

STUDENT RIGHTS AND RESPONSIBILITIES

AT HETI HIGHER EDUCATION

Health Education and Training Institute (HETI) Higher Education is committed to improving and maintaining excellence across all its activities, services and processes to deliver quality teaching and learning. Foundational to this delivery and the engagement of students are the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment.

When you enrol as a student at HETI Higher Education, you agree to comply with our policies and procedures. Students of HETI Higher Education also have rights and responsibilities which are summarised in the following:

AS A STUDENT, YOU HAVE A RIGHT TO:

- be treated with respect by staff and students
- learn in an environment which is free from harassment and discrimination
- expect privacy in accordance with statutory requirements regarding management of your student records including the safeguarding of contained personal information
- have a supportive and engaging learning environment
- access course materials in myHETI and participate in associated classes, forums and learning activities
- receive information about learning objectives, assessments and other information in the unit learning guide for each unit of study
- be provided with progressive results in a timely manner
- change your study preferences, including withdrawal from a unit without penalty prior to the census date
- lodge any grievance or complaint that you seek to make knowing it will be managed and reviewed confidentially without fear of victimisation
- have access to confidential counselling services if required.



AS A STUDENT, YOU HAVE A RESPONSIBILITY TO:

- treat fellow students and staff with respect
- ensure that you access HETI communications including email and myHETI and actively participate in your study programs
- act honestly and ethically in the production of all academic work and assessment tasks
- take responsibility for your own learning and contribute to a collaborative partnership between yourself and your teacher
- ensure you have appropriate equipment to access myHETI and other learning materials, such as a computer with the required software and a stable internet connection
- complete assessment tasks by the due date or if needed seek an extension if there are extenuating circumstances
- behave in a responsible manner and follow any reasonable direction from a member of staff
- familiarise yourself with HETI's policies and procedures.
- seek further information if you are unclear of expectations or if you are experiencing any difficulties accessing or understanding the learning materials.



MORE INFORMATION
www.heti.edu.au/student-info

HETI HAS THE RESPONSIBILITY TO:

- manage the quality delivery of its teaching and learning
- operate according to the higher education provider standards
- provide access to appropriate learning support including orientation, library and other resources
- ensure access to an appropriate level of personal support services such as counselling, health, welfare and disability support
- provide information about the organisation, accreditation, tuition assurance and other information pertinent to being a higher education provider
- provide comprehensive, accurate and up to date information about the higher education courses it offers
- ensure access to fair and impartial grievance and appeal processes
- inform students of any changes that may affect student learning
- promote an inclusive and safe culture, free from harassment and discrimination and regardless of gender, ethnicity, age, disability or background
- provide a safe and secure physical environment that complies with workplace health and safety standards
- provide for and encourage an appropriate level and form of student representation in its deliberative and decision making processes.

HETI HAS THE RIGHT TO:

- apply the developed policies and procedures in relation to course delivery
- update and review course materials in line with standard academic governance arrangements
- engage suitably qualified and experienced staff to teach its approved courses
- with reasonable notice alter the fees, times or dates for the whole or any part of a course.



STUDENT ASSISTANCE PROGRAM (SAP)

The Student Assistance Program (SAP) is a confidential coaching, counselling and wellbeing service provided free to HETI students and their immediate family. SAP is conducted by registered psychologists who can also refer to other specialist services.

SAP provides a range of support and resources to help you manage and enhance your work, health and life. It can be provided face to face, over the phone, via video, online or via Live Chat. SAP is provided by Davidson Trahaire Corpsych.

SAP is available 24 hours a day, 7 days a week, 365 days a year. Students and their immediate family are entitled to four sessions, per issue, per year.

To access SAP call 1300 360 364 (within Australia).

Overseas students can access SAP directly through the Sydney number on +61 2 8295 2292. A Customer Service Officer will return your call to set up an appointment and discuss the intake process. For overseas students the appointment will be by return phone call.