

Support for Students Policy

Purpose The purpose of this document is to set out the College’s policy and procedure in providing support to students at risk, with disability, in crisis or experiencing disadvantage.

Applicability This policy applies to all students, Governors, Academic Board members, College staff and independent contractors and any other stakeholders who are a part of the College’s delivery of higher education award Programs.

Introduction The College is committed to providing a supportive and inclusive learning environment that empowers students to achieve their academic and personal goals. This policy outlines our approach to supporting students, ensuring their safety and wellbeing, and fostering an atmosphere conducive to learning and personal development.

This policy aligns with the standards provided in the *Higher Education Provider Amendment (Support for Students) Guidelines 2023*.

Definitions **“Disadvantaged students”** means students who are financially insecure.

“Reasonable adjustment” has the same meaning as in the Disability Policy.

“Students in crisis” means students who are affected by current or past traumatic events or may have experienced domestic violence, harassment or assault (including sexual), addiction or homelessness or insecure accommodation.

Support available at enrolment In relation to diversity and inclusion:

- a) The College promotes equal opportunity for all students, irrespective of their attributes. Discrimination or harassment in any form is not tolerated.
- b) The College provides reasonable adjustments for students with disabilities in accordance with its Disability Policy to ensure equal access to education and campus facilities.

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Category Academic
Policy Owner Chief Academic Officer

Document Type Policy
Information Classification OPEN
Last Updated (version) 20 December 2023

In relation to financial support:

- a) The College provides bursaries to disadvantaged students in accordance with its Bursary Policy.
- b) Other financial supports for disadvantaged students or students in crisis are considered on an ad hoc basis.

A student can seek support at enrolment by contacting support@collaw.edu.au

Current student support services

There are several support services provided to students at the College. These include but are not limited to:

- a) Academic support in the way of orientation, tutoring, provision of resources, library support, special consideration, reasonable adjustments and lecturer consultations.
- b) Career guidance through consultations with career advisors, job search workshops, current and alumni connect groups and mentoring for PLT students.
- c) Counselling support.
- d) Basic first aid on campus and referral to other health services.

The College ensures a safe learning environment (both on campus and online) in accordance with its Access to Premises Policy, Safety, Security and Welfare Policy, Disability Policy, Mental Health Safety Policy and Critical Incident Policy. Students are encouraged to report any safety concerns promptly.

A current student can seek counselling or any other support services through their:

- a) Course lecturer;
- b) Program Director; or
- c) Student Liaison Officer

If a student notifies the College about having a disability after enrolment, reasonable adjustments and other support can be provided in line with the College's Disability Policy.

Student progression

The College monitors student progression closely from the time of enrolment up to completion. Support by way of tutoring, consultation, reasonable adjustments, transfer or deferment, customised timetables,

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extensions and catch-up assessments/workshops are offered to students who:

- a) Are not engaging with their course lecturer;
- b) Are not submitting assessed or non-assessed activities on time;
- c) Do not attend workshops;
- d) Have failed a subject;
- e) Have fallen behind in their course by more than two subjects;

Where special circumstances apply, fees associated with catch-up assessments or transfer or deferment of a course can be reduced or waived in line with the College's Review Procedure.

Regulatory reporting and continuous improvement

The College will comply with the annual reporting requirements under the *Higher Education Provider Amendment (Support for Students) Guidelines 2023*.

The College will seek all opportunities to improve this policy and outcomes for students, including review of complaints received in relation to this policy.

Student Support Register

A Student Support Register will be maintained by the Academic Secretary. This is for the purpose of deidentified annual reporting in accordance with section 49B of the *Higher Education Provider Amendment (Support for Students) Guidelines 2023*. Only Program Directors, the Chief Academic Officer and the Academic Secretary will have access to the Support Register.

Identifying student details on the Support Register will be deleted within 12 months of the conclusion of any responsive actions related to the student.

Only information required by the *Higher Education Provider Amendment (Support of Students) Guidelines 2023* will be recorded on the Support Register.

Program Director responsibilities

Program Directors are responsible for recording students, actions taken and outcomes on the Support Register who disclose that they:

- a) Are financially insecure;
- b) Experienced traumatic events;
- c) Are victims of domestic violence, harassment or assault (including sexual);
- d) Suffer from addiction;
- e) Are homelessness or in insecure accommodation;

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- f) Are experiencing mental health decline; and/or
 - g) Have a disability which requires reasonable adjustments.
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**Customer
Engagement
Team
responsibilities**

The Customer Engagement Team are to inform the relevant Program Director whenever a student discloses that they:

- a) Are financially insecure;
 - b) Experienced traumatic events;
 - c) Are victims of domestic violence, harassment or assault (including sexual);
 - d) Suffer from addiction;
 - e) Are homeless or in insecure accommodation;
 - f) Are experiencing mental health decline; and/or
 - g) Have a disability which requires reasonable adjustments.
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**Academic
Secretary
responsibilities**

The Academic Secretary is to delete identifying information from the Support Register within 12 months of a responsive action being complete.

The Academic Secretary is to ensure that this policy and related policies are accessible from one page on the College's website.

The Academic Secretary is to provide a de-identified report to the Academic Board annually which addresses:

- a) How successfully the College is implementing its Support for Students Policy;
- b) Opportunities identified to improve the Support for Students Policy and outcomes for students;
- c) Information on complaints received from students related to the Support for Students Policy;
- d) Examples of how the College's Support for Students Policy has assisted students to successfully complete the units of study in which they are enrolled;
- e) Where the Support for Students Policy and related policies can be found on the College's website;
- f) The number of students identified as requiring support separated by course
- g) The support provided for students identified in (f);
- h) The academic progression and outcomes for students identified in (f);
- i) The academic outcomes for all students;
- j) The HELP loans provided for failed units of study for each student identified in (f), and the HELP loans provided for failed units of study for all students; and

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k) The number of staff involved in implementing the Support for Students Policy.

Related Policies

Access to Premises Policy
Bursary Policy
Complaints and Grievances Policy
Critical Incident Policy
Disability Policy
Mental Health Safety Policy
Privacy Policy
Review Procedure
Safety, Security and Welfare Policy

Note:

If there is a related Procedure that your Policy relates to please insert the name of the procedure within the document as a "[hyperlink](#)".

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