on SBIT premises or any premises used by SBIT, including sites used for excursions, field work, work experience, industry or vocational placement, you have the additional responsibility to:

- i) follow any safety practices required, for example, wear approved clothing and protective equipment and follow directions, both written and spoken, given by SBIT staff or the host organisation or employer;
- ii) You are entitled to challenge, respectfully, directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health or safety;
- iii) Not enter these premises with illegal drugs, alcohol, weapons or be under the influence of drugs or alcohol.

Your lecturer will advise you of the safety requirements for your class. All equipment is to be used in accordance with these safety procedures. If you do not comply with these rules you will be asked to leave the site.

## 9. Dress Code

SBIT is an adult learning environment that prepares you for business and industry, as well as for further career related training. As such you are expected to dress in a manner that is neat, clean and safe at all times. There is no desire on the part of SBIT to make dress standards too rigid. However, within the Institute and while on field practice, you should wear clothes appropriate to the vocation and in particular:

- i) Be adequately clothed in accordance with occupational health and safety requirements. You must wear all personal protective equipment and/or clothing required in the

program. You are responsible for wearing appropriate clothing which minimises risk to yourself.

- ii) Wear appropriate footwear at all times. It is not permitted for anyone to enter Institute grounds or buildings with bare feet.
- iii) not wear clothing that is likely to offend others
- iv) Not wear motorcycle helmets in SBIT buildings.

## 10. Confidentiality

As an enrolled student of SBIT, you may be required to attend practical work placements as part of your studies. During these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be acts of misconduct under these Rules.

## 11. Campus Environment and Resources

You are required to assist in maintaining serviceable facilities, resources and equipment by:

- i) reporting breakage and/or faults with equipment to your lecturer or the Institute administration;
- ii) leaving classrooms, workshops and laboratories neat and tidy after classes and tutorials and ensuring equipment and tools are cleaned and correctly stored;
- iii) not using or installing unlicensed software on Institute computers;
- iv) checking all peripheral devices such as USB drives, CDs, DVDs, floppy discs and other mass storage devices for viruses before use on Institute computers;
- v) returning or renewing library resources or other borrowed materials and equipment on time as stated in the Institute library policy.

## 12. Children on Institute Premises

Generally, children are not allowed to accompany students into class or institute facilities. In exceptional circumstances, application to allow children on the premises can be made to the lecturer in writing.

## 13. Compliance with Legislation and Policies

As a student of SBIT, you are required to abide by State and Commonwealth legislation as well as SBIT policies and rules.

### 13.1 Alcohol on Institute Premises

You are not allowed on Institute premises or to use Institute facilities when under the influence of alcohol. Consumption of alcohol on Institute premises, including sites used for excursions, field trips and live work, is prohibited, except at an authorised function on licensed premises. No person under the age of 18 may consume alcohol on Institute premises.

### 13.2 Drugs on Institute Premises

The possession, use and sale of illegal drugs (including stimulants, depressants, narcotics, hallucinogens or marijuana) on Institute premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety or the safety of others, for example in operating machinery.

### **13.3 Weapons on Institute Premises**

It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for butchery or cooking training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students, animals or property will be reported to the police immediately.

### **13.4 Animal Use**

Animals may be used in some programs delivered by SBIT. The use of animals for teaching is covered by the Animal Care and Protection Act 2001. There are penalties for animal cruelty and unauthorised use of animals.

### **13.5 Smoking**

The Tobacco and Other Smoking Products Act 1998 prohibits you from smoking in or around SBIT buildings or in SBIT motor vehicles. It is an offence to smoke within 4 metres of any part of the entrance to a building. Designated areas are available.

### **13.6 Copyright**

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. For study and research purposes, students are allowed to copy 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. More extensive reproduction may be possible. Check with library staff. You must comply with licences for the use of intellectual property, including software. All software loaded on to Institute computers or provided by the Institute is licensed and there is no permission to copy software unless permitted by the licence. If you need further information about your copyright obligations, refer to the Australian Copyright Council website.

### **13.7 Anti-discrimination**

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as race, pregnancy, gender or disability. Discrimination whether direct or indirect is unlawful under the Queensland Anti-Discrimination Act 1991 and Disability Services Act 1992.

### **13.8 Blue Card for Child-Related Employment**

Students required to undertake work placement in a child-related industry as part of their studies will be required to apply for and receive a Blue Card for Child-Related Employment before commencing the placement. Refer Commission for Children and Young People and Child Guardian Act 2000.

### **13.9 Mobile phones and sound and photographic equipment**

Social use of mobile phones is not permitted in classrooms. Use of mobile phones and sound or photographic equipment including MP3 players etc must be in a manner which does not contravene Sections 1 and 17.2.

## 14. Appropriate Use of Computing and Electronic Resources

SBIT recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. These resources include videoconferencing, Internet and Intranet services provided by SBIT such as email, email lists, web browsing, website publication, chat and newsgroups (forums). You are encouraged to make use of these resources for purposes relating to study being undertaken through SBIT. However, SBIT computing and electronic resources are not to be used for purposes other than for program/course requirements unless otherwise specified within Institute procedures.

Appropriate use includes:

- i) not using or installing unlicensed software on Institute computers;
- ii) checking all peripheral devices such as USB drives, CDs, DVDs, floppy discs and other mass storage devices for viruses before use on Institute computers;

Note:

1. Any misuse of computing or electronic resources is considered to be an act of misconduct under these Rules and will be addressed as such. This may mean the withdrawal of access to the resources, suspension or expulsion.
2. Unlawful use of computing and/or electronic resources may lead to legal action being taken.

SBIT reserves the right to:

- i) moderate access to Internet and Intranet services, including the filtering of websites;
- ii) monitor and record all usage of its computer networks, including its Intranet and Internet services;
- iii) access a student email account where it is considered that there may have been misuse of the email system;
- iv) take disciplinary action when misuse of computing or electronic resources occurs.

### 14.1 Criminal Offences – Electronic Resources

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- i) downloading, uploading, copying, storing or distributing child pornography
- ii) downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal
- iii) breaching copyright such as unlicensed copying of a computer program
- iv) intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs
- v) using communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

### 14.2 Unlawful Use – Violations of State or Federal law - Electronic Resources

Unlawful use relates to:

- i) unauthorised use of documentation that would normally require payment of a fee for use
- ii) accessing or downloading website materials or files or transmitting material that is defamatory

- iii) accessing, displaying, disseminating or storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material
- iv) using Internet technologies to access or disseminate the use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or discrimination.
- v) threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet
- vi) using electronic resources to stalk or harass anyone.

## 15. Assessment

It is your responsibility to abide by the following:

- i) You should submit assessment items by the due date, unless an extension has been granted. Breach of the above will result in a Fail result being recorded for that assessment item.
- ii) Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions should be submitted to your lecturer in writing 48 hours prior to the advertised deadline where possible.
  - a) Length of extension is at the discretion of the lecturer.
  - b) A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).
- iii) You are responsible for:
  - a) complying with the procedures for assessment item submission and collection
  - b) requesting feedback and negotiating resubmission of the assessment item (if allowed)
  - c) retaining any returned assessment items for a minimum period of 14 days after you receive your result unless an appeal is being lodged. In this case the items should be retained until the appeal is finalised
  - d) keeping a copy of any submitted item where possible until assessment is returned, and abiding by Institute procedures for submission of assessment, including keeping a copy of any receipt.
- iv) If you have submitted your assessment item by the due date, and it is assessed as requiring additional work, you may request an opportunity to resubmit the item. Only one resubmission attempt will be granted for each assessment item.
- v) If you do not resubmit your assessment item by the due date, you will be given the result of Fail.
- vi) All assessment tasks and examinations must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources.

### 15.1 Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment. These requests:

- i) should be submitted in writing directly to the lecturer
- ii) may come directly from you or through a Student Services Counsellor as advocate for you
- iii) will be verified with specialist staff
- iv) will be approved/not approved and documented by the lecturer.

## 15.2 Deferred Assessment

- i) You may apply to the Institute Director & CEO (or delegated officer) in writing for a deferred assessment giving the reason for the request.
- ii) The application is to be made at least seven days prior to the due date of the assessment, except:
  - a) in emergency circumstances, or
  - b) in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.
- iii) If the Institute Director & CEO (or delegated officer) is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

## 15.3 Examinations

- i) You will be advised of the examinations schedule at the commencement of study.
- ii) Only students enrolled in the course, the examination supervisor and other authorised personnel may enter or remain in an examination room during an examination session.
- iii) The examination supervisor may ask you to produce photographic identification (e.g. student ID card, driver's licence).
- iv) If you are late for an examination, you will need the permission of the examination supervisor to enter the room. You should explain to the examination supervisor why you are late and they will record the reason for your lateness. If you are more than 20 minutes late, you may be refused entry.
- v) To avoid distracting your fellow students, you may not leave the examination during:
  - a) the first 20 minutes of an examination session of up to and including 1.5 hours duration
  - b) the first 40 minutes of an examination session of more than 1.5 hours duration
  - c) the last 10 minutes of an examination session.
- vi) If you are given permission to enter or leave an examination room, you must comply with all conditions upon which the permission is given.
- vii) Unless approved by the examination supervisor prior to the examination, you may not bring into an examination any devices capable of conveying information about the examination such as: textbooks, program notes, mobile phones, pagers, notebook computers, electronic organisers, electronic dictionaries, calculators, and other devices. You must also ensure that mobile phones or pagers placed in the designated area of the examination room are turned off prior to the commencement of the examination.
- viii) You are required to comply with all directions:
  - a) detailed in examination material supplied
  - b) set out on any notice displayed in the examination room
  - c) given by the examination supervisor.
- ix) During an examination session you may not:
  - a) communicate by word or otherwise with any person other than the supervisor
  - b) assist any other person to communicate with another person
  - c) willingly receive a communication from any person except with the approval of the examination supervisor.

- x) Unless permitted by the examination supervisor, you may not take from the examination room any papers or other materials provided for use during the examination.
- xi) The examination supervisor may question you to ascertain whether there has been a breach of examination rules.
- xii) If in the opinion of an examination supervisor, your behaviour is disturbing or distracting any other student, the examination supervisor may require you to leave the examination. If you refuse to leave you may be dealt with as a trespasser.
- xiii) You are expected to be considerate of other students when entering or leaving the examination or when in the vicinity of an examination room.
- xiv) If you consider that your performance in an examination has been adversely affected by illness, disability, bereavement or other exceptional circumstances you may apply for special consideration.
- xv) Special examination arrangements may be considered for students with disabilities, temporary incapacity or students who have been hospitalised during the examination period. Students who cannot attend the scheduled examination due to hospitalisation should apply to the Institute Director & CEO for a deferred examination, supported by appropriate documentary evidence.

#### 15.4 Re-evaluation of Assessment Item

- i) If you are dissatisfied with the result of an assessment item, you may submit a written application for re-evaluation of the result to the relevant Head of School or delegated officer. You must lodge your application, together with reasons or supporting evidence, within 15 working days of notification of the result.
- ii) Where possible an assessor other than the original assessor will undertake the re-evaluation.
- iii) If you are dissatisfied with the re-evaluation outcome, you have a further right to appeal to the Institute's Higher Education Academic Appeals Committee.
- iv) If you have submitted your assessment item by the due date, and it is assessed as requiring additional work, you may request an opportunity to resubmit the item. Only one resubmission attempt will be granted for each assessment item. Any attempt to re-submit an assessment or to re-sit an examination is **at the discretion of the lecturer**. If the first attempt is deemed to be of a low standard or with little effort, your lecturer may not grant you a second attempt.

#### 15.5 Moderation of Assessment

Students' grades will be reviewed and subject to moderation by an examiners' meeting at the end of every course after the marking of the last assessment task or examination and before final results are entered into the student record system. The purpose of the review is to detect mistakes or inconsistencies in grading that may affect the validity or reliability of the assessment process. The examiners' meeting will consider the distribution of grades for the entire cohort of students in a course and may make adjustments if required. The review will be of the total set of grades, rather than the grade of any individual student.

### 16. Academic Appeals

This process is for appeals by students in relation to academic misconduct, academic decisions or procedural matters affecting academic progress. For appeals against specific

assessment decisions, you should first refer to the re-evaluation of assessment rule (see 15.4 above). If you are dissatisfied with the outcome of the re-evaluation process, you have a right to appeal to the Institute's Higher Education Academic Appeals Committee.

- i) The notice of appeal should be in writing addressed to the Chair of the Institute's Higher Education Academic Board and submitted within 20 working days of notification of the decision or outcome of the re-evaluation process.
- ii) If the appeal is not lodged within the specified time, the result will stand.
- iii) If through emergency circumstances, such as in cases of serious illness or injury, you need to defer an appeal, you must forward a medical certificate in support of this. The notice to defer the appeal must be made within three working days of the concluding date shown on the medical certificate.

Lodging Academic Appeals:

By mail:

Academic Director Higher Education  
Southbank Institute of Technology  
Locked Mail Bag 14  
South Brisbane QLD 4101

In person:

Academic Director Higher Education  
Southbank Institute of Technology  
Level 7, C Block  
66 Ernest Street  
South Brisbane QLD 4101

## 16.1 Higher Education Academic Appeals Committee

Academic Appeals are considered by the Institute's Higher Education Academic Appeals Committee. The Committee will comprise three members of the SBIT Higher Education Academic Board including the Chair (*ex officio*) and two other members: one internal and one external who have no previous involvement in the matter under appeal. You have the right to be accompanied by a nominated representative, or you may provide a written submission, instead of attending any hearing before the Academic Appeals Committee. This nomination or submission must be sent to the Chair of the Institute's Higher Education Academic Board at least two working days before the date of the hearing. You may ask the Institute Counsellor to support you through this process. If required, the Institute will provide an interpreter to assist you during the meeting.

The Academic Appeals Committee shall:

- i) meet to consider your appeal within 15 working days of the receipt of your appeal and provide you with written notice of the time and place of the hearing, not less than five working days before the date of the hearing
- ii) review the circumstances of your dispute or questions relating to the academic processes adopted in reaching an academic decision and will make a determination in the matter

- iii) provided you with a written statement of the outcome of the appeals process within 15 working days of the appeal hearing, including details of the reasons for the outcome, and any actions to be undertaken.

The decision of the Academic Appeals Committee is final.

If a student remains dissatisfied with the outcome of the Academic Appeals processes, they may contact:

The Director, Office of Higher Education, PO Box 1503 City East Queensland 4002, Tel 07 3237 0390. Please note that the Office of Higher Education can only provide advice about further avenues of appeal. It will not arbitrate on the matter being appealed.

## 17. Misconduct

Student misconduct includes both academic misconduct and behavioural misconduct.

### 17.1 Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** - including supporting others in cheating, **plagiarism**, **collusion** – including working in groups on assessment tasks where this is not approved by the lecturer, electronic plagiarism, and **falsifying** information.

There are two major categories of academic misconduct.

#### i) Academic fraud

Academic fraud is making a false representation to gain an unjust advantage. Without limiting the generality of this definition, it can include:

- a) falsification of data;
- b) using a substitute to undertake, in full or part, an examination or other assessment item;
- c) reusing one's own work that has been submitted previously and counted towards another course (without permission);
- d) making contact with another person, contrary to instructions, during an examination or other assessment item;
- e) bringing material or devices into an examination or other assessment item other than such as may be specified for that assessment item;
- f) making use of computer software or other material and devices during an examination or other assessment item other than such as may be specified for that assessment item.

#### ii) Plagiarism

Plagiarism is the presentation of the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:

- a) copying or paraphrasing material from any source without due acknowledgment;
- b) using another's ideas without due acknowledgment;
- c) working with others without permission and presenting the resulting work as though it was completed independently.

Where there is behaviour which is deemed to be academic misconduct, there will be immediate consequences including:

- i) If a lecturer or examination supervisor believes you are involved in academic misconduct during assessment:
  - a) you will be instantly informed of such but if in the process of an examination/assessment item will be allowed to finish;
  - b) the lecturer or examination supervisor will prepare a written report on the alleged academic misconduct and attach the report to your examination/assessment item;
  - c) the matter will be referred to the Institute Director & CEO (or delegated officer) for appropriate action, as outlined in Formal Disciplinary Process (see 17.4 below).

## 17.2 Behavioural Misconduct

Where there is behaviour which is deemed to be behavioural misconduct, there will be immediate consequences including:

- i) Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.
- ii) A member of the teaching staff or any senior staff member may, in respect to any misconduct by you committed in a class, laboratory, library, facility or premises under their management or control, immediately suspend you from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours in the first instance.
- iii) If a suspension action is taken, that staff member shall advise the Institute Director & CEO (or delegated officer) immediately and provide them with a written statement, which details the circumstances of the suspension. Within the suspension period the institute will advise you if a longer period of suspension will be incurred and whether you are required to explain why further disciplinary action should not be taken
- iv) If a suspension action is not taken, the staff member may provide a verbal warning to you or advise the Institute Director & CEO (or delegated officer) of the details of the misconduct. This may result in disciplinary action.
- v) If you are under 18, your parent/guardian may be notified, unless you are an independent person with a Centrelink account, or estranged from your parent/guardian.

## 17.3 Attendance of Parent/Guardian at Interviews of Students Under 18 Years of Age

- i) In the event of serious or repeated misconduct which may lead to suspension or exclusion, your parent/guardian will be notified and invited to attend any subsequent interviews in the disciplinary and appeal process.
- ii) Any student may invite their parents or guardian to interviews during a disciplinary and appeal process.
- iii) The disciplinary and appeal process will continue whether or not parents/guardian choose to attend the interview/s.

## 17.4 Formal Disciplinary Process

Where formal disciplinary action is taken against you, the Institute Director & CEO or delegated officer will advise you in writing of the alleged incident of misconduct and commence the following formal disciplinary process:

- i) You have five working days to make oral or written representations regarding the alleged incident of misconduct;

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- ii) Within five working days after this period, the Institute Director & CEO or delegated officer may modify or dismiss the charge

OR

Impose one or a combination of the following penalties:

- a) in the case of misconduct related to assessment, you may fail the assessment item or be marked as "Fail" for that course; a supplementary assessment may be provided at the discretion of the Institute Director & CEO or delegated officer
  - b) reprimand and warn you against repetition of the breach of discipline
  - c) place you on a probation order for the duration of your studies
  - d) suspend you from attending classes for a period not exceeding 14 days which shall include any period of suspension already imposed
  - e) suspend you from using all or some facilities and/or services, including library borrowing and computer access rights
  - f) exclude you from further study or enrolment.
- iii) The Institute Director & CEO or delegated officer must provide you with a written statement detailing the decision, including information on your right to appeal the decision.

Note: Where you have been found guilty of misconduct, information relevant to the case may be shared with other Institutes.

## 17.5 Misconduct Appeals

If you have been found guilty of academic misconduct or disagree with any non-academic or administrative decision, you may appeal the decision or the decision process in writing to the Institute's Higher Education Academic Appeals Committee within 20 working days of the date the decision was communicated to you in writing. All documentation lodged must be original documents or certified copies, no photocopies or facsimiles will be accepted. Students must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. The appeal process will be the same as outlined in Rule 16 above.

Lodging Academic Misconduct Appeals:

By mail:

Academic Director Higher Education  
Southbank Institute of Technology  
Locked Mail Bag 14  
South Brisbane QLD 4101

In person:

Academic Director Higher Education  
Southbank Institute of Technology  
Level 7, C Block  
66 Ernest Street  
South Brisbane QLD 4101

If you have been found guilty of behavioural misconduct, you may appeal the decision or the decision process in writing to the Institute's Non-Academic Appeals Committee within 20 working days of the date the decision was communicated to you in writing. All documentation lodged must be original documents or certified copies, no photocopies or facsimiles will be accepted. Students must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal.

Lodging Non-Academic Appeals:

By mail:

Chief Operating Officer  
Southbank Institute of Technology  
Locked Mail Bag 14  
South Brisbane QLD 4101

In person:

Chief Operating Officer  
Southbank Institute of Technology  
Level 7, C Block  
66 Ernest Street  
South Brisbane QLD 4101

The Non-Academic Appeals Committee will comprise members that have not previously considered your case.

- i) The Non-Academic Academic Appeals Committee will meet to consider your appeal within 15 working days of the receipt of your appeal. You will be given at least 5 working days notice of the time, date and place of this meeting.
- ii) You have the right to be accompanied by a representative and you may call witnesses, or you may provide a written submission instead of attending the meeting. You may ask the Institute Counsellor to support you through this process. If required, the Institute will provide an interpreter to assist you during the meeting.
- iii) If you do not attend the meeting or provide a written submission, the Committee may assess the matter and where necessary impose a penalty as if you had participated.
- iv) The Committee will advise you in writing of the decision within fifteen working days of the date of the appeal hearing, including details of the reasons for the outcome, and any actions to be undertaken.
- v) The decision of the Appeals Committee is final (subject to the provisions of the Judicial Review Act).

## 17.6 External Appeals

A student who is not satisfied with the result of the internal appeals process, has the right to pursue the external appeal processes as outlined below.

International students who wish to exercise their right to have their case heard by an external body, must notify International Student Administration within five working days of receiving written notification of the outcome of the internal appeals process.

The purpose of an external appeal process is to consider whether SBIT has followed its policies and procedures. The purpose of an external appeals process is not to make a decision in place of SBIT. For example, if a student takes their case to the external body (following the internal appeals process) appealing against SBIT's decision to report for unsatisfactory academic progression, the external appeals process would look at the way in which the internal appeal was conducted. The external body would not make a determination as to whether the student should be deemed to have unsatisfactory academic progression or not.

Students may refer their appeal to the Queensland Ombudsman's office. There is no cost for lodging appeals. The Ombudsman will investigate the case, make an assessment and advise the student of the outcome. The Ombudsman's Office will also notify SBIT of the outcome of the external appeal.

Further information is available at [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

or by contacting the Queensland Ombudsman's office on:

Tel: 07 3005 7000

Toll Free (outside Brisbane): 1800 068 908

Fax: 07 3005 7067

TTY: 3006 8174

Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

Lodging Appeals with the Queensland Ombudsman's Office:

By mail:

GPO Box 3314

Brisbane QLD 4001

In person:

Level 25, 288 Edward Street

Brisbane QLD 4000

The Queensland Ombudsman's office may take several weeks to investigate the student's appeal. Should international students have concerns regarding their student visa during this time, they should advise International Student Administration at SBIT.

## 18 Complaints and Feedback

If a student or potential student wishes to make a complaint, or provide feedback about any aspect of their studies or experiences at SBIT, including the enrolment process, they are actively encouraged to do so. Both positive feedback and suggestions for improvement are welcomed. In the first instance, the complainant or provider of feedback should attempt to raise their concern or suggestion informally with an appropriate member of staff. This could be a lecturer, Head of School or a member of the administrative or support staff. In most instances this should be an effective way of resolving a specific problem or making a suggestion that brings about a more general improvement in students' experiences.

If an informal approach is not successful or the complainant prefers to have the matter dealt with in a more formal manner, then they should use a Have Your Say form.

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The Have Your Say forms are the main vehicle for recording students' feedback and complaints at SBIT. They are an integral part of the Institute's quality assurance system and are available at the Library, or may be accessed on the public SBIT website by typing "Have Your Say" in the Site Search box at the top right of the page or by going to: <http://www.southbank.edu.au/site/about/contacts/instituteFeedback.asp>

The Have Your Say form may be completed on line, or placed in dedicated yellow boxes on campus. Complainants or providers of feedback may elect to identify themselves or to remain anonymous. In either case, the Have Your Say form will be formally registered and tracked and a response will be forthcoming (if personal details have been provided) within ten business days.

Please note that Have Your Say forms should not be used for appealing assessment results or penalties for academic or behavioural misconduct. The correct procedures for these are set out in Rules 15.4, 16 and 17.