



# Australian College of Nursing

## POLICY AND PROCEDURE

<b>Code and Number</b>	<b>E.1.3</b>
<b>Title of Document</b>	<b>Student Management</b>

### 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 2017**.

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.

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## DEFINITIONS

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

**ANMAC:** means Australian Nursing & Midwifery Accreditation Council.

**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 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 in which they are enrolled without academic or financial penalty. This occurs after the commencement of a program of study, approximately 20% of the course/ term total. Please refer to ACN's website for exact dates. Immunisation, PEC and other non-award courses do not have a census date.

**Course:** whole programmes of study such as Graduate Certificate, Advanced Diploma, and Certificate Courses such as Immunisation and Principles of Emergency Care 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:** once a student has accepted an offer to commence a course, the students may defer commencement of a course from one initial intake to another. The request for deferment must be made prior to census date. Immunisation students are allowed to defer to another course in the first ten days. The student's place in a course is held for a nominated length of time.

**Extended timeline:** if a student cannot meet the required timelines for a course, after census, and can show evidence of extenuating circumstances, an extended timeline can be granted by the student management subcommittee. The parameters of the extended timeline will be negotiated on a case by case basis with the course coordinator.

**Extenuating circumstances for extended timeline:** 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. (e.g. on-campus attendance, clinical placement)
- Completing the assessment items within the stipulated timeframe.
- Sit the required examination.

Examples of extenuating circumstances may include:

- *A significant 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.
  - A family member or close friend dies and the effect precludes the student from completing or continuing with their study.
  - The student's financial circumstances change unexpectedly, which has a significant impact on the student completing or continuing with their study.
- *Employment-related reasons*
  - The student's prerequisite employment changes and they are no longer working in a speciality area to continue or complete their study.
  - 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.

**Fail:** A fail grade is awarded when the student has attempted but not met all of the course requirements.

**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.

**Leave of absence:** Pre census: Formal adjournment of study from normal student progression prior to census date following commencement of the course, i.e. one or more units of study have been completed.

**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:

- Failure to successfully achieve a satisfactory grade and submit the necessary assessment items for the course.
- Failure to achieve a satisfactory pass grade in a course.
- Failure to complete a compulsory requirement of the course such as on-campus assessment or clinical practicum.
- Two failed attempts to complete a course.
- Unsatisfactory attendance online and on campus.
- 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.

Withdraw fail grade- is written on academic transcripts if a student does not complete all essential elements of a course

Withdraw grade – is written on academic transcripts if a student asks to withdraw from a course after census

## **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 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 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 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 coordinator during any clinical component of the course.
  - 1.13.3 Feedback on and following each assessment item within two weeks (10 working days) of submission.

## **2. The Student's responsibilities**

ACN acknowledges and values the previous educational and clinical experience of students. Course coordinators 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 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 coordinator and/or tutor.
- 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.
- 2.11 Provide ACN with personal email account details and ensure that the email account is monitored weekly whilst they remain enrolled in a course

## **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 in all modes of communication.
  - 3.1.9 Abide by Library lending rules and conditions including timely return or renewal of borrowed items.
  - 3.1.10 If on clinical placement comply with the uniform, immunisation and vaccination requirements as stipulated in the clinical placement policy.
  - 3.1.11 Be familiar with the expectations of conduct whilst on clinical placement refer to the clinical placement policy E.1.6

- 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. In this regard, course coordinators at ACN are able to assist with personal support in the form of:*

- *Offering extended timelines.*
- *Advising on deferral from program of study prior to census.*
- *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 Course Coordinator if there are any issues with any part of their study.

#### 4.1 Identification of student 'at risk': (Please see definitions)

The 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 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.

5.3 Applications may be made up to the final enrolment date published on the ACN website.

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

5.5 Students seeking special consideration will make a written request to the Executive Director Education (EDE). The EDE will then consider the request or table at the next Education Management Committee (EMC) meeting

Students who have a clinical placement component within their course must submit all compliance documentation prior to being enrolled into the course. If the documents are absent upon application the course coordinator will contact the student to ensure that all documentation requirements are understood. Students have to be deemed as compliant prior to enrolment into the course.

5.6 Students with special needs:

5.6.1 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.

5.6.2 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.

5.6.3 Students requesting special needs support must apply in writing to the EDE

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 For courses where Fee Help is not an option 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, course brochures and on the ACN website. This includes recommencement fees and 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:
  - 6.4.1 ACN reserves the right to cancel a course or program prior to commencement due to low enrolments or other circumstances which have made it unavailable. In this instance a full refund will be offered.
  - 6.4.2 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.
  - 6.4.3 Intention of withdrawal from all courses prior to census must be notified in writing via email to the course coordinator or customer services. Timeframes are published in relevant on ACN's Website, on the learning management system and also are available from ACN's Customer Services Centre.
  - 6.4.4 ACN will not provide a refund past Census Date for courses with a Census Date.
  - 6.4.5 All ACN courses incur a non-refundable administrative fee as published in ACN's Schedule of Fees and available on the ACN Website.
  - 6.4.6 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.
  - 6.4.7 Students withdrawing from a course after census are not eligible for a refund. In extenuating circumstances students may apply in writing to the EDE for a refund of course fees.
  - 6.4.8 Refunds are applicable for deferred students prior to census date.

## **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.

Students applying for entry into the EPIQ or RTR (bridging and re-entry) program are not eligible for any advanced standing, credit transfer or recognition of prior learning. Students must, according to ANMAC accreditation standards, complete all course requirements including the mandated minimum hours of workplace experience.

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 of the outcome of their application via email.
  - 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 course was from an appropriately accredited organisation.
  - 7.2.2 There is similarity in learning outcomes. All learning outcomes for ACNs courses are available on the website
  - 7.2.3 The course studied was at the appropriate/equivalent level. For example: Vocational Qualification Framework (VQF).
  - 7.2.4 The content of the course is congruent.
  - 7.2.5 The workload of the course must be at least equal to ACNs course.
  - 7.2.6 The applicant must demonstrate they have successfully passed the course.
- 7.3 As a general rule, applicants may apply for up to 50% credit into a graduate certificate course:
  - 7.3.1 Where an applicant wishes to apply for more than 50% credit into a graduate certificate course they must apply in writing to EDE.

## **8. Course requirements**

- 8.1 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.
  - 8.1.1 All ACN courses must be completed within the specified timeframe unless there are extenuating circumstances approved by the SMSC.
  - 8.1.2 Graduate certificate courses must be completed within three years of original course commencement date.
  - 8.1.3 Nurses referred by a registering authority for enrolment into an Entry Program 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.
  - 8.1.4 In the event the student does not complete the course requirements an academic outcome will be determined by SMSC.
  - 8.1.5 Where an assessment item has a due date specified in course documentation the item is to be uploaded by the student only to ACN's learning management system.
- 8.2 Students must maintain registration or enrolment with the appropriate registering authority for the duration of the course.
- 8.3 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.

- 8.3.1 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.
- 8.4 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.
  - 8.4.1 Students must attend at least 90% of the on-campus/classroom/online and/or clinical hours for the course.

## 9. Assessment items

- 9.1 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 course co-ordinator.

  - 9.1.1 Requests for extensions will be considered on an individual basis.
  - 9.1.2 Requests for extensions will be made to the course co-ordinator.
  - 9.1.3 Requests to the course co-ordinator must be made by email or CNnect message at least 48 hours prior to the due date.
  - 9.1.4 Evidence of extenuating circumstances must be provided for extensions greater than 2 days beyond the assignment due date.
  - 9.1.5 It is the students' responsibility to keep an electronic copy of all assessment items.
  - 9.1.6 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.
- 9.2 Late submission of assessment item(s):
  - 9.2.1 Late submissions will incur a penalty.
  - 9.2.2 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.
- 9.3 Assessment Grading:
 

Where applicable all assessments will be graded within a 2-week period from assessment due date. It is the student's responsibility to review all feedback provided by the marker.
- 9.4 Unsuccessful assessment item(s):
 

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

  - 9.4.1 Met the assessment criteria.
  - 9.4.2 Submitted an assessment item more than 5 days late.
- 9.5 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:

  - 9.5.1 Be limited according to course requirements.
  - 9.5.2 Be considered on a case by case basis by the course coordinator.

- 9.5.3 Only be awarded a pass grade as a maximum. For Graduate Certificate subjects a maximum grade of 50% can be awarded for a resubmission.
- 9.6 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 via the learning management platform.  
Grounds for granting a review of a grade or a remark include:
- 9.6.1 The assessment requirements in the course were unreasonably or prejudicially applied to the student.
- 9.6.2 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 course coordinator in consultation with the relevant manager of education.

Students should be advised that:

- 9.6.3 The assessment will be marked by an independent marker who may be internally employed or externally contracted by ACN
- 9.6.4 The revised grade or mark will be the final grade or mark.
- 9.6.5 This may mean that the student will actually receive a lesser grade/mark than originally awarded.

## 10. Student progression

- 10.1 Where normal student progression does not occur the *SMSC* will determine the student's eligibility to continue the course in the following instances:
- 10.1.1 Where a student requests a deferral or leave of absence from a course.
- 10.1.2 Where a substantiated claim of plagiarism/cheating has been brought.
- 10.1.3 Where a student has been identified as a student-at-risk.
- 10.1.4 Where a student breaches the student code of conduct.
- 10.1.5 Where a student during a clinical component is deemed by the clinical facilitator or the clinical facility to be unsatisfactory and/or unsafe.
- 10.1.6 Where a student has not submitted any assessment items or completed any course work.
- 10.2 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:
- 10.2.1 Inform the student in writing of the *SMSC*'s decision.
- 10.2.2 Notify the relevant registering authority in the case of students undertaking an EPIQ/RTR Program.
- 10.2.3 Notify any appropriate person if the course is being offered under contract.
- 10.2.4 Consider granting the student the opportunity to continue with the remaining courses and/or repeat the failed course at their own cost, when it is next available (unless it is a prerequisite). Alternative courses may be offered if available and it is a core component of a course.
- 10.2.5 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.
- 10.3 Withdrawal from a course (post census) requested by a student:
- 10.3.1 Students requesting withdrawal from a course are counselled about their options by the course co-ordinator.

- 10.3.2 Where a student intends to withdraw from a course for personal reasons, they must apply in writing (email is acceptable) to the course co-ordinator. Supporting evidence such as medical certificate/letters must accompany the application.
- 10.3.3 The course coordinator will present the request to SMSC for a determination. The student and tutor will be notified (in writing) of the outcome from their request.
- 10.4 Extended timelines can be negotiated for students who are able to show evidence of extenuating circumstances upon review of supporting documents
  - 10.4.1. All requests for extended timeline will be referred to the SMSC for determination.
  - 10.4.2. If a request is granted the student will be notified of the outcome (in writing) and the new study timeline will be outlined. Leave of absence for a course is available for students prior to the census date.
  - 10.4.3 Leave of absence may 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 course co-ordinator for further clarification.
  - 10.4.4 Deferment for courses 046, 296 and 297 will be granted to a maximum of 6 months from the request date. A student may defer 2 times only.

## **11 Academic Appeal**

- 11.1 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
- 11.2 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:
  - 11.2.1 ACN procedures were not followed and resulted in an unfair decision.
  - 11.2.2. Relevant extenuating circumstances were not considered at the time of making the decision or not available to the SMSC to make a decision.
  - 11.2.3. The penalty imposed was considered excessive or inappropriate, taking into account all the circumstances of the case.

The appeal must be made within 20 working days of the date on the letter of the original decision by the relevant committee.
- 11.3 Academic Appeal may not proceed if:
  - 11.3.1 The appeal is lodged outside the time stipulated in the above point.
  - 11.3.2 There are no reasonable grounds for the appeal.
  - 11.3.3 No new or different grounds are stated for the appeal other than those previously considered by the original Committee.
  - 11.3.4 The student has not advised ACN of changes to contact details, whereby any correspondence has not been received.
- 11.4 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 EDE for determination.
- 11.5 The EDE 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 EMC. The student will be notified in writing of the outcome. Students may be asked to meet with the EDE or present to EMC prior to a decision being made.
- 11.6 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 EDE.
- 11.7 Where no satisfaction is obtained through 11.5, or where the student disagrees with the decision of the EMC, the student may direct their academic grievance, in writing, to the manager Customer Services as outlined in the Student Grievance Handling Policy E.1.13

- 11.8. Students who have a general complaint not related to Academic appeal have several avenues that can be followed.
- Discuss the matter with their 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.

## **12. Completion of a course**

- 12.1 To complete any course the student must:
- 12.1.1 Meet all course requirements as outlined in course documentation.
- 12.1.2 Return all library books, multimedia resources and other ACN resources, or pay for the replacement of same.
- 12.1.3 Have paid in full all course fees as required.
- 12.2 Notification of results:
- 12.2.1 Results will be available to students at the completion of the course where applicable.
- 12.2.2 For courses leading to registration or enrolment as a nurse with the relevant registering authority a recommendation will be made to the EDE. 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.
- 12.2.3 Processing of student results can take 4 – 8 weeks from the completion of the course.
- 12.3 Testamurs and transcripts:
- 12.3.1 Transcripts and Testamurs will be issued after the completion of the course. Official Transcripts for all award courses will have the ACN Seal affixed.
- 12.3.2 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.
- 12.4 **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.
- 12.4.1 Transition**
- 12.4.1.1 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.
- 12.4.1.2 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.
- 12.4.1.3 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.

### 12.4.2 Teach Out

- 12.4.2.1 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;
- 12.4.2.2 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.

## 13. 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 marker will notify the course coordinator who will present that case at SMSC for determination of plagiarism.

- 13.1 A charge of plagiarism can be established where a student:
- 13.1.1 Copies or attempts to copy the work of other persons and submits it as their own (this includes online and hard copy).
- 13.1.2 Presents the ideas/thoughts of another author(s) as their own by paraphrasing or summarising without acknowledging the source.
- 13.1.3 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).
- 13.1.4 Colludes with another person or persons to produce work which is then presented as work completed independently by the student.
- 13.1.5 Presents work previously submitted in the same course or as a requirement of another program of study. It is the student's responsibility to ask for RPL if they are repeating the same course and have already successfully completed an assessment item.
- 13.2 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 Student Support Centre*.
- 13.3 Students must provide photo proof of identification when presenting to examinations and clinical assessments to eliminate the possibility of substitution by another person.
- 13.4 Student submissions will be processed through an originality software. If there are issues resulting from this the student will be informed.
- 13.5 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. ACN consider

each case of presumed plagiarism individually and has a staged management approach which is outlined in appendix four.

- 13.6 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.

#### **14. Management of complaints**

ACN is committed to reviewing complaints in accordance in with its complaints management policy.

Should you have a concern in the first instance please speak with your course coordinator or clinical facilitator.

The next step should your concern not be addressed is to speak with the manager of education business operations.

#### **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.

- 14.1 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).

14.2 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.

14.2.1 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.

- 14.3 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.

Australian Skills Quality Authority (ASQA) 2014, *General direction: Transition and teach-out*, ASQA.

## APPENDICES

[Appendix One - Academic Appeals Process](#)

[Appendix Two - Review of Grade](#)

[Appendix Three - Student Fails to Meet Elements of the Course or Unit of Study](#)

[Appendix Four - Plagiarism Policy for students](#)

## RELATED POLICIES AND PROCEDURES

[A.1. Code of Conduct](#)

[A.2 Confidentiality](#)

[B.1.1 Copyright](#)

[B.1.1.1 Intellectual Property](#)

[B.1.1.2 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](#)

[ED014](#) [Course Master File Contents List](#)

[ED044](#) [Removal of Student from Clinical Placement](#)

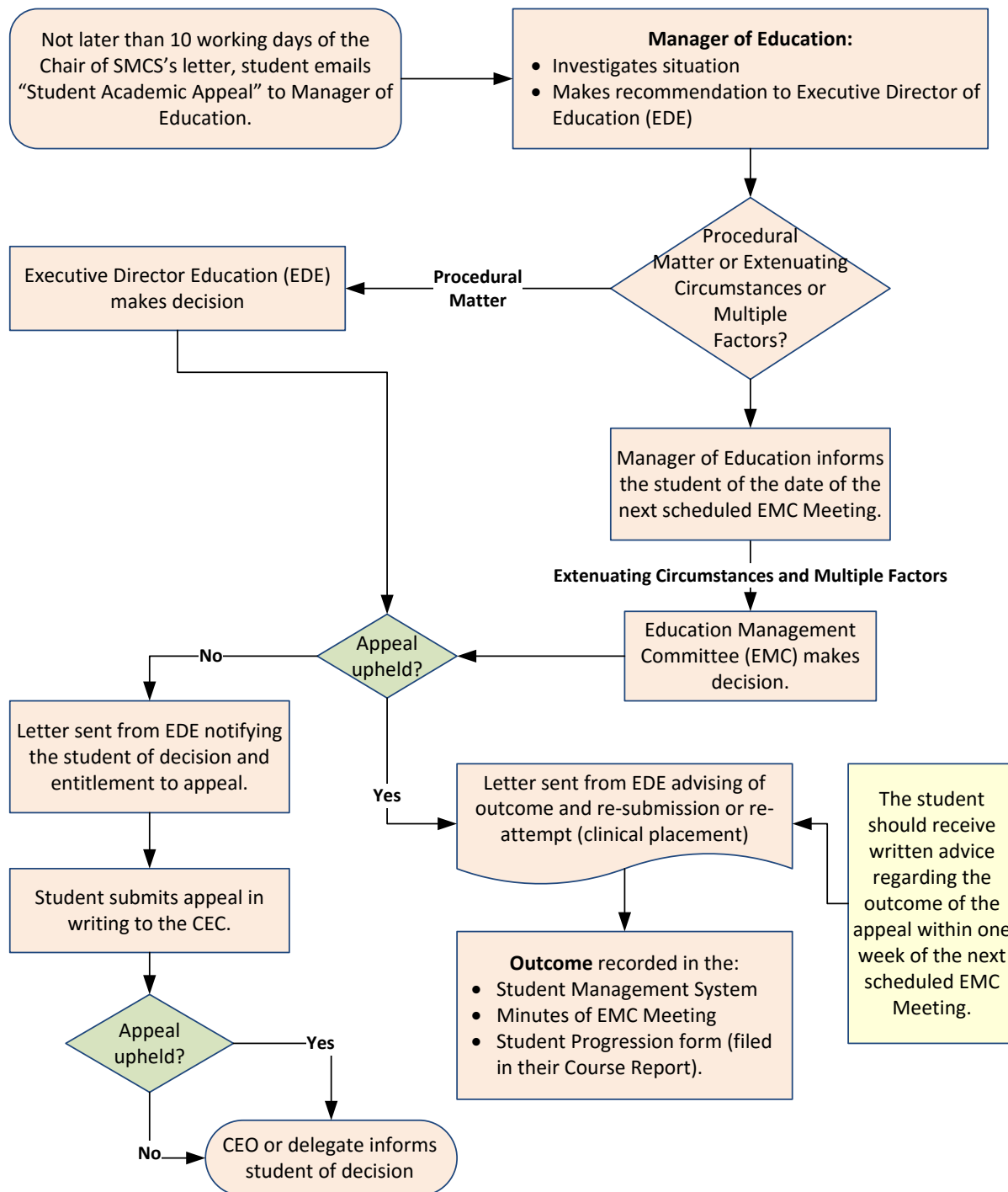
[ED045](#) [Student at Risk](#)

[ED046](#) [Credit Transfer & RPL Package](#)

<b>Responsibility for Review</b>	Education Management Committee
<b>Ratification</b>	Executive Leadership Team
<b>Date of Issue</b>	January 2012
<b>Date Last Reviewed</b>	August 2018
<b>Date Next Review Due</b>	August 2020 or as required

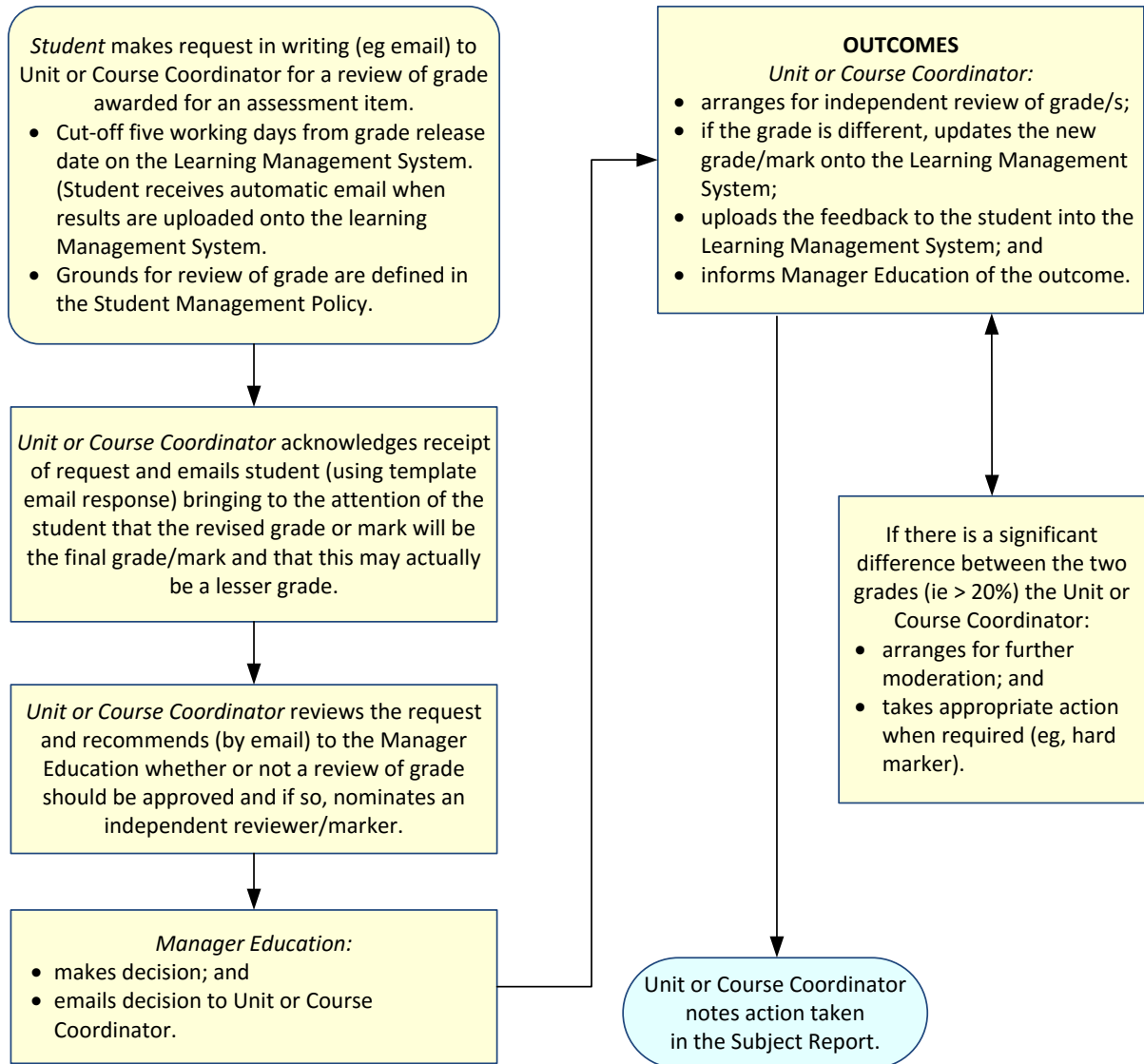
**ACADEMIC APPEALS PROCESS**

Reference: Student Management Policy



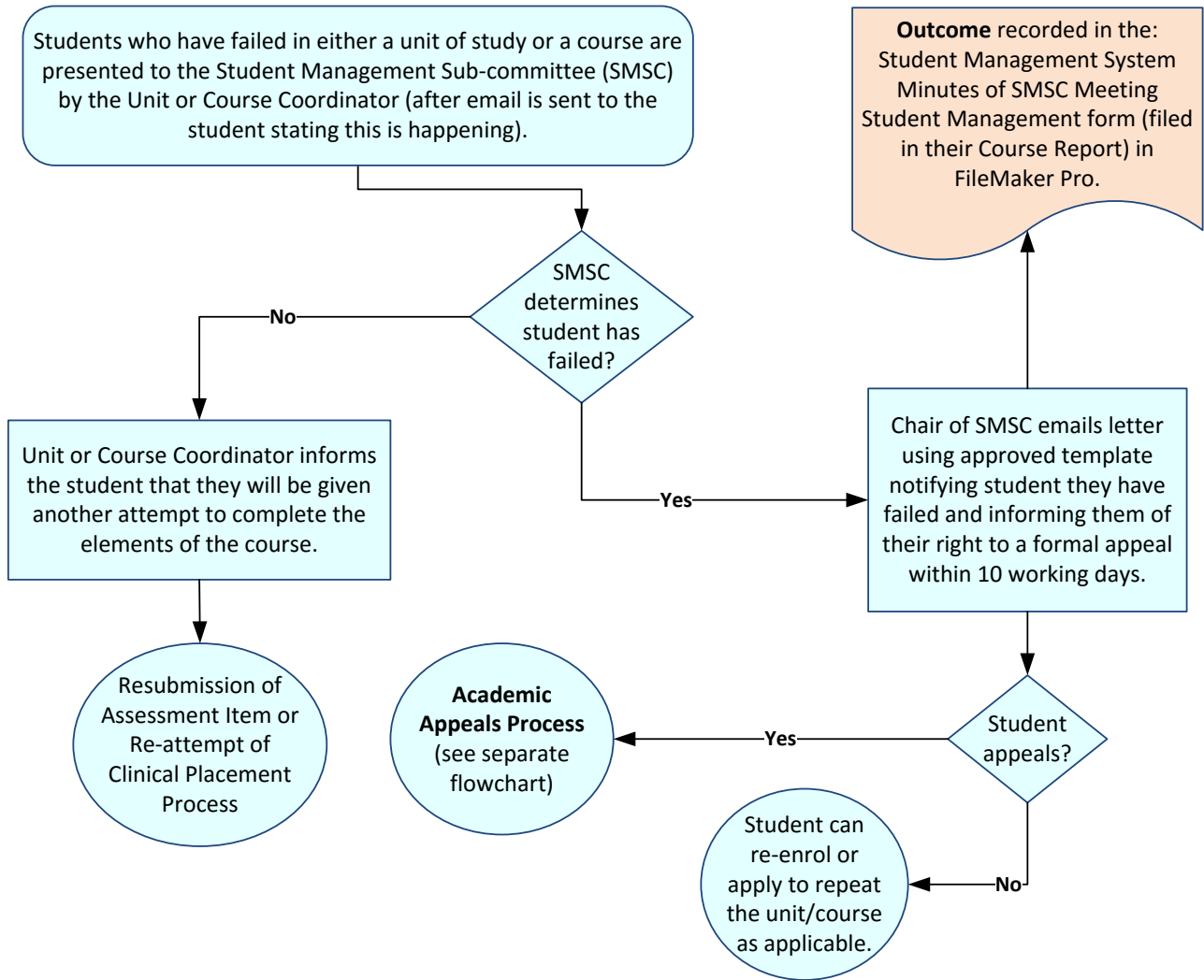
**REVIEW OF GRADE**

**Reference:** Student Management System  
FileMaker Pro



**STUDENT FAILS TO MEET ELEMENTS OF THE COURSE OR UNIT OF STUDY**

Reference: Student Management Policy (e.g. for Plagiarism, Extended Absences etc.)  
Student Management System = FileMaker Pro  
Student Management Form  
Student Contract/Student at Risk Letter



## Academic Integrity at Australian College of Nursing Plagiarism Policy for students

### Introduction

The purpose of this document is a guide for staff and students for the management of plagiarism. This document will work in conjunction with the Australian College of Nursing, Student Management Policy E.1.3.

### Academic integrity

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

Plagiarism occurs when a student or someone uses resources without proper acknowledgement, citation or documentation.

### Definitions of plagiarism

Australian College of Nursing views plagiarism as (but not limited to):

**Copying** - Copies or attempts to copy the work of other persons and submits it as their own.

**Inappropriate paraphrasing** - Presents the ideas/thoughts of another author(s) as their own by paraphrasing or summarising without acknowledging the source.

**Collusion** - Colludes with another person or persons to produce work which is then presented as work completed independently by the student.

**Inappropriate citation** - 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.

**Self-plagiarism** - Presents work previously submitted in the same subject, course or as a requirement of another program of study. There may be some negotiation with the course coordinator with the possible granting of recognition of prior learning (RPL).

**Contract cheating** – Purchasing essays or other work from someone or from a website with the intention to deceive.

**Infringement of copyright** - Downloading information, text, computer code, artwork, graphics or other material from the internet and presenting it as one's own without acknowledgment.

### Turnitin

As a higher education provider we must have in place mechanisms for detecting and managing plagiarism and academic misconduct.

ACN uses Turnitin originality checking software for the purpose of vetting assignments submitted by students against original material found in a repository of previous student papers, journal articles, websites and other resources.

In agreeing to (opt-in) Turnitin terms and conditions, you are agreeing to your assignment being added to the Turnitin repository.

If you do not agree (opt-out) with the terms and conditions, you must contact your unit coordinator to discuss your options.

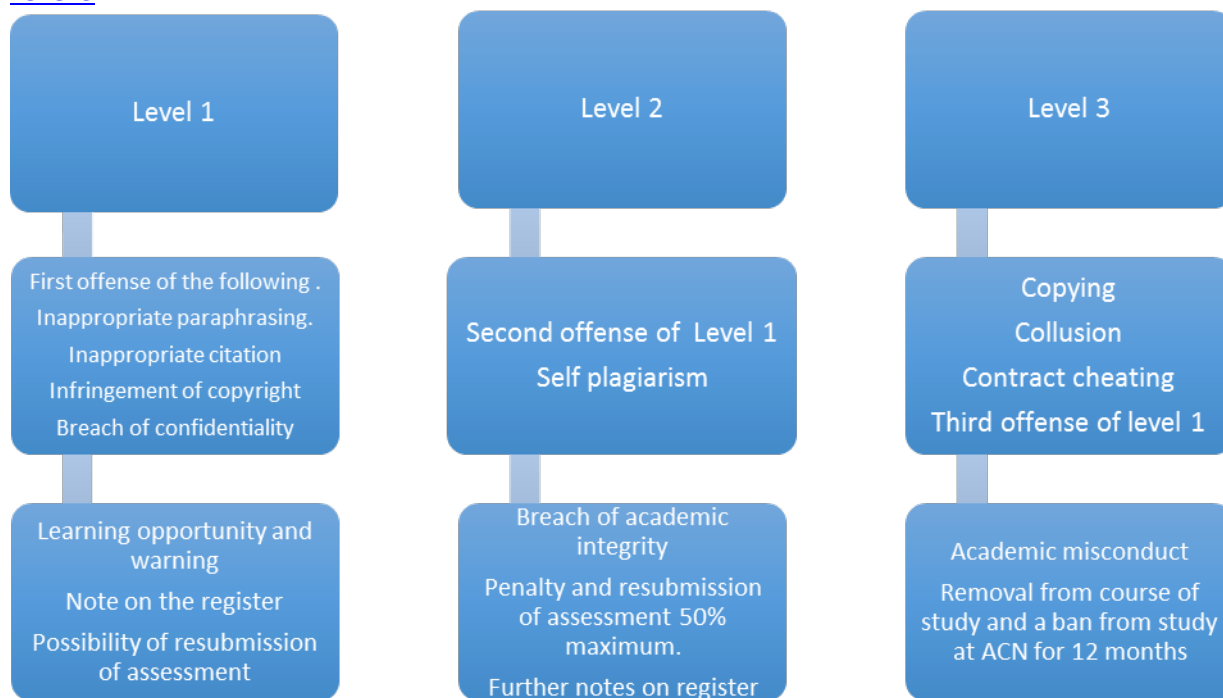
## Levels of plagiarism

ACN has a staged management approach to plagiarism and defined it as 3 levels:

### [Level 1](#)

### [Level 2](#)

### [Level 3](#)



### Level 1

ACN recognises that sometimes students are unfamiliar with academic writing. This can be evident in poor paraphrasing, incorrect citation and inappropriate referencing skills. If you are a new student to ACN, then this is seen as 'Level 1'

Level 1 is not considered a breach of academic integrity but is **not** tolerated at ACN.

If this is the first instance where examples of inappropriate citation and paraphrasing or breaches of copyright and confidentiality are found within your work you will be given appropriate feedback and may be required to resubmit your work. As per the student management policy 50% maximum can be awarded for a resubmission.

Failing to correct and resubmit your work will result in a Fail grade of 0% for that assessment and you may be failed from the unit of study or course.

You may also be requested to complete the referencing and paraphrasing sections and quizzes within the student support centre prior to any future submissions.

You may also be deemed as a student at risk by your unit/ course coordinator.

Your offence will be recorded on the academic integrity register

### Level 2

If inappropriate examples listed under level 1 are found within subsequent assessment submissions', you may be accused of more severe plagiarism. Self-plagiarism is a level 2 offence.

Level 2 is considered to be a breach of academic integrity.

This will attract academic penalties and you will be asked to resubmit your work. As per the student management policy 50% maximum can be awarded for a resubmission.

You will be deemed as a student at risk and will be asked to sign a learning contract which will be written by your tutor or unit/ course coordinator.

Further notes will be added to the academic integrity register

### **Level 3**

This is the most serious breach of academic integrity. This is deemed as MISCONDUCT.

If it is deemed that you have deliberately intended to defraud ACN by, directly copying, contract copying or colluding with another student, any material that you present as your own, you may be accused of Level 3 plagiarism

This will result in an automatic Fail grade for the course. You will subsequently be unable to enrol into any course of study at ACN for 12 months.

### **Appeal**

Please see the ACN Student management policy E.1.3, [Section 11 – Academic appeal](#)