

Student Engagement and Conduct Policy

1. Purpose	This Policy articulates the expectations and aspirations of EIA in relation to providing its students with a safe, supportive, and engaging environment to assist in the adjustment to life in Australia and academic success with EIA. This Policy also outlines the expectations that EIA has of its students as members of the institution's community.
2. Regulatory Alignment	HESF: 1.3 Orientation and Progress; 2.3 Wellbeing and Safety; 2.4 Student Grievance and Complaints; 3.3 Learning Resources and Educational Support; 5.3 Monitoring, Review and Improvement; 6.1 Corporate Governance; 6.3 Academic Governance; 7.2 Information for Prospective and Current Students; ESOS Act - National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 6 Overseas Student Support Services; Standard 8 Overseas Student Visa Requirements; Standard 9 Deferring, Suspending or Cancelling the Overseas Students' Enrolment; Standard 10 Complaints and Appeals
3. Scope	This policy applies to all EIA students and the staff who are involved in the student learning and support activities. This Policy does not cover student academic misconduct, which is dealt with separately in the Student Academic Integrity Policy.
4. Policy	
4.1 General	<p>4.1.1 EIA is dedicated to creating an engaging learning environment for its students as they adapt to higher education study, and to a different culture for international students.</p> <p>4.1.2 EIA will provide students with a range of support services at no additional cost to the charged tuition fees.</p> <p>4.1.3 EIA upholds the principle of equality that every student should have equal access to the support services available, regardless of their race, gender, disability, language proficiency and socioeconomic status.</p> <p>4.1.4 The Student Services Officer is the official point of contact for students and provides access to up-to-date details about EIA's support services.</p> <p>4.1.5 EIA will ensure that its staff members who interact directly with students, including overseas students are aware of the EIA's obligations, including its obligation under the ESOS framework, and the potential implications for students arising from the exercise of these obligations.</p> <p>4.1.6 EIA will provide access to student learning support consistent with the requirements of the course, and the</p>

	<p>student's place of study and mode of study. EIA will provide sufficient student support personnel to meet the needs of enrolled students.</p> <p>4.1.7 EIA concerns the wellbeing and safety of its students and ensures the structured and transparent processes in place to manage situations or concerns raised about a student's wellbeing or safety, including behaviours that may be considered unsafe to themselves or others.</p> <p>4.1.8 EIA encourages students to voice their views, suggestions and concerns and ensures mechanisms in place to enable the students' voice to be heard.</p> <p>4.1.9 EIA fosters and maintains a harmonious and secure environment, promoting a productive working partnership between its students and staff. In instances where violations of the Student Code of Conduct occur, EIA reserves the right to implement disciplinary measures outlined in the Student Engagement and Conduct Procedure.</p> <p>4.1.10 EIA will ensure that the privacy and confidentiality rights of all students, including those with special requirements or those seeking counseling or advocacy assistance, are upheld by all staff members.</p> <p>4.1.11 The Dean is responsible for the implementation of this Policy and ensures all staff and students are aware of its application, and that staff are capable of implementing its requirements.</p> <p>4.1.12 The Academic Board has the oversight of the EIA's implementation of the Policy.</p>
4.2 Support Services	<p>4.2.1 EIA will provide students with access to academic-related support services to assist with any issues that might arise during their study. These issues may include study skills, course progress, attendance requirements, English language, time management, career planning, welfare support, and reasonable adjustment for special needs.</p> <p>4.2.2 EIA will maintain and deliver up-to-date and correct information to students in relation to support services, study issues, emergency, legal and health services, complaints and appeals, facilities, and resources.</p> <p>4.2.3 Students will be advised of the range of services available, through the orientation program, the Student Handbook, emails, posters, and Newsletters.</p> <p>4.2.4 EIA will regularly review the student support services as part of its ongoing continuous improvement process.</p> <p>4.2.5 Where students require services that are outside of EIA's expertise, students will be referred to an appropriate external service provider at no additional cost.</p> <p>4.2.6 At the start of each trimester, new students receive an orientation that is tailored to their age and cultural background. This orientation aims to facilitate a smooth transition for all students, ensuring they are well-prepared for their studies at EIA and for international students, their adjustment to life in Australia.</p>

	<p>4.2.7 The academic progress of every student is closely monitored to pinpoint and address their specific needs. If any deficiencies in support are identified, they are promptly addressed to help students reach their educational objectives as efficiently as possible.</p>
<p>4.3 Students' Voice</p>	<p>Student Feedback</p> <p>4.3.1 EIA is committed to responding to student feedback at all levels, in order to monitor and enhance student learning experience and outcomes.</p> <p>4.3.2 In order to continuously enhance the student learning experience, the Unit Evaluation of Teaching (UET) survey will be conducted at the end of each trimester to collect and analyse student feedback regarding the course, unit, academic teaching staff, the quality of teaching, their learning experience and student support services.</p> <p>4.3.3 The UET data collection will be conducted in an ethical manner that respects the confidentiality and privacy of students and staff.</p> <p>4.3.4 The UET is part of the EIA's Quality Assurance process. Analysing the UET feedback will allow EIA to identify the strengths of its courses, units, teaching and services, as well as the areas that may need enhancement.</p> <p>4.3.5 In addition to gathering student feedback through UET, methods like focus groups, alternative surveys, and peer evaluations, may be utilised to assess the quality of EIA's courses, units, teaching and support services.</p> <p>4.3.6 EIA staff members are encouraged to reflect upon student feedback data and apply it to enhance the excellence of their teaching and services.</p> <p>4.3.7 Students are expected to offer constructive evaluations in the survey tools that EIA provides, devoid of any racist, sexist, or abusive content.</p> <p>4.3.8 EIA will actively engage in external surveys concerning graduate and student experiences, including the Student Experience Survey and the Graduate Outcomes Survey. These surveys, which encompass the Course Experience Questionnaire, are funded by the Australian Government Department of Education and Training, and are administered annually by the Social Research Centre.</p> <p>Student Representation</p> <p>4.3.9 Student representation will be a collaboration in which EIA, its students and the Student Representation Body will support student representation and share the responsibility for promoting an environment which empowers and emboldens the student's voice.</p>

	<p>4.3.10 The Student Representation Body will be student-led. The student representatives will be expected to attend the training provided, to take responsibility for ensuring that students' issues and concerns are voiced appropriately and that actions and subsequent outcomes are communicated to the wider student body and management.</p> <p>4.3.11 EIA will designate a member of staff who will provide student representatives with support and advice, particularly on matters relating to EIA policy and procedure.</p> <p>4.3.12 Within EIA's governance framework, there is an integration of student representation into its academic decision-making processes, guided by the following principles:</p> <ul style="list-style-type: none"> a. Student representation and engagement in decision-making processes enable EIA to gain insights from the student viewpoint; b. EIA respects students' entitlement to express their opinions, offer feedback to the Institute, and participate in student societies and associations; c. Consultation and engagement encompass both formal and informal methods; d. Information regarding opportunities to engage in decision-making and assume roles as student representatives will be provided to all enrolled students; and e. While EIA acknowledges the importance of the student perspective, it ultimately holds responsibility for the decisions it makes. <p>4.3.13 By adhering to these principles, the inclusion of student representation is ensured in the processes of discussion and decision-making, and active participation is promoted through the following means:</p> <ul style="list-style-type: none"> a. Involving students as members of the Academic Board; b. Enlisting Student Representatives to engage in both formal and informal activities that facilitate transparent communication and consultation between students and staff. c. Offering various other avenues for student engagement, including but not limited to, social media platforms, student surveys seeking input on academic and non-academic issues, and arranging focus group sessions as needed.
<p>4.4 Student Wellbeing and Safety</p>	<p>4.4.1 EIA will take all reasonable steps to:</p> <ul style="list-style-type: none"> a. Support a safe and secure environment in the premises, leased and/or controlled by EIA; b. Promote safety through policies and procedures; c. Provide a reasonable level of security at EIA activities; and d. Safeguard EIA's property and physical assets <p>4.4.2 Security and safety measures and procedures will be implemented by EIA relevant to the assessed risk and</p>

	<p>threats to EIA at all times according to the established plan and available resources, including:</p> <ul style="list-style-type: none"> a. Ensuring, to the extent feasible, that all activities performed by staff and contractors comply with applicable laws, regulations, and industry standards; b. Demonstrating effective management through dedication and active engagement at all organizational levels; c. Facilitating effective communication; and d. Supplying adequate facilities, equipment, education, training, and oversight for staff, students, and contractors to ensure the promotion of safe working conditions and practices. <p>4.4.3 Students, staff and contractors must all help in their roles to promoting and maintaining a secure environment at all times by reporting suspicious activity to the Student Services Officer. Students, staff, and contractors are responsible for taking reasonable measures to ensure their safety and security.</p> <p>4.4.4 All students, staff, contractors, and visitors are required to:</p> <ul style="list-style-type: none"> a. Comply with the EIA policies relating to safety and security, both physical and digital; b. Conduct all learning and teaching activities in a safe and controlled manner that ensures no harm can come to other persons, property or the environment; c. Cooperate with EIA in the development, implementation and maintenance of safety procedures and practices; d. Participate in all levels of training programs provided by EIA as appropriate or EIA nominated external parties; and e. Immediately report hazards and incidents. <p>4.4.5 Students are expected to be aware of and contribute to their own safety and wellbeing, the wellbeing of their peers and the collective wellbeing of the institutional community.</p> <p>4.4.6 Students concerned about a fellow student may choose to notify the Student Services Officer if they believe a student poses a risk to their own or other/s' wellbeing and safety.</p> <p>4.4.7 EIA staff are expected to support student wellbeing and safety by providing information and services in accordance with EIA's policies. All staff should report student wellbeing and safety concerns to the Student Services Officer.</p> <p>4.4.8 Student Services provides a range of student health and wellbeing services from access for students with disabilities, counselling, to access to health and medical services. These services are voluntary, confidential, and professional and, except in special circumstances, are at no cost to students.</p> <p>4.4.9 EIA Management ensures that Student Services resources are sufficient to meet individual and collective</p>
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	<p>student needs.</p> <p>4.4.10 All students will be informed of the EIA's obligations and its expectations of the staff and students on the conducts and actions in multiple policies of respective focuses, such as on bullying, discrimination, sexual misconduct, and critical incident.</p>
4.5 Code of Conduct	<p>4.5.1 The Student Code of Conduct at EIA is designed to foster and uphold a welcoming and secure atmosphere, facilitating the establishment and sustenance of a constructive working relationship between EIA students and staff.</p> <p>4.5.2 In cases of violations of the Student Code of Conduct, EIA has the authority to initiate disciplinary measures in accordance with the procedures outlined in the Student Engagement and Conduct Procedure.</p> <p>4.5.3 The Student Code of Conduct applies to all students at all times.</p> <p>4.5.4 All students have the right to:</p> <ul style="list-style-type: none"> a. Be treated courteously and with respect; b. Be free from interference, discrimination, and intimidation regardless of racial, sexual, cultural and religious difference, age, disability or socio-economic status; c. Be able to work and learn in a supportive and cooperative environment; d. Work and learn in a safe, clean, and orderly environment; and e. Express and share ideas and ask questions. <p>4.5.5 EIA expects students to:</p> <ul style="list-style-type: none"> a. Be fully dedicate yourself to your own educational journey, the choices you make regarding it, and the difficulties it may entail; b. Be aware of and uphold your responsibilities following EIA's policies and procedures; c. Respect EIA's facilities and resources and follow safety and security advice; d. Treat all community members with respect and without discrimination and harassment; e. Refrain from any dishonest or unethical work and behaviour; f. Submit assignments on time, be punctual for classes and maintain consistent attendance by attending all classes and submitting all assessments. EIA expects its students maintain a minimum of 80% attendance of the scheduled sessions; g. Value the diversity of students and staff members; and h. Provide up to date, accurate and timely student information when required.
4.6 Records Management and Appeals	<p>4.6.1 EIA will document all hazard and incident reports, actions and decision-making processes for the matters</p>

		covered in this Policy in the designated repository such as Student Management System, Provider Registration International Students Management System (PRISMS), and SharePoint.
		4.6.2 If a student disagrees with EIA's decision, the student may appeal the decision in accordance with the Student Complaints and Appeals Policy.
Administrative Details		
Policy Owner		Managing Director
Implementation Officer		Dean
Approved Authority		Academic Board
Definitions		See EIA Glossary of Terms
Version History		
Version	Approved/Effective Date	Amendments
2.0	5 Oct 2023	<ul style="list-style-type: none"> Integrated the existing policies of: <ul style="list-style-type: none"> Academic Skills Policy Student Code of Conduct Policy Student Feedback Policy Student Representation Policy Student Safety and Campus Security Policy Student Support Services Policy Student Wellbeing and Safety Policy Updated the support services in accordance with the current operational practice Separated policies from procedures Student Engagement and Conduct Procedure to support the Policy