



## CSU TRAINING

### STUDENT HANDBOOK

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#### **EXPECTATIONS**

##### ***Expectations you and other students may have of us include:***

- a supportive, harmonious and positive learning community of which you are a valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to you;
- access to unambiguous information about training and assessment;
- quality teaching and fair, valid and flexible assessment which takes account of your learning needs and work context;
- fair, objective, helpful consultation and prompt feedback on your learning and competence. Additional assistance when you are experiencing difficulties with your training and concessions when your learning is affected by misadventure or extenuating circumstances;
- recognition of your intellectual property rights regarding the work you produce with us;
- opportunities to contribute to the organisational and cultural life of CSU Training;
- prompt and considerate resolution of your concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent;
- adequate, well designed, functional, clean and safe facilities to take account of your study, research and recreational needs; in some cases this will include on-line facilities;
- a range of services available to support you while you are studying with us; and
- respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those of us whose duty it is to deal with you.

##### ***Expectations that we and other students may have of you include:***

- contribution to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- familiarisation and compliance with our rules, regulations, policies and procedures;
- honesty in your work including not cheating, falsifying or conducting yourself in any way that injures others or your studies;
- active and positive participation in the teaching/learning/assessment process;



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- monitoring your own progress throughout your training and seeking advice from us when you are experiencing difficulties;
- recognition of the intellectual property rights over the work that others produce individually or in partnership with you;
- solicited and unsolicited feedback for the improvement of the teaching, learning and assessment environment;
- contribution to the organisational and cultural life of CSU Training;
- agreement to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance and complaints procedures;
- utilisation of the facilities and resources we provide to you in accordance with their function and the conditions for their use; and
- respect for other students' and staff members' right to privacy and confidentiality.