

## Overview

### Students' rights

Students at the John Henry Institute have a right to:

- learn in a safe, secure and clean environment
- be treated fairly and equitably and with respect by other students and staff
- learn in an environment free of discrimination, harassment, bullying or victimisation
- receive encouragement and support during the course of their training
- have their personal information and privacy protected
- have the results of their progress stored securely and maintained accurately
- be able to access their personal student records on request
- obtain information about assessments and the assessment process in advance of an assessment
- receive adequate comment from trainer/assessors about their performance in class and after an assessment, and about their progress in the course
- appeal any assessment decision and ask for it to be reviewed
- make a complaint by using the proper procedure and have it treated confidentially and dealt with fairly and quickly
- have the right to appeal against any decision made in relation to a complaint they make
- discuss their concerns or problems confidentially with staff

### Students' responsibilities

Students are also required to:

- be courteous and polite to, and respectful of, each other and staff
- cooperate with each other and staff
- take all steps to improve teamwork and interpersonal communication
- adhere to all health and safety requirements at all times (whether written or spoken)

- behave in an appropriate and acceptable way and not do anything that may cause anyone else offence or embarrassment (This includes not swearing or using offensive language; not using threatening or abusive language; and not harassing, bullying or victimising anyone.)
- not do anything that disrupts a class or the learning of other students
- attempt to resolve any conflicts or misunderstandings immediately they arise
- be punctual, regular and committed, and take responsibility and ownership for their own learning and their own actions
- sign any attendance register required
- maintain satisfactory course progress
- provide accurate information about themselves and promptly inform JHI of any change in their details
- pay relevant fees when they are due
- not smoke, consume alcohol or drugs on JHI premises; not enter the institute under the influence of alcohol or illegal drugs; not bring alcohol, illegal drugs or weapons to the institute
- not use mobile phones or paging devices in class or in any assessment situation
- prepare adequately for assessment, submit assessment tasks (such as assignments) by the due date, and ask for an extension of time if exceptional circumstances require it
- not engage in plagiarism or cheating of any kind
- dress suitably at all times
- not steal, damage, or misuse any JHI equipment or resources or anyone else's property