

1. Purpose

The Country Universities Centre Norfolk Island (CUCNI) is committed to fostering an environment that prioritises student success, administrative efficiency, and academic excellence within the Centre. This policy is crafted with the primary aim of establishing clear, consistent, and equitable guidelines governing all facets of student related tasks undertaken to benefit and support students.

This policy is designed to ensure that students can pursue their studies with the assurance that their rights and interests will be respected and upheld. It outlines the roles and responsibilities of all relevant stakeholders, provides a framework for resolving disputes and ensures staff focus on providing the highest service standards in all student activities.

2. Scope

This policy applies to CUCNI:

- Staff who work directly with students,
- Students,
- Practices undertaken to effectively deliver services to students.

3. Policy

A. Academic Integrity

Academic integrity refers to the ethical principles and values that govern scholarly activities and interactions within the academic community, including any work produced by students in an education setting. It encompasses a set of standards and behaviours that uphold honesty, fairness, trust, and respect in educational pursuits, such as research, writing, studying, and collaboration. Academic integrity is critical to maintaining the credibility and quality of education and research. Examples of breaching academic integrity include but are not limited to plagiarism, collusion, contract cheating, fabrication of data, falsifying evidence, and misrepresentation of another's work as one's own.

Role of Staff in Maintaining Academic Integrity

The role of staff members is significant in creating an atmosphere of academic honesty and maintaining the principles of fairness, honesty, and educational success. CUCNI staff must act as role models and guide students in their academic pursuits, promoting ethical behaviour and discouraging any form of academic dishonesty. Staff members should also lead by example, adhering to the highest standards of academic integrity themselves. They should be aware of potential violations of academic integrity and take appropriate action when needed. Staff members should ensure that all students have access to clear and accurate information about their own institution's academic integrity policies and procedures and should provide guidance to students on how to adhere to the rules and regulations. They should also monitor students' academic practices and provide feedback to promote compliance with the relevant institution's standards.



Staff members should actively promote a culture of academic integrity while supporting students. This includes encouraging students to uphold the principles of academic honesty, integrity, and responsibility. They should promote the use of proper citation and referencing practices and provide resources to help students understand and avoid plagiarism or other academic misconduct.

Use of Artificial Intelligence

The CUCNI recognises the growing role of generative artificial intelligence (AI) in education and research. While these tools offer opportunities to enhance learning and productivity, their use must align with the principles of academic integrity and comply with institutional and legislative requirements. CUC staff will:

- Promote awareness and understanding of the ethical use of AI tools among students.
- Provide resources and training to help students discern appropriate and inappropriate uses of AI in their studies.
- Encourage students to consult their educational provider's policies for clarity on AI usage in academic work.

Limits to Assistance

It is important for staff to avoid violating any academic integrity rules when assisting students. This includes but is not limited to, editing or rewriting student work, knowingly providing incorrect advice on referencing that encourages activities such as plagiarism, suggesting tools not permitted by their education provider, and/or contract cheating websites or submitting work on behalf of the student.

Reporting and Addressing Academic Misconduct

If a staff member suspects or observes any instances of academic misconduct, they have a responsibility to immediately discuss this with the student. This may be during an individual support session with the student or any other time the student is within the Centre, alone or with other students. Staff should identify the behaviour that the student has engaged in and provide advice on how the behaviour breaches academic integrity practice, as well as some potential suggestions on how to avoid such behaviours. If the student requests specific advice based on their studies, they should be referred to their educational provider.

Professional Conduct

Staff members are expected to maintain professional conduct in their interactions with students, colleagues, and other members of the university community. They should provide guidance and support in a respectful and ethical manner, treating all individuals fairly and without bias. Staff members should refrain from engaging in any activities that may compromise their professionalism or integrity. Staff are encouraged to engage in regular professional development and independent research on current academic integrity guidelines and practices.

Consequences of Violations

Staff members found to be in violation of this academic integrity policy may face disciplinary actions, in line with the Code of Conduct.

B. Exam Invigilation

The conduct of examinations is the responsibility of the Centre Manager and staff administering examinations on behalf of relevant institutions. The following procedures maintain the integrity of examinations conducted using CUCNI staff invigilation.



Before examinations: Prior to an examination, CUCNI invigilators will receive the appropriate materials via digital communication, including:

- the student(s) to sit the exam,
- the timing and conditions under which the exam is to be conducted,
- the examination paper and materials/booklets to be provided to the student, and
- any other instructions for the invigilator, including any assessment adjustments approved by the relevant educational institution.

CUCNI staff check, on receipt, that all the above has been provided, and confirm this to the relevant educational institution. CUCNI staff print a hard copy of the materials and instructions and if the exam is to take place on a later day, these are stored in a locked drawer in a locked office.

CUCNI staff book a separate room in the Centre for each student sitting the examination and check there are no materials or items in the room which may assist the student completing the examination besides those provided or allowed by the relevant educational institution. CUCNI staff ensure the desk space is clear, an ergonomic chair is in position, a clock with the current time is on the table, and any other equipment provided for in the exam instructions is set up. CUCNI staff check the bathroom also does not have any material which may be of assistance to the candidate.

Candidate requirements

- Arrive at least 15 minutes before the start of the examination
- Bring photo identification, either student ID card driver's license or similar.
- Not bring any material or devices into the examination room besides what is specified in the examination instructions and/or any assessment adjustments approved by the relevant educational institution.

In the Examination Room

Candidates should be admitted to the room about 10 minutes before the commencement of reading time for the examination (unless a time is specified by the educational provider). All materials taken into an examination room will be checked by the CUCNI invigilator. No persons other than the candidate and the invigilator are allowed in the examination room, except in the case of assessment adjustment approved by the relevant educational institution in this regard.

During the Examination

There is no procedure for a candidate to query anything on the examination. The candidate must complete the examination based upon the information contained in the examination materials. The CUCNI invigilator will ensure the candidate does not leave the examination room, and will look through the glass window every few minutes to supervise the candidate. There is to be no communication between the candidate and any other person during the examination except as provided for below.

In the event the candidate wishes to use the bathroom during the examination, the CUCNI invigilator will again check the bathroom is clear and will escort the candidate to and from the bathroom and stand outside the closed bathroom door while the student is inside. In the event of any unforeseen, unavoidable disruption during the examination, the CUCNI invigilator will determine what is appropriate, for example moving the candidate to another room, or in the case of an emergency, evacuating the Centre. Such events and the time involved will be reported by the CUCNI invigilator to the relevant educational institution.



The rules of the relevant education provider for student conduct in examinations are to be strictly applied and infringements reported immediately. Should any irregular practice be suspected, the invigilator will take possession of any notes or material after the examination and report the incident to the education provider.

After the Examination

The CUCNI invigilator will collect all examination materials back from the candidate. On the same day, the CUCNI invigilator will scan any materials including examination booklets, and will complete a declaration as to the circumstances of the examination conducted. These are sent by digital communication to the relevant examination institution with a request for confirmation of receipt. The hard copies are stored in a locked drawer until such time as the relevant education institution confirms they may be destroyed, or when the candidate graduates, whichever is the earlier.

C. Student Complaints

If a student has a complaint about any aspect of their experience at CUCNI, the student should raise the issue with a CUCNI staff member in person or in writing. If the student wishes to make a complaint about the CUCNI staff member, the student should raise the issue with the Centre Manager, or if complaining about the Centre Manager, with the Chair of the Board of Directors. They should express their concerns clearly and concisely, providing any relevant details or evidence to support their complaint.

Upon receiving a complaint, the staff member involved will listen to the student's concerns and respond appropriately. They may offer a resolution or refer the student to an appropriate person for further assistance, such as the Centre Manager. If resolution cannot be reached, the complaint should be escalated to the Board Executive and a thorough investigation undertaken, and necessary action taken to address the complaint.

Student complaints will be handled confidentially and in compliance with privacy laws. CUCNI will ensure that all information about the complaint is kept confidential and only shared with those directly involved in resolving the issue. During the complaint resolution process, CUCNI will keep the student informed of the status and outcome. The student will receive the final outcome in writing.

D. Diversity, Equity and Inclusion

CUCNI is dedicated to fostering an inclusive and welcoming environment that promotes diversity, equity, and inclusion (DEI). The Centre is committed to:

- Ensuring equitable access to all programs and services, irrespective of race, gender, disability, or socioeconomic background.
- Providing resources and support tailored to the unique needs of diverse student populations, including but not limited to students with disabilities and those who are first in family.
- Encouraging an organisational culture that values respect, understanding, and collaboration across all cultural and social groups.
- Ensuring accessibility of facilities, resources, and services to accommodate the diverse needs of students, including those with disabilities or special requirements.

This commitment ensures that every student has the opportunity to thrive academically and personally in a supportive environment.



E. Student Engagement and Feedback

CUCNI recognises the importance of student engagement in shaping a positive and effective learning environment. To achieve this, the Centre will:

- Actively seek feedback from students through surveys, focus groups, and informal discussions to understand their needs and expectations.
- Regularly review and act on feedback to enhance services, facilities, and resources.
- Provide transparent communication on the outcomes of feedback initiatives, demonstrating how student input influences decisions.

Students are encouraged to participate in engagement activities, ensuring their voices are heard and valued in the continuous improvement of the Centre.

F. Student Safety and Wellbeing

The safety and wellbeing of students are paramount at CUCNI. The Centre will:

- Promote safety, wellbeing, and effective incident management.
- Maintain and regularly review emergency procedures, including evacuation plans, first aid availability, and safety drills.
- Monitor the availability and effectiveness of mental health resources and wellbeing programs aimed at supporting students' emotional and psychological health.
- Provide multiple, easily accessible channels for reporting safety concerns, ensuring swift and effective responses to issues raised.

Accessing the Centre Outside of Staffed Hours

Adult students may use the Centre outside of staffed hours but must apply caution and ensure that it is safe to enter and exit. Students should park close to the Centre entrance and ensure that it is safe to exit their vehicle before they enter the building. Staff and students are encouraged during the hours of darkness to go directly to and from their vehicle and the building without diverting to other areas when entering and exiting the centre. If a student has any concerns, the student may call the Centre Manager or if there is a security threat, call the police.

4. Resources

- LSA Best Practice Guidelines: [LSA Best Practice Guidelines](#)
- LSA Handbook: [LSA Handbook](#)