

STUDIOSITY  
**ACADEMIC INTEGRITY**  
POLICY

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# ACADEMIC INTEGRITY POLICY

## STUDIOSITY, 2024-2025

Studiosity is committed to maintaining the highest levels of academic integrity by creating, using, and sharing information in a manner that is responsible, honourable and, at all times, ethical.

Studiosity considers the upholding of academic integrity to be the responsibility of all staff within our organisation, as well as all Subject Specialists and Student Mentors.

Studiosity takes an educative approach to ensure students, Subject Specialists, Student Mentors and staff are provided with the support needed to effectively address any academic integrity issues that may be identified.

### Studiosity's Academic Integrity Policy has been developed with guidance from the following resources:

Australian Government Federal Register of Legislation. (2021). Higher Education Standards Framework (Threshold Standards) 2021. Retrieved from <https://www.teqsa.gov.au/how-we-regulate/higher-education-standards-framework-2021>.

United Nations Educational, Scientific and Cultural Organization. (2023). Guidance for generative AI in education and research. Retrieved from <https://unesdoc.unesco.org/ark:/48223/pf0000386693>.

Proofreading. (2024). in Cambridge Dictionary. Retrieved from <https://dictionary.cambridge.org/dictionary/english/proofreading>.

Tertiary Education Quality and Standards Agency. (2017). Good Practice Note: Addressing contract cheating to safeguard academic integrity. Retrieved from <https://www.teqsa.gov.au/latest-news/publications/good-practice-note-addressing-contract-cheating-safeguard-academic>.

Tertiary Education Quality and Standards Agency. (2019). Guidance note: academic integrity version 1.2. Retrieved from <https://www.teqsa.gov.au/latest-news/publications/guidance-note-academic-integrity>.

This policy was developed by the Academic Services team in discussion with the Executive Team and in consultation with Chief Academic Officer Professor Judyth Sachs, and the Studiosity Academic Advisory Board (see page 5).

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## FOREWORD FROM THE CHIEF ACADEMIC OFFICER

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From my experience, Studiosity is a company where vision, values, and outcomes are aligned. We are driven by a commitment to transforming students' lives and enhancing their life chances by building competence and confidence, through developing core academic and help-seeking skills. The company as a whole and every individual working for it is committed to the sector-wide pursuit of academic excellence founded on the highest standards of integrity.

Studiosity is in a unique position to support both students and our partner institutions in this pursuit, and with the recent and necessary emphasis on, and scrutiny of, academic integrity, we stand ready

**Studiosity is driven by a commitment to transforming students' lives and enhancing their life chances by building competence and confidence, through developing core academic and help-seeking skills.**

to provide the highest quality, ethically-sound education support. For students, the focus is on an educative approach as they strive to develop their skills and understanding of academic standards; for partners, the goal is to provide timely, relevant insights into any elements of student behaviour that might indicate a need for further action at the institution level. Furthermore, Studiosity's underlying philosophy demands that we demonstrate our unerring commitment to academic integrity through the actions of each and every member of our team, from senior management to our online Subject Specialists, to Student Peer Mentors working on the platform.

**PROFESSOR JUDYTH SACHS**

Chief Academic Officer, Studiosity



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## STUDIOSITY'S ACADEMIC ADVISORY BOARD

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### ACADEMIC GOVERNANCE

We have always sought advice and collaboration with the best minds—a drive that parallels our mission of enquiry-based learning support for all students. We continue to take guidance from and work closely with those whose passion mirrors our own.

Our Academic Advisory Board was formed to provide advice, ensure the company maintains the highest standards of academic integrity and rigour for our students and partners, and deliver feedback on innovations and service development.



First row:  
Prof Judyth Sachs - Former Deputy Vice-Chancellor, Provost Macquarie University; former Pro Vice-Chancellor Learning and Teaching at the University of Sydney  
Prof Sally Kift - Adjunct Professor at JCU, La Trobe, and QUT  
Prof John Rosenberg - Former Senior Deputy Vice-Chancellor and Vice-President (Global Relations) at La Trobe University  
Prof Chris Tisdell - Professor and Director, Scientia Education Academy, University of New South Wales  
Prof Cliff Allan - Former Vice-Chancellor, Birmingham City University  
Prof Rebecca Bunting - Vice-Chancellor, University of Bedfordshire

Second row:  
Ann Buller C.M. - President Emeritus of Centennial College  
Prof Petra Wend - Former Principal and Vice-Chancellor, Queen Margaret University  
Dr Noreen Golfman - Former Provost and Vice President Academic at Memorial University, St John's, Newfoundland  
Dr Mamdouh Shoukri - Former President and Vice-Chancellor of York University  
Dr Alan Shaver - Former President, Thompson River University; Former Vice-President and Provost, Dalhousie University



## OUR VISION AND MISSION

Studiosity was founded specifically to meet social challenges. **Today, our sole mission is still to increase life chances with access to personal—anytime, anywhere—learning support.**

There has long been a disparity in access to education resources, exacerbated by the tyranny of distance between remote, rural, regional, and urban populations; to add to this, there are crippling socio-economic barriers, even between neighbouring areas. Our model sought to overcome the limitations of a student's socio-economic or geographical circumstances by vastly improving access to high-quality help, exactly when help is needed. We connect our AI-powered learning technology (Studiosity+) and subject-area specialists—like teachers and lecturers or Student Mentors—with a student online; anytime, anywhere.

Partnerships at the institutional level have been the core of our operations since the start for several reasons: for ubiquitous access, for educator oversight and insight, to remove financial barriers to students, and to ensure social change is measured at the scale needed. We thank our education partners—universities, institutes, government, and schools in Oceania, Asia, Europe, North America, and Africa—for believing as strongly as we do in access to education support, to help us pursue this critical mission.

## THIS POLICY'S PURPOSE

- To define academic integrity in the context of the higher education industry as well as Studiosity's context;
- To outline the responsibilities of Studiosity's staff, Subject Specialists, and Student Mentors to uphold academic integrity;
- To define strategies that Studiosity employs to uphold academic integrity; and,
- To outline consequences for breaches of academic integrity.

## SCOPE AND SUPPORTING POLICIES

This policy applies to all Studiosity staff, Subject Specialists, and Student Mentors.

The Academic Integrity Policy is complemented by existing Studiosity policies including our **AI-for-Learning Policy**, which outlines the principles that underpin Studiosity's commitment to 'protecting students' personal cognitive achievement and sense of belonging, and the academic reputation of our institutional education partners'. It is further supported by other training materials, including Help, Not Answers and the Core Skills Approach (both summarised below).

### Provide Help, Not Answers

Studiosity's approach to providing learning support is based around scaffolding, empowering, and building capacity within students to enable feedforward, continual learning, and advancement.

The main role of our Subject Specialists, Student Mentors, and Studiosity+ is to facilitate learning outcomes through active dialogue and guided questioning and not to simply provide answers to questions. Our Subject Specialists and Studiosity+ provide tools, assistance, and support by establishing the student's current level of understanding, what is not known, and what is required to bridge and scaffold their knowledge gap. Students need to be actively engaged with the question during the learning session to ensure a sound educational outcome is achieved.

### Core Skills Approach

During a session, it sometimes becomes apparent that the student lacks a 'core skill' that is necessary to understand and work on the question at hand.

In these situations, the Subject Specialist, Student Mentor, or Studiosity+ identifies the core skill that is missing and discusses this with the student so that they are better placed to continue with their original question.

In this way, the problematic concept is clearly explored in general terms so that the student is able to apply their new understanding of the concept to their question and similar questions in the future.



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## DEFINITION OF ACADEMIC INTEGRITY

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The International Center for Academic Integrity (ICAC) defines academic integrity as ‘a commitment to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. More than merely abstract principles, the fundamental values serve to inform and improve ethical decision-making capacities and behavior. They enable academic communities to translate ideals into action’ (ICAC, 2021).

Similarly, Australia’s Tertiary Education Quality and Standards Agency (TEQSA) defines academic integrity as ‘the expectation that...all members of the academic community act with: honesty, trust, fairness, respect, responsibility’ (TEQSA, 2022). These fundamental values are the basis on which principles and behaviours within the scope of academic integrity are developed.

For the purpose of this document, academic integrity is the moral and ethical code of conduct related to the use, generation, and communication of information in an honourable, fair, and responsible manner.

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## RESPONSIBILITIES AND EXPECTATIONS

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### OUR SUBJECT SPECIALISTS AND QUALITY ASSURANCE SPECIALISTS

**Even the brightest minds in the world can't deliver a million quality study experiences without well designed technology and stringent accreditation, review, and quality assurance policies.**

Our Subject Specialists are highly qualified and demonstrate a strong commitment to the success of the students they interact with. Many are dedicated lifelong learners with a passion for quality education.

All Subject Specialists are subjected to rigorous screening, onboarding, and training processes prior to interacting with any students. During their tenure with Studiosity, Subject Specialists are expected to adhere to all our core policies and are monitored and managed by Quality Assurance Specialists to ensure this is always the case.

At the core of Studiosity's strict quality assurance process are these skilled Quality Assurance Specialists who develop ongoing relationships with each of our Subject Specialists, providing timely, constructive feedback to help online team members develop new skills, as well as being a friendly, consistent point of contact. Subject Specialists also have access to an extensive online library of learning resources that describe our policies and processes in detail so they are able to independently check specific requirements as needed.

### POLICY ADHERENCE

Studiosity staff and contracted Subject Specialists have an obligation to understand and uphold academic integrity by acting with honesty, fairness, respect, responsibility, and trust.

Studiosity makes every effort to create an environment that fosters the foundations of academic integrity and allows staff and Subject Specialists to fulfil their obligations by clearly documenting the responsibilities and expectations of staff and Subject Specialists in this Academic Integrity Policy.

It is the responsibility of all staff and contracted Subject Specialists to ensure that they are aware of the contents of the most current version of the Academic Integrity Policy, and that they operate within the confines of the policy at all times.

### ONBOARDING AND TRAINING STAFF

All Studiosity staff members and contracted Subject Specialists are required to complete training related to Academic Integrity during their induction. Furthermore, they are required to revisit training materials as and when they are amended or updated and when directed to do so by management.

### POLICY MAINTENANCE AND DISSEMINATION

It is the responsibility of the Academic Services team to maintain the Academic Integrity Policy and its associated training materials. Furthermore, the Academic Services team is responsible for the dissemination of notifications to staff and Subject Specialists relating to policy and training amendments and updates.



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## STRATEGIES FOR ACADEMIC INTEGRITY

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### REQUIREMENTS OF OUR SUBJECT SPECIALISTS

In all interactions with students, Studiosity aims to deliver educational experiences that are academically sound, honest, and ethical. In order to do so, our Subject Specialists and Studiosity+ services:

#### Work and function within the guidelines of our Help, Not Answers policy

Subject Specialists facilitate, through guided questioning, consolidation of current knowledge. Using our Core Skills Approach, Subject Specialists also work to scaffold learning and reduce critical gaps in knowledge.

#### Focus on encouraging active engagement from students throughout Connect Live sessions

Subject Specialists and Student Mentors aim to encourage each student's active engagement throughout Connect Live and Student Connect sessions to ensure educationally sound outcomes, with students gaining the ability to apply new knowledge learned in the session to similar problems and/or situations in the future.

#### Focus on providing useful and informative feedback to students in Writing Feedback and Studiosity+ submissions

Our approach to providing feedback is based around empowering and building capacity within students to enable continual learning and advancement. Accordingly, we require Subject Specialists to facilitate sound learning outcomes for students, and not simply to provide answers to questions or make corrections. The primary role of Writing Feedback Subject Specialists and Studiosity+ is to provide tools and assistance to students to allow them to improve their own work and develop their own skills to apply to similar questions in the future.

#### Monitor and respond to student behaviour

Subject Specialists are required to make note of potential plagiarism in students' work and requests from students for direct answers, solutions to problems, drafting of content, or the exchange of personal information. If such occasions arise:

- Connect Live Subject Specialists will advise the student of the issue, with specific messaging designed to help initiate a discussion of potential plagiarism or to clarify how the Subject Specialist can (and cannot) work with the student.

If considered necessary, the Subject Specialist will flag the session for Academic Early Intervention review so that the partner institution may follow up if deemed appropriate.

- Subject Specialists are required to report instances where a student has sought to exchange email addresses as this has implications for both inappropriate sharing of personal information and potential collusion.
- Writing Feedback Subject Specialists will provide feedback on the significance of plagiarism and the importance of crediting sources in writing. They will also direct students to their educational institutions referencing resources and/or student support services.

If potential plagiarism is deemed to be extensive, the submission is cancelled and the student is invited to resubmit their document when it is primarily in their own words. Information is also provided on the importance of referencing and acknowledging sources.

### REQUIREMENTS OF ALL STUDIOSTY STAFF

To maintain high levels of academic integrity at an operational level, Studiosity staff will operate within frameworks that are responsible, honourable, and ethical. Through adherence to such strategies, Studiosity staff will:

#### Maintain transparency of reporting processes

Studiosity staff will ensure that partner institutions and students are aware of Studiosity's reporting practices including:

- Mandatory reporting in accordance with child protection regulations;
- Academic Early Intervention alert reporting; and,
- Wellbeing Early Intervention reporting.

**Our educational partners have full transparency over every interaction by students and by Student Mentors. Transcripts are available 24/7, alongside actionable reporting that shows student's progress, learning, and challenges, and can be filtered by faculty, cohort, or year level.**

### **Communicate clearly with partner institutions and students**

To ensure that Studiosity is doing everything it can to create clear expectations for users of its services, Studiosity staff will provide up to date and accurate messaging to partner institutions and students, amending and updating as and when necessary.

### **Review, amend, and update core policies and procedures regularly**

This includes the Academic Integrity policy. The purpose is to ensure that all policies and procedures continue to reflect best practice across all elements of Studiosity's activities and encompass current approaches to addressing academic integrity challenges.

### **Foster a working environment that upholds the highest standards of academic integrity**

Studiosity management and staff will, at all times, do what is necessary to foster a workplace culture that is collectively committed to academic excellence, honesty, and integrity. Academic integrity should remain at the core of all business practices, plans, and decision-making processes.

### **Maintain service quality assurance processes with a core focus on educating Subject Specialists and upholding academic integrity**

Student Mentors', Subject Specialists', and Studiosity+ interactions with students are subject to quality assurance processes that include checking for adherence to Studiosity's Academic Integrity policy, AI-for-learning policy, and our Help, Not Answers policy. Our Quality Assurance teams consider whether enough support has been provided to further the student's understanding of the relevant concepts through appropriate use of leading questions, examples (separate from the student's immediate question), and explanations.

Where this policy has been breached, depending on the severity of the violation, the Quality Assurance team's initial approach will be to educate the Subject Specialist or Student Mentor through the provision of written feedback explaining the issue with specific examples from the session transcript or submission as well as direct instruction on how to address the issue.

If the specific case is sufficiently serious, or where a Subject Specialist has previously received feedback on an academic integrity issue, the matter will be escalated to the relevant Quality Assurance Lead or Service Delivery Manager for further action as warranted. This may include a formal warning, a suspension of service access while completing retraining, or contract termination.

### **Maintain academic integrity audit compliance procedures**

Each team within Studiosity will develop and apply clearly defined business processes that describe their specific procedures for ensuring our academic integrity standards are upheld.

**Academic Services Quality Assurance Teams**  
The Academic Services team is responsible for the implementation and maintenance of Quality Assurance processes that aim to support and enforce practices that are in compliance with Studiosity's academic integrity standards. Furthermore, the Academic Services team is responsible for maintaining the sufficient and ongoing training and education of the Quality Assurance Team.

**Subject Specialists and Student Mentors**  
The Academic Services Quality Assurance Teams are responsible for the day-to-day reviewing of active Subject Specialists, Student Mentors, and Studiosity+ and their student interactions. The Quality Assurance Team maintains up-to-date records of interactions with Subject Specialists and Student Mentors, and reports breaches as and when required.



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# BREACHES AND CONSEQUENCES

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**Breaches of academic integrity by Studiosity staff, Subject Specialists, Student Mentors, and Studiosity+ are considered to be:**

## **Providing answers to assessable content for students**

A situation will be deemed to have breached the policy if:

- they provide direct answers or worked solutions (either in part or in full) to problems; they supply material, either of their own or from other sources, that directly answers the student's question;
- in explaining a concept, they make use of the student's specific question, rather than using separate, unrelated examples;
- they undertake research on the student's behalf and provide resources, in contravention of our Help, Not Answers policy;
- they offer their own ideas or interpretation of a text;
- they edit, correct, or draft material for the student (see also Proofreading below).

## **Proofreading**

Proofreading is defined as 'the act of finding and correcting mistakes in text' (Proofreading, 2024). Subject Specialists and Studiosity+ are prohibited from proofreading in any and all interactions with students; an interaction will be deemed to have breached the policy if, within it, they:

- highlight every instance of a particular error in a student's work;
- directly edit/change a student's writing, rather than suggesting ways of improving the writing; or
- offer corrections without providing suitable explanations and information that will help the student understand the issue and how to correct it themselves in future assignments.

## **Collusion**

In the context of Subject Specialist, Student Mentor, and Studiosity+ interactions, collusion includes any attempt not allowed under Studiosity's policies. This may include:

- sharing of email addresses;
- the Subject Specialist agreeing to contact the student outside the Studiosity platform;
- any discussion that entails the Subject Specialist, Student Mentor, or Studiosity+ providing any direct contribution to the student's work; or
- breaches of the Help, Not Answers policy initiated by either party.

## **Discussing or predicting grades/marks**

Subject Specialists, Student Mentors, and Studiosity+ are prohibited from engaging in any discussions with students that amount to the prediction or discussion of potential grades for the assignment in question.

## **Failing to correctly attribute sources**

Studiosity staff, Subject Specialists, and Studiosity+ are required to acknowledge/attribute sourced information used internally, externally, and with students, to its original source.

## **Failing to seek proper permission for use of material including students' work**

Failure to obtain written permission for use of materials, including students' work for sales, marketing, or demonstrative purposes, will mean that the material cannot be used for its intended purpose and that substitute material for which permissions have already been obtained will need to be used.

## **Providing feedback and/or advice on content in student submissions**

In accordance with our Help, Not Answers policy, Subject Specialists and Studiosity+ will not provide students with feedback or opinions on the content of their written work. For example, while Subject Specialists and Studiosity+ can comment on the strength or development of an argument (under structural feedback) or the depth of understanding demonstrated in the writing (under critical thinking feedback), they may not comment on the validity or accuracy of an argument, or provide additional information that can be used to support or refute the argument being made.

In line with Studiosity's educative approach to promoting academic integrity, the initial response to a breach of the policy will be to provide the staff member or Subject Specialist with either verbal or written feedback on the issue, including specific guidance on how to avoid future breaches. Repeated instances or cases where the violation is considered sufficiently serious may warrant a formal written warning or further escalation including suspension from access to the service during a period of retraining, or contract termination (for Subject Specialists). Serious or repeated breaches by staff members will be treated in accordance with relevant local employment law.

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## CONCLUSION

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This policy provides a clear statement of Studiosity's unambiguous stance on academic integrity. It offers a framework for all stakeholders to pursue the highest possible standards in this crucial element of academic success, in particular, in developing students as ethical researchers and writers.

### DATA AND PRIVACY

The Studiosity platform uses best-of-breed third party technology service providers, such as infrastructure hosting, user experience testing, email, usage reporting, and student support. In order to engage these third parties in a responsible manner, each provider is engaged under the EU GDPR framework and as a data processor, which ensures ultimate control of all data is maintained with Studiosity.

Studiosity partners are invited to read our Data Security and Protection Policy (2024) document. It describes the Information Security policy applicable to Studiosity. Because information technology is at the heart of, or in support of, nearly every business process within the organisation, it is the responsibility of every employee to ensure the security and safety of our, and ultimately our customers', digital information.

The document has the explicit purpose of:

- addressing any written and procedural requirements needed to meet our PCI DSS SAQ A-EP 3.2 obligations to accept payments for e-commerce services;
- establishing and maintaining the personal information and privacy protection requirements of the legislation in the jurisdictions that we operate including the General Data Protection Regulation (GDPR); and,
- encompassing industry best practice procedures to secure the Studiosity platform and data.

Further, Studiosity's Platform Security Policy document provides an overview of the security architecture of the Studiosity Services Platform.



ABOVE: STUDIOSITY STUDENT MEET UP, NOVEMBER 2023

### POLICY REVIEW

The Academic Integrity Policy is reviewed annually. The current version was reviewed and updated in April 2024.

Next review date: April 2025.



With special thanks to our Student Advisory Group (The Circle) pictured throughout this policy. Your feedback helps us build services that increase life chances for other students around the world.

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