Policy Statement
This policy replaces all previous general course regulations and applies to all students commencing courses at the Australian College of Nursing (ACN)* on or after 1 January 2016.

All Education Staff, Education Contractors and students are required to read and understand the policy and agree to abide by it. If there are any queries in relation to this policy clarification should be sought by contacting ACN.

Intent:
- To assist students by establishing guidelines relating to all aspects of their course.
- To ensure equity of administrative practice across all courses conducted by ACN.
- To provide students with the correct procedures for overall student progression, grievances and appeal.

Contents
Definitions
1. ACN’s responsibilities
2. The Student’s responsibilities
3. Student Code of Conduct
4. Confidentiality and privacy
5. Student support
6. Identification of students at risk
7. Student admittance
8. Student with special needs
9. Payment of fees
10. Refunds
11. Recognition of prior learning and credit transfer
12. Final enrolment and census dates
13. Course/unit requirements
14. Assessment items
15. Assessment extensions
16. Late submission of assessment item(s)
17. Unsuccessful assessment item(s)
18. Resubmission / reattempt(s)
19. Student progression
20. Withdrawal from a course/unit by ACN
21. Withdrawal from a course/unit requested by the student
22. Deferral from courses/units requested by the student
23. Academic appeal
24. Completion of a course/subject/unit
25. Notification of results
26. Testamurs and transcripts
27. Transition and teach out arrangements
28. Plagiarism
29. Research
30. References

Related Policies and Procedures
Related Forms
DEFINITIONS

Academic Misconduct: a student cheating or assisting to cheat in an examination or assessment item.

Assessment Extension: a student being granted extra time to submit their assessment item without penalty.

Assessment Resubmission: resubmission of an assessment item, whereby the student has made an effort to complete the assessment item but fails to meet the required standard. The Course/Subject Coordinator may ask the student to resubmit the assessment item in response to the marker’s feedback.

Attendance: This relates to physical attendance on campus and students requirements to log on to the ACN learning platform – CNnect.

Census Date: the final date students can withdraw/defer from a course/post graduate unit of study/unit of competence in which they are enrolled without academic or financial penalty. This occurs after the commencement of a program of study. Please refer to the student handbook relevant to your course for exact dates.

Course: whole programmes of study such as Graduate Certificate, Advanced Diploma, Diploma, and Certificate Courses; all post graduate units of study or units of competence within these Courses; and all Workshops, Programs and Professional Events unless otherwise stated.

Course Requirements: all requirements needed to successfully complete a course, including online engagement/compulsory attendance, assessment items (both graded and non-graded), on-campus components, clinical placements, and any other requirement to complete a course.

Deferral: Prior to census - formal adjournment of study from normal student progression, whereby the student’s place in a course is held for a nominated length of time.

Deferral: After census - formal adjournment of study from normal student progression (up to 50% into course [post graduate units of study or units of competence] progression). This is due to extenuating circumstances which have been accepted by the Student Management Subcommittee (SMSC) and the student can be enrolled into the next available course (post graduate units of study or units of competence), after payment of a course administration fee. The option to defer is not permitted after 50% of the commencement of the course (post graduate units of study or units of competence).

Extenuating circumstances: a situation where it is impossible or impractical for the student to complete the course requirements such as:

- Undertake the necessary study required in the stipulated timeframe.
- Completing the course requirements as stipulated. (eg. on-campus attendance, clinical placement)
- Completing the assessment items within the stipulated timeframe.
- Sit the required examination.

Examples of extenuating circumstances may include:

- **A medical condition**
  - That existed prior to census date, but has deteriorated past census date to the extent that the student is unable to complete or continue with their study.
  - That only became known after census date and the student is unable to complete or continue with their study.

- **Family or personal reasons**
  - A family member has a severe medical condition that requires the student to care for
the family member as the full-time carer and precludes the student from completing or continuing with their study.
  o A family member or close friend dies and the effect precludes the student from completing or continuing with their study.
  o The student’s financial circumstances change unexpectedly, which has a significant impact on the student completing or continuing with their study.

- Employment-related reasons
  o The student’s prerequisite employment changes and they are no longer working in a speciality area to continue or complete their study.
  o A student’s employment status significantly changes, whereby they are seconded to another position that will preclude them from continuing or completing their study in the specified time for example acting in a higher grade position.

FEE-HELP: An Australian Government loan scheme to assist eligible fee paying students undertaking higher education courses, at approved institutions, with paying their tuition fees.

Financial Misconduct: refers to any intentional misuse or conversion of ACN resources to acquire financial gain. Financial misconduct typically involves theft, forgery, or embezzlement. This includes the misuse of scholarship monies.

Plagiarism: occurs when a student or someone uses resources without proper acknowledgement, citation or documentation. Academic integrity is an essential component of teaching, learning and research. The ideas and work of others must be acknowledged rather than claimed as one’s own work.

Supporting Documentation – students will need to provide supporting documentation for their claim of extenuating circumstances to be considered. Supporting documentation to substantiate extenuating circumstances includes official, signed and dated documents.

Examples of supporting documentation include:
For a medical issue:
  • A medical certificate
Other reasons:
  • Letter from employer

Student at Risk – is a student who for any reason is not, or potentially not, meeting the course requirements. ACN uses the following triggers to identify a student at risk:
  o Failure to successfully achieve a satisfactory grade and submit the necessary assessment items for the course.
  o Failure to achieve a satisfactory pass grade in a course.
  o Failure to complete a compulsory requirement of the course such as on-campus assessment or clinical practicum.
  o Two failed attempts to complete a course.
  o Unsatisfactory attendance online and on campus.
  o Inability to complete a course within the specified timeframe.

Student Management Subcommittee (SMSC) – is a subcommittee of the Education Management Committee. Its primary function is to manage student progression issues.

1. ACN’s responsibilities
ACN acknowledges the following responsibilities towards students:
1.1 To provide a work and study environment free from discrimination or harassment on the basis of race, nationality, sex, age, political conviction, sexual preference, marital status, religious belief, disability, family or carers’ responsibilities. This environment will take account of the
different characteristics of students and their varying cultural and educational backgrounds, including those of Aboriginal and Torres Strait Islander heritage.

1.2 To maintain a safe, positive, harmonious and cooperative teaching and learning environment by ensuring that students have:
   1.2.1 Timely access by appointment to academic staff to discuss program matters.
   1.2.2 Timely, fair, relevant and constructive assessment of work.
   1.2.3 The prompt addressing of concerns and complaints, especially where they relate to academic standing and student progress.

1.3 To deal with all students and their academic work with honesty and integrity, to maintain ethical academic standards and to provide helpful and appropriate feedback in a timely manner.

1.4 To create an environment that supports knowledge growth and development and encourages students to achieve their academic potential.

1.5 To ensure that information about courses/subjects/units is accurate at the time of publication so that students can make informed decisions.

1.6 To ensure that, if changes are made to courses/subjects/units, adequate arrangements are made so that students are not disadvantaged.

1.7 To inform students of the common conventions and requirements in relation to proper referencing and acknowledgement of sources as well as providing information on the specific requirements of ACN.

1.8 To make information freely available on policies and procedures.

1.9 To address concerns and complaints of students and to provide access to suitable appeal and grievance mechanisms.

1.10 To provide support services which take into consideration the special needs of students, including Aboriginal and Torres Strait Islander students.

1.11 To provide access to special consideration rescheduled examination, alternative assessment, replacement assessment or extension of time for assessment where academic performance has been adversely affected by extenuating circumstances beyond the student’s control.

1.12 To ensure that students have the opportunity to provide input into academic staff teaching performance appraisal through feedback procedures.

1.13 To provide students with access to all course materials:
   Students will receive a login and password for CNnect. ACN will maintain accurate student records and collect, analyse and communicate student evaluation and feedback to staff, students and stakeholders. Throughout the course, students can expect to receive:
   1.13.1 Formative and summative feedback from the course/subject coordinator or tutor about their participation and progress in the course of study including written work if applicable.
   1.13.2 Contact from the course/subject coordinator during any clinical component of the course.
   1.13.3 Feedback on and following each assessment item.

2. The Student’s responsibilities
ACN acknowledges and values the previous educational and clinical experience of students. Educators remain aware and responsive to individual differences, however there is an expectation that as adult learners, students will understand and agree to the specific conditions required for progression in their course.

The students’ responsibilities are to:
2.1 Adhere to all ACN Policies and Procedures.
2.2 Contribute to a work and study environment free from discrimination or harassment.
2.3 Act at all times in a way that respects the rights and privileges of others and shows commitment to freedom of expression; and in particular to be sensitive to cultural diversities.
2.4 Respect knowledge and act with honesty and integrity at all levels of academic life.
2.5 Participate actively and positively in the teaching and learning environment. It is expected that students will meet all course requirements as indicated in course documentation which will include:

2.5.1 Attendance at all compulsory classes, online learning and clinical learning experiences as required.
2.5.2 Maintenance of normal progression within the unit or course of study.
2.5.3 Compliance with study workload expectations.
2.5.4 Submission of all assessment items in the specified timeframe using the specified format as outlined in the study schedule and student guides.
2.5.5 Initiate and maintain online engagement with fellow students.

2.6 Monitor their own progress in the teaching and learning environment and the academic program, by way of regular interaction with the course/subject coordinator and/or tutor/marker.

2.7 Cooperate in suggested remedial options to improve their academic performance and maintain adequate progress in a course.

2.8 Be aware of all ACN rules and regulations pertaining to their rights and responsibilities as students.

2.9 Be aware of their individual rights and responsibilities regarding plagiarism and the proper use of copyright material and intellectual property.

2.10 Submit clinical placement documentation, where applicable, within timeframes set by ACN.

3. Student Code of Conduct

3.1 Students have a responsibility to:

3.1.1 Adhere to the student management policy and student guide.
3.1.2 Submit original work free from plagiarism and maintain academic integrity in all coursework.
3.1.3 Be familiar with the requirements (including timelines and on-campus requirements) of their course.
3.1.4 Be punctual for on-campus timetables, clinical placements (if applicable) and meetings with ACN staff (if applicable).
3.1.5 Initiate and maintain regular contact with staff (including tutors/markers) for the duration of the course.
3.1.6 Meet deadlines for course requirements as set out in course information books.
3.1.7 Conduct themselves in a manner that is collegial in a learning environment, regardless of the learning environment (on-campus, online, or clinical placement).
3.1.8 Respect other students and staff at ACN.
3.1.9 Abide by Library lending rules and conditions including timely return or renewal of borrowed items.

3.2 A student is required to comply with copyright regulations and legislation relevant to ACN materials, any other published works and when using the online environment. ACN owns any copyright created in pursuit of studies unless there is a signed agreement relinquishing such ownership.

3.3 Passwords issued to students are for their access only. A student is responsible for protecting any passwords issued. This password provides access to ACN intellectual property but does not permit the unlawful copying, sharing or distribution of material owned by ACN.

3.4 Misuse of access privileges will result in access rights being revoked and bring into question a student’s ability to continue in the course as a bona fide student and the student may be liable to prosecution.

3.5 **CNnect:** ACN’s electronic learning management system called **CNnect** is provided to students to support their educational experience. Use of **CNnect** is under the following conditions. Students must:
3.5.1 Be enrolled in an ACN course.
3.5.2 Be responsible for all activity in CNnect that occurs with their log on.
3.5.3 Keep their password confidential and not share this password with others.
3.5.4 Not allow others to use their account.
3.5.5 Respect the privacy of others and keep all discussions confidential.
3.5.6 Respect other users and not abuse, harass, threaten or intimidate other users.
3.5.7 Not use offensive language or behave in a way that may cause offence to other students.
3.5.8 Maintain an attendance in CNnect.
3.5.9 Log on to CNnect at least twice a week to check for updates and participate in course activities.
3.5.10 Not use CNnect for any purpose other than education in an ACN course.
3.5.11 Not knowingly create or submit any unwanted emails or transmit any worms, viruses or other code that may be detrimental to ACN’s computer system.
3.5.12 Maintain confidentiality when discussing patients, families, carers, colleagues or workplaces and de-identify any reference to the same when writing assessment items or discussion in the online environment.

3.6 Confidentiality and privacy:
ACN requires that students comply with State/Territory and Commonwealth privacy legislation in addition to individual health facility policies relating to patient confidentiality.
3.6.1 When on clinical placement students must gain informed consent from the patient or in the case of minors, from a parent or guardian, and maintain confidentiality at all times.
3.6.2 When students are discussing information in the classroom, online or in assessments they must maintain confidentiality. This includes participants in the discussion group, real patient and/or hospital names, medical record numbers and any reference to health facility staff.
3.6.3 Any student who breaches confidentiality will be referred to the SMSC for an academic outcome – this may be a fail grade.

4. Student support
There are two main types of student support: academic and personal.

**Academic support:** provides students with support in the skills required to successfully progress and complete a program of study within the nominated timeframe and to the expected academic standard. This may include assistance with interpreting expectations for assessments or tasks, writing skills, information literacy and accessing appropriate resources, using information technology, mathematical problem-solving or referencing.

**Personal support:** is non-learning support that assists students who are undertaking study. Forms of personal support include counselling, advice regarding employment or disability, career planning, finance or housing. In this regard, course/subject coordinators at ACN are able to assist with personal support in the form of:
- Offering time extensions on assessments.
- Advising on deferral from program of study.
- Withdrawal from course.
- Recommending access to Employee Assistance Programs (EAP) for personal counselling. Students can access EAP at their place of employment, or if not employed, a referral can be made to the Education Managers who can discuss possible alternative strategies.

Both types of support are offered by ACN.

Your Tutor is the first point of contact for support. Students are also advised to contact their Subject/Course Coordinator if there are any issues with any part of their study.

4.1 Identification of students ‘at risk’: (Please see definitions)
The subject/course coordinator monitors the progress and outcomes for all students in their course and would be alerted to a student at risk if a student has one or more of the following:

4.1.1 Repeatedly requested extensions.
4.1.2 Failed or been assessed as not yet competent on an assessment item.
4.1.3 Documented evidence of extenuating circumstances affecting normal progression.
4.1.4 Unexplained failure to meet course requirements.

In these cases, or where a student self-identifies that they are having difficulties in a course, the tutor/subject/course coordinator would:

4.1.5 Offer personal and/or academic support in the first instance.
4.1.6 Offer additional tutorial support.
4.1.7 Review the timelines for submission of assessments.

Where a student is identified as at risk, they will be notified in writing with the detail of why they have been identified and what measures are in place to remove the identification, for example a learning contract and successful submission of assessment items.

5. **Student admission**

5.1 Students applying for admission to an ACN course of study must meet eligibility criteria as advertised in current ACN publications.

5.2 For courses where a selection process takes place the decision of the Selection Panel is final.

5.3 The course co-ordinator may make a decision about admission to a course outside the published admission criteria.

5.4 Applications may be made up to the final enrolment date published in the ACN Handbooks and Website. A late enrolment fee applies for enrolments made after this date.

5.5 Where students are applying for courses offered under contract to ACN, (for example NSW Health) – additional contract criteria may apply.

5.6 Students will be notified in writing of the outcome of their application.

5.7 Students seeking special consideration will make a written request to the Executive Manager Education (EME).

5.8 Students with special needs:

5.8.1 ACN will ensure where reasonable and practical that students with special needs (such as a disability or illness) are able to access and participate in educational courses and use the services and facilities of ACN.

5.8.2 Students with special needs may have access to specialised support by way of assistive technology, consideration for assessment, equipment and other reasonable adjustments once approved.

5.8.3 Students requesting special needs support must apply in writing to the EME prior to the commencement of the course. Students must supply supporting documentation such as a medical certificate with their application.

6. **Payment of fees**

6.1 Fees must be paid at least 1 week prior to the commencement date of the course.

6.2 Fees paid by FEE-HELP need to be applied for prior to the census date of the course, if applicable.

6.2 Fee charges and payment procedures will be advertised in the student handbook, course brochures and on the ACN website. This includes deferral/recommencement fees and credit transfer/RPL assessment costs.

6.3 Where a student defaults, the Finance Department will be notified for appropriate follow up. The student’s progression will stop at this point until such time as the account is settled. If an account remains unsettled, ACN reserves the right to withdraw the Student with a Fail Grade.

6.4 Refunds:
In accordance with ACN’s Cancellation and Refund Policy:
6.7.1 ACN reserves the right to cancel a course or program due to low enrolments or other circumstances which have made it unavailable. In this instance a full refund will be offered.

6.7.2 Wherever possible ACN will endeavour to give appropriate and timely notification to participants. After consultation with the relevant Manager, Customer Services (CS) will advise the participants of the options available to them.

6.7.3 Intention of withdrawal from all courses must be notified in writing (letter, facsimile or email) to ACN with supporting documentation where required e.g. invoice/receipt as proof of payment, Medical Certificate where required. Timeframes are published in relevant student handbooks, on ACN’s Website and also are available from ACN’s Customer Services Centre.

6.7.4 ACN will not provide a refund past Census Date for education programs with a Census Date.

6.7.5 All ACN courses incur a non-refundable administrative fee as published in ACN’s Schedule of Fees and available in the student handbook and on the ACN Website.

6.7.6 Refunds will be processed within 14 days by Finance upon receipt of a request for refund form and will normally be made by EFT except in the case of a payment originally made by credit card. In that instance the refund will be made by credit card. Refund by cheque will only be made where there are extenuating circumstances.

6.7.7 Students withdrawing from a course after census are not eligible for a refund. In extenuating circumstances students may apply in writing to the EME for a refund of course fees.

6.7.8 Refunds are not applicable for deferred students.

7. Recognition of prior learning (RPL) and credit transfer
ACN recognises prior learning and training offered by other Registered Training Organisations and Accredited Higher Education Providers through credit transfer (CT). RPL is granted on an individual basis, whereby the individual’s formal and informal learning is assessed against ACN’s Course Learning Outcomes.

For Graduate Certificate courses, Advanced Standing will appear on a Statement of Attainment to indicate that RPL has been granted for that subject/unit. ACN courses use a formal assessment process for granting RPL. When assessing equivalent formal education for credit transfer, only courses offered in the last five years will be considered. Where an applicant is applying for RPL or CT they must provide sufficient, valid, authentic and current evidence to satisfy the SMSC that through their education, life and work experience they meet the required knowledge and skills of the subject/unit of competence for which they are seeking RPL or CT.

Applicants will be provided with information on the requirements and procedures for applying for RPL and CT.

7.1 Applications for RPL or CT must be made in writing on enrolment:
   7.1.1 Assessment for RPL and CT will be undertaken after course fees are paid.
   7.1.2 Applicants are required to provide documentation as identified on ACN’s website.
   7.1.3 Where documents are copies they must be certified by a Justice of the Peace.
   7.1.4 Where applications are approved a discount may be offered.
   7.1.5 Applicants will be advised in writing of the outcome of their application.
   7.1.6 Applications will not be considered once the course has commenced or Census Date has occurred for those courses with a Census Date.

7.2 Where an applicant is applying for RPL or CT for a post graduate unit of study or unit of competence offered by a Registered Training Organisation or Accredited Education Facility the following criteria apply:
   7.2.1 The subject/unit of competence was from an appropriately accredited organisation.
   7.2.2 There is similarity in learning outcomes.
   7.2.3 The subject/unit of competence studied was at the appropriate/equivalent level. For example: Vocational Qualification Framework (VQF).
7.2.4 The content of the subject/unit of competence is congruent.
7.2.5 The workload of the subject/unit of competence must be at least equal to the subject/unit of competence.
7.2.6 The applicant must demonstrate they have successfully passed the subject/unit of competence.

7.3 As a general rule applicants may apply for up to 50% credit into a course:
7.3.1 Where an applicant wishes to apply for more than 50% credit into a course they must apply in writing to EME.

8. Final enrolment and census dates
8.1 The enrolment date (where applicable) is 10 working days prior to the course/post graduate unit of study/unit of competence commencement date. Applications received after this date will need to be approved by the EME and a late enrolment fee will apply.
8.2 Students withdrawing from a course within the census period after a course/post graduate unit of study/unit of competence commencement date are eligible for a refund (minus administration fee) where applicable.
8.3 Census dates indicate the final date students can withdraw from subjects in which they are currently enrolled without academic penalty. Students withdrawing after the Census Date will be referred to the SMSC for an academic outcome:
8.3.1 Students withdrawing from a course after census are not eligible for a refund. Please refer to the student handbook relevant to your course for exact census dates.
8.3.2 Where evidence of extenuating circumstances can be provided, students may apply in writing to the EME for a refund of course/unit fees. This does not apply to previously deferred students.

9. Course requirements
9.1 Students are required to meet all course requirements within the timeframe outlined in course documentation to successfully complete the course and be eligible for the issue of a statement of attainment or testamur.
9.1.1 All ACN courses must be completed within the specified timeframe unless there are extenuating circumstances approved by the SMSC.
9.1.2 Graduate certificate courses must be completed within three years of original course commencement date.
9.1.3 Nurses referred by a registering authority for enrolment into an Entry to Practice for Internationally Qualified (EPIQ) or Return to the Register (RTR) Program must complete the course within one year or as determined by the registering authority.
9.1.4 In the event the student does not complete the course requirements an academic outcome will be determined by SMSC.
9.1.5 Where an assessment item has a due date specified in course documentation the item is to be uploaded to ACN’s learning management system.
9.2 Students must maintain registration or enrolment with the appropriate registering authority for the duration of the course.
9.3 Where the course admission criteria require the student to be employed in a specified area of practice, the student must maintain employment in this area for the duration of the course.
9.3.1 Where a student is no longer employed in the area they must notify ACN in writing and the SMSC will determine the student’s eligibility to continue in the course.
9.4 Where a student is unable to meet course requirements for extenuating circumstances, alternative arrangements may be negotiated; this may include alternative assessment items or simulated learning.
9.4.1 Students must attend at least 90% of the on-campus/classroom/online and/or clinical hours for the course.

10. Assessment items
10.1 Assessment Extensions:
Students are responsible for ensuring compulsory assessments items are submitted by the due date. Extension of time for submission of assessments cannot be assumed.

Requests for extensions may affect your progression in the course, therefore any request for an extension must be due to extenuating circumstances and will be at the discretion of the tutor/subject co-ordinator.

10.1.1 Requests for extensions will be considered on an individual basis.

10.1.2 Requests for extensions will be made to the tutor/subject co-ordinator.

10.1.3 Requests to the tutor/subject co-ordinator must be made by email or CNnect message at least 48 hours prior to the due date.

10.1.4 Evidence of extenuating circumstances must be provided for extensions greater than 2 days beyond the assignment due date.

10.1.5 It is the students’ responsibility to keep an electronic copy of all assessment items.

10.1.6 Extensions granted beyond the course completion date will be recorded as a result outstanding (RO). When the assessment item has been submitted and marked, the ‘RO’ will then be amended on the student record to reflect the appropriate grade. In the event that a student fails to submit an assignment by the new due date they will be subject to the normal penalty applied for late submission as set out below.

10.2 Late submission of assessment item(s):

10.2.1 Late submissions will incur a penalty.

10.2.2 A penalty will apply for submission of assessment items after the due date unless a formal extension has been granted and authorised. The following late penalties will apply:

- 5 marks (for that assessment item) will be deducted for each day the assessment item is late (including weekend days and public holidays)
- No assessment item will be accepted if the assessment item is submitted more than five working days after the due date; in this case a fail grade will be awarded for this assessment item unless extenuating circumstances can be proven.

10.2.3 Late submission of course requirements without prior negotiation will not be accepted and result in a fail grade.

10.3 Assessment Grading:

Where applicable all assessments will be marked/graded within a 2 week period from assessment due date. It is the students responsibility to review all feedback provided by the tutor.

10.4 Unsuccessful assessment item(s):

A fail/not yet competent grade will be determined when a student has not:

10.4.1 Met the assessment criteria.

10.4.2 Submitted an assessment item by the due date.

10.4.3 Attended an assessment/examination without prior negotiation or evidence of extenuating circumstances.

10.5 Resubmission/reattempt:

After an assessment item has received a fail/ not yet competent grade there may be provision for a student to resubmit their work for the purpose of improving the quality of the submission. Resubmission of assessments will:

10.5.1 Be limited according to subject/course requirements.

10.5.2 Be considered on a case by case basis by the subject coordinator.

10.5.3 Only be awarded a pass grade as a maximum. For Graduate Certificate subjects a maximum grade of 50% can be awarded for a resubmission.

10.6 Grade review and remark of a specific assessment item:

A student may apply for a review of grade or a remark of an assessment item providing they have completed all the assessment requirements for that item within the set timeframe stipulated within the course outline issued at the commencement of the course. Application for the review of a grade for a specific assessment item must be made within 5 working days of the student receiving the grade.

Grounds for granting a review of a grade or a remark include:
The subject/course coordinator did not provide a subject outline as required.

The assessment requirements as specified in the course outline were varied in an unreasonable way.

The assessment requirements in the course were unreasonably or prejudicially applied to the student.

A student is of the view that a clerical error has occurred in the computation of the grade.

Decisions regarding the approval of a remark or review of grade will be at the discretion of the subject/course coordinator in consultation with the relevant Manager.

Students should be advised that:

- The revised grade or mark will be the final grade or mark.
- This may mean that the student will actually receive a lesser grade/mark than originally awarded.

11. Student progression

11.1 Where normal student progression does not occur the SMSC will determine the student’s eligibility to continue the course in the following instances:

11.1.1 Where a student requests a deferral from a course.

11.1.2 Where a substantiated claim of plagiarism/cheating has been brought.

11.1.3 Where a student has been identified as a student-at-risk.

11.1.4 Where a student breaches the student code of conduct.

11.1.5 Where a student during a clinical component is deemed by the clinical facilitator or the clinical facility to be unsatisfactory and/or unsafe.

11.1.6 Where a student has not submitted any assessment items or completed any course work.

11.2 Withdrawal from a course by ACN:

In instances related to 11.1 the SMSC reserves the right to withdraw a student from the course. In such an event ACN will:

11.2.1 Inform the student in writing of the SMSC’s decision.

11.2.2 Notify the relevant registering authority in the case of students undertaking an EPIQ/RTR Program.

11.2.3 Notify any appropriate person if the course is being offered under contract such as NSW Health.

11.2.4 Consider granting the student the opportunity to continue with the remaining subjects/units of competence and/or repeat the failed subject/unit of competence at their own cost, in the next available course (unless the subject/unit is a prerequisite subject/unit). Alternative subjects/units may be offered if available and the subject/unit is not a core subject/unit.

11.2.5 Withdraw a student from the course if they fail a subject a second time.

11.2.6 Exclude a student from studying at ACN for a period of 12 months where there is a proven case of Academic or Financial Misconduct.

In the case of financial misconduct where an outstanding debt has been paid in full (or a payment plan agreed) consideration by the EME will be given for approval of enrolment in further study.

11.3 Withdrawal from a course requested by a student:

11.3.1 Students requesting withdrawal from a subject/course are counselled about their options by the course/subject co-ordinator.

11.3.2 Where a student intends to withdraw from a course for personal reasons, they must apply in writing (email is acceptable) to the subject/course co-ordinator. Supporting evidence such as medical certificate/letters must accompany the application.

11.3.3 The subject/course coordinator will present the request to SMSC for a determination. The student and tutor/marker will be notified (in writing) of the outcome from their request.
11.4 Deferral from courses – within census and after census (up to 50% into course progression with extenuating circumstances):
The request from a student to defer from any course must be advised in writing to the subject/course coordinator. Students requesting deferral will be counselled about their options. In the event of extenuating circumstances, applications for deferral will only be considered upon review of supporting documents.

11.4.1 All requests to defer will be referred to the SMSC for determination.
11.4.2 If a request is granted the student will be notified of the outcome (in writing) and the new program of study will be outlined.
11.4.3 All students who are granted deferment after census are liable to pay a recommencement fee. The fee will vary dependent upon the course and can be obtained by contacting Customer Services. Students will be notified in writing of the recommencement fee. All fees must be paid in full prior to recommencing in a course.
11.4.4 The recommencement fee is non-refundable.
11.4.5 Deferral can only be granted to a maximum period of 12 months from the request date and the course must complete within the recommended timeframe. Please see your subject co-ordinator for further clarification.
11.4.6 Students can only defer a course, post graduate unit of study or unit of competence a maximum of 2 times.
11.4.7 There is no refund on a previously deferred subject.

12. Academic Appeal

12.1 An academic appeal is an escalation step which is open to a student if they are dissatisfied with a decision made in relation to their progression, or they perceive an adverse outcome.

12.2 A student may appeal on the ground that due academic process has not been observed by ACN in relation to the academic decision. Academic appeal may be made on one or more of the following grounds:

12.2.1 ACN procedures were not followed and resulted in an unfair decision.
12.2.2 Relevant extenuating circumstances were not considered at the time of making the decision or not available to the SMSC to make a decision.
12.2.3 The penalty imposed was considered excessive or inappropriate, taking into account all the circumstances of the case.

The appeal must be made within 10 working days of receipt of notification of the original decision by the relevant committee.

12.3 Academic Appeal may not proceed if:

12.3.1 The appeal is lodged outside the time stipulated in the above point.
12.3.2 There are no reasonable grounds for the appeal.
12.3.3 No new or different grounds are stated for the appeal other than those previously considered by the original Committee.
12.3.4 The student has not advised ACN of changes to contact details, whereby any correspondence has not been received.

ACN uses a three-stage appeal process:

12.4 Students who wish to appeal a final grade decision should direct their appeal in writing to the relevant Education Manager, who will undertake an investigation and make recommendation to the EME for determination.

12.5 The EME will review the case and either 1) refer the case to the Education Management Committee (EMC) for further determination or 2) make a decision based on the evidence on behalf of the Education Management Committee. The student will be notified in writing of the outcome. Students may be asked to meet with the EME or present to EMC prior to a decision being made.

12.6 Where no satisfaction is obtained through 12.5, or where the student disagrees with the decision of the EMC, the student may direct their appeal/grievance/complaint, in writing, to
the Chief Executive Officer (CEO), who may delegate the decision to the Academic Council. The student is advised to clearly state why, in their opinion, the appeal/grievance/complaint has not been satisfactorily resolved by the EMC. This is the third stage of the appeal process.

12.7 While an appeal is in progress students may be eligible to continue as a bona fide student in their course. This will be determined by the EME.

12.8 At any time during the appeals process, a student has a right to request a face to face meeting with the Manager, EME or CEO to discuss their appeal.

12.9 The decision of the CEO on behalf of Academic Council is final.

12.9. Students who have a general complaint not related to Academic appeal (see section 12.1-12.8) have several avenues that can be followed.

- Discuss the matter with their Tutor/Marker; Subject or Course Co-ordinator who will then progress the matter internally.
- Complete a hard copy of ACN’s feedback form available at Reception or the Library.
- Go the ACN’s website and complete an electronic version of the feedback form.

13. Completion of a course

13.1 To complete any course the student must:

13.1.1 Meet all course requirements as outlined in course documentation.

13.1.2 Return all library books, multimedia resources and other ACN resources, or pay for the replacement of same.

13.1.3 Have paid in full all course fees as required.

13.2 Notification of results:

13.2.1 Results will be available to students at the completion of the course where applicable.

13.2.2 For courses leading to registration or enrolment as a nurse with the relevant registering authority a recommendation will be made to the Executive manager education. A report/letter will be forwarded to the appropriate registering authority. Participants will receive a letter indicating completion of the course and recommendation to the registering authority.

13.2.3 Processing of student results can take 4 – 8 weeks from the completion of the course.

13.3 Testamurs and transcripts:

13.3.1 Transcripts and Testamurs will be issued after the completion of the course. Official Transcripts for all award courses will have the ACN Seal affixed.

13.3.2 Replacements can only be issued upon receipt of a written request, and a statutory declaration stating that the student has lost or is not in possession of the document. A fee applies for the issue of the replacement documents. The replacement is not issued until the fee has been paid. Applications and enquiries should be made to Manager Customer Services.

13.4 Transition and Teach Out Arrangements

This is required when an accredited course has expired and is no longer being taught, or in RTO programs where the training package (TP) or unit of competence (UOC) has major changes. In both instances the major aim is to ensure students are not disadvantaged.

13.4.1 Transition

13.4.1.1 Expired accredited programs: On expiry of the planned program of study, enrolled students may be transitioned into the next available accredited program. If there are major differences to the newly accredited program then ‘teach out’ conditions must be considered.

13.4.1.2 For RTO programs – when training package or UOC changes occur ‘prior’ to course commencement, enrolled students should be transitioned into the most current accredited course or credential prior to commencing a course of study. Where changes occur ‘during’ the program of study, students will continue in the commenced course and ‘teach out’ conditions applied. However relevant changes must be made to the program within 12 months.
13.4.1.3 Where changes occur to a course or subject during a teaching period, students may be offered additional gap training to meet the new credential / course requirements. A fee will apply to this additional training.

13.4.2 Teach Out

13.4.2.1 In accredited courses, ‘teach-out’ arrangements will vary depending on the length of the program (based on full time study):
- Programs of 12 months or less: Length of program after expiry + ½ the length of the program;
- Programs of 18 months: Length of program plus the length of program from beginning of 5th year of accreditation;

13.4.2.2 For RTO programs - ‘teach out’ can only be used if it is determined that the Student would genuinely be disadvantaged in transferring to the new program according to the above transition conditions. A further period to teach-out the student in their existing qualification is allowed; however the RTO (ACN) must retain evidence to prove how the student would have experienced genuine disadvantage if not transitioned earlier.

14. Plagiarism

Academic integrity is an essential component of teaching, learning and research. The ideas and work of others must be acknowledged rather than claimed as one’s own work.

Plagiarism occurs when a student or someone uses resources without proper acknowledgement, citation or documentation. When a case of plagiarism occurs, the tutor/marker will notify the subject coordinator who will present that case at SMSC for determination of plagiarism.

14.1 A charge of plagiarism can be established where a student:

14.1.1 Copies or attempts to copy the work of other persons and submits it as their own (this includes online and hard copy).
14.1.2 Presents the ideas/thoughts of another author(s) as their own by paraphrasing or summarising without acknowledging the source.
14.1.3 Copies segments of a book, article, or any other media resource including the internet and/or non-written material and presents it as their own as evidenced by:
   - the use of direct quotes, paragraphs and sentences, or parts thereof, without the use of quotation marks or other appropriate forms of acknowledgement plus appropriate acknowledgement in the reference list in accordance with ACN referencing style; and/or
   - the changing of another writer’s words and/or sentences to a different sequence without appropriate acknowledgement within the body of the assessment item in accordance with ACN referencing style (for example, quotation marks and in text referencing).
14.1.4 Colludes with another person or persons to produce work which is then presented as work completed independently by the student.
14.1.5 Presents work previously submitted in the same course or as a requirement of another program of study.

14.2 When submitting items of work all students are required to fully reference all sources of information/resources, using ACN referencing style, as published in the ACN Writing and Referencing shell.

14.3 Students must provide photo proof of identification when presenting to examinations and clinical assessments to eliminate the possibility of substitution by another person.

14.4 Student submissions will be processed through anti-plagiarism software. If there are issues resulting from this the student will be informed.

14.5 All suspected cases of plagiarism or cheating or academic misconduct will be reported to the SMSC for a decision regarding the student’s ability to progress.
14.6 In the case where a claim of plagiarism/cheating is determined, the student will receive a fail/not yet competent grade for the course and will be excluded from further study with ACN for a period of one year.

15. Research
ACN has a responsibility to ensure the safety of all those associated with research. Students enrolled in a course that includes the development of a research proposal and/or the conduct of research must comply with the standards that are summarised in ACN’s Conduct of Research Policy. It is also essential that the design of the project takes account of any relevant ethical guidelines.

15.1 Research must comply with established guidelines such as the National Statement on Ethical Conduct in Human Research (2007) Australian code for the responsible conduct of research (NHMRC 2007); The National statement on ethical conduct in human research (NHMRC 2007) Values and ethics: Guidelines for ethical conduct in Aboriginal and Torres Strait Islander health research (NHMRC 2003).

15.2 Ethics Approval:
In general, formal ethical approval by a registered Human Research Ethics Committee (HREC) is not usually required for student projects unless there is possibility of harm (physical, psychological, financial, political or social) to the human participants or vulnerable groups. Under normal circumstances, formal HREC review would not be required if the research:

- Is anonymous or confidential, for example, surveys using anonymous questionnaires;
- Constitutes subject matter being investigated that is a matter of public record or;
- Is for normal assessment, evaluation or quality purposes and is unlikely to be published or used (‘secondary purpose’) outside the institution or organisation.

15.2.1 Where ethics approval is required, the student must:

- Provide evidence that their proposal has been approved by a HREC registered with the NHMRC before commencing the project.
- Provide a copy of the National Ethics Application Form (NEAF) together with the HREC approval granted by the relevant organisation to the CEO of ACN.
- Seek written permission from the CEO to use the name of ACN (or any of its officers) prior to the proposal being submitted to another institution.
- Ensure the confidentiality of all information and not use this information for their personal advantage or that of a third party.

15.3 Students from other institutions who wish to conduct research with staff or students of ACN must provide a copy of their proposal and evidence that the project has been approved by a registered HREC at their own institution (if applicable). Approval to conduct the research must be sought in writing from the CEO who if approved will enter into a formal agreement with the student for the purposes of the research.

REFERENCES
National Health and Medical Research Council 2003, Values and ethics: Guidelines for ethical conduct in Aboriginal and Torres Strait Islander health research, Commonwealth of Australia, Canberra.

National Health and Medical Research Council, Australian Research Council and Universities Australia 2007, Australian code for the responsible conduct of research, Commonwealth of Australia, Canberra.

National Health and Medical Research Council, Australian Research Council and Australian Vice-Chancellors’ Committee 2007, National statement on ethical conduct in human research, Commonwealth of Australia, Canberra.

Australian Nursing and Midwifery Council (ANMAC) 2013, Transition and Teachout Arrangements on Expiry of Accreditation Period, ANMAC.
RELATED POLICIES AND PROCEDURES
A.1. ___ Code of Conduct
A.2 ___ Confidentiality
B.1. ___ Copyright
B.1.1 ___ Intellectual Property
B.1.1.1 ___ Intellectual Property and Copyright Compliance Framework
B.1.4 ___ Conduct of Research at ACN
B.1.2 ___ Customer Service
B.1.2.1 ___ Feedback from members, students and visitors
C.4.3 ___ Cancellations and Refunds
E.1.1 ___ Academic Governance
E.1.1.1 ___ Teaching and Learning
E.1.1.2 ___ Assessment and Grading
E.1.1.3 ___ Education Evaluation
E.1.2 ___ Endorsement of Courses
E.1.4 ___ Student Administration
E.1.5 ___ Student and Course Databases
E.1.6 ___ Student Clinical Placements
E.3.1 ___ Marking Rubric - Literature Review
E.3.2 ___ Marking Rubric - Essay
E.3.3 ___ Marking Rubric - Short Essay
E.3.4 ___ Marking Rubric - Learning Contract
E.3.5 ___ Marking Rubric - Case Analysis
E.3.6 ___ Marking Rubric - Reflective Essay
E.3.7 ___ Marking Rubric - Online Discussions
E.3.8 ___ Marking Rubric - Evidence Based Clinical Practice Guideline

NSW Health Application Information and Timeline

RELATED FORMS
B.1.000 ___ EM & CEO Sign Off Sheet
GEN006 ___ Copyright Agreements
GEN007 ___ Tape Recorded Interview Copyright Agreement
GEN009 ___ Teaching Materials Auditing Checklist
GEN011 ___ Feedback Form
LIB005 ___ Student/Staff Library Clearance
ED013 ___ Student Management Form
ED014 ___ Course Master File Contents List
ED015 ___ Entry Practice Internationally Qualified Nurses RTR
ED016 ___ BCN Practicum enrol
ED017 ___ CECS enrol
ED018 ___ Cert IV TAE enrol
ED019 ___ CPD RN EN enrol
ED020 ___ DE RN EN enrol
ED021 ___ Diploma nursing enrol
ED022 ___ EN NSW Health enrol
ED023 ___ EN Privately funded enrol
ED024 ___ EN SSP scholarship funded enrol
ED025 ___ GC Fee payer enrol
ED026 ___ GC NSW Health enrol
ED027 ___ Refresher Pathway enrol
ED031 ___ Student Deferral or Withdrawal Request
ED033 ___ Clinical Placement Information Disclosure
ED034 RTO Enrolment Form
ED037 Sessional Lecture Booking Form
ED042 Extension for Assessment Submission
ED044 Removal of Student from Clinical Placement
ED045 Student at Risk
ED046 Credit Transfer & RPL Package
ED047 Student Progress Record
E.3.10 Literature review feedback
E.3.11 Essay feedback
E.3.12 Short essay feedback
E.3.13 Learning contract feedback
E.3.14 Case analysis feedback
E.3.15 Reflective essay feedback
E.3.16 Online discussion feedback
E.3.17 Quality Marking Audit
E.3.18 Quality Marking Feedback

<table>
<thead>
<tr>
<th>Responsibility for Review</th>
<th>Education Management Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ratification</td>
<td>Executive Leadership Team</td>
</tr>
<tr>
<td>Date of Issue</td>
<td>January 2012</td>
</tr>
<tr>
<td>Date Last Reviewed</td>
<td>November 2015</td>
</tr>
<tr>
<td>Date Next Review Due</td>
<td></td>
</tr>
</tbody>
</table>