

Support for Students Policy

Section 1 - Purpose

- (1) Charles Sturt University (the University) is committed to ensuring that its students are provided with the support and resources required to assist them to be successful in their studies.
- (2) This policy outlines how the University identifies students who are at risk of not successfully completing their subjects and courses, provides information about the support available to assist students to successfully complete their subjects and courses, and the University's processes for ensuring that students are aware of these support options.
- (3) This policy supports compliance with:
- [Higher Education Support Act 2003 \(Cth\)](#)
 - [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
 - [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

Scope

- (4) This policy:
- applies to all students enrolled in an award course at Charles Sturt University, including higher degree by research candidates and students studying through partner institutions
 - does not apply to students enrolled in non-award courses.

Section 2 - Policy

Part A - Students at risk of not successfully completing subjects

- (5) The University undertakes the following processes in order to identify students who are at risk of not successfully completing the subjects and courses they are enrolled in:
- Monitoring student progression and providing intervention and support for students who are not maintaining a satisfactory rate of academic progress through their course, through the [Assessment - Academic Progress Procedure](#).
 - Using low stakes early assessment in strategic subjects to identify students who need academic skills support, English language support or other types of support.
 - Assessing student engagement patterns with subject learning materials to identify disengaged students.
 - Using educative approaches to respond to and support students at risk of academic integrity issues, through the [Academic Integrity Policy](#) and [Procedure](#).
- (6) See the Students at Risk Procedure for further information about the process for identifying students at risk of not successfully completing the subjects and courses they are enrolled in [in development].

(7) Students who are identified as being at risk of not successfully completing the subjects or courses they are enrolled in are contacted and offered access to support services, in accordance with referenced policies and procedures and the University's student retention strategies.

Part B - Support services available to students

(8) Students are informed of available support services in their welcome letter, orientation programs and throughout their student journey.

(9) Students are reminded of upcoming census dates (when they will incur a HECS-HELP or FEE-HELP debt) and the support services available to them leading up to the census date, including academic skills, embedded tutors, access and inclusion and counselling support.

(10) When students report non-academic issues that may adversely affect their study, they are advised of options for special consideration or reasonable adjustments and/or connected with other relevant support services.

(11) Where appropriate, systems are used to cross-reference student interactions with the University to further identify students at risk of not successfully completing their subjects or courses and connect them with academic or other support.

(12) The University has specific arrangements for academic and non-academic support for First Nations students and students with disability.

(13) The [Support services directory](#) provides students with access to non-academic support services including, but not limited to, mental health and wellbeing support and career planning and employability support. Other information, targeted programs and curriculum-embedded skills development supports student participation and success in their studies. The table below provides a summary of these.

Summary of student support

Domain	Support	Key documents
1. Student Participation and Attainment	Admission preparation, access schemes and enabling courses	Admissions Policy
	Orientation and transition programs	Student Retention and Success Framework Higher Degree by Research Policy Orientation Core Requirements
	Curriculum design to identify students who need academic skills support, English language support or other types of support	Course and Subject Policy Course and Subject Design (Coursework) Procedure
	Monitoring student engagement and participation in their subjects	Student Retention and Success Framework
	Monitoring student progress in their course	Assessment - Academic Progress Procedure (for coursework students) Higher Degree by Research Policy (for higher degree by research candidates)
	Assessment flexibility, reasonable adjustments, and special consideration for non-academic issues that impact student participation and progress	Assessment Flexibility Procedure Workplace Learning for Students with Disability Guidelines
	Constructive feedback on assessments	Assessment - Conduct of Coursework Assessment and Examinations Procedure

Domain	Support	Key documents
2. Learning environment	Fit for purpose, high quality facilities and infrastructure	Facilities and Premises Policy Information Technology Policy
	Diversity, equity and inclusion support and programs including programs for First Nation students and students with disability or caring responsibilities.	Equal Opportunity Policy Anti-Racism Policy Bullying, Discrimination and Harassment Prevention Policy Disability and Work or Study Adjustment Policy Workplace Learning for Students with Disability Guidelines First Nations Students support
	Contacts and support for students: 1. whose personal circumstances adversely affect their education 2. who seek personal support, such as access to emergency services, health services, counselling, legal advice, advocacy, and accommodation and welfare services.	Course and Subject Information Procedure Current Students Support website
	Support for students who have experienced family and domestic violence, harassment, sexual harm or other traumatic events.	Sexual Harm Prevention and Response Policy Sexual Harm Response Procedure - Students Domestic and Family Violence Support Policy Bullying, Discrimination and Harassment Prevention Policy Bullying, Discrimination and Harassment Prevention Procedure
	Critical incident reporting and responses	Safety and wellbeing website (student login required) Student Critical Incident Plan
	Student complaint and appeal processes	Complaints Management Policy University Student Appeals Policy
3. Teaching	Access to teaching staff for individual assistance	Course and Subject Delivery and Management Procedure Course and Subject Information Procedure
	Learning resources and educational support	
4. Research and research training	Oversight of student research projects	Research Policy Higher Degree by Research Policy Assessment - Research Components of Coursework Courses Procedure
	Research training and support	
5. Institutional Quality Assurance	Academic and research integrity guidance	Academic Integrity Policy Student Misconduct Rule 2020
	Opportunities to provide feedback and to inform institutional monitoring, review and improvement activities	Course and Subject Quality Assurance and Review Procedure
6. Governance and Accountability	Student's freedom of speech and academic freedom are upheld and protected.	Statement on Academic Freedom and Freedom of Speech
	Opportunities to participate in the University's decision-making processes and academic governance.	Governance (Student Representation) Rule 2023
7. Representation, Information and Information Management	Availability of accurate, relevant and timely information to enable informed decision-making about educational offerings and experiences.	Communications and Marketing Procedure - Marketing and Advertising Course and Subject Information Procedure
	Information provided to students prior to the acceptance of their offer.	Admissions Procedure

Part C - Monitoring and Evaluation

(14) Each support service identified will be monitored and evaluated on an annual basis according to the Support for Students Monitoring and Evaluation Procedure [in development].

Section 3 - Procedure

(15) To be developed.

Section 4 - Guidelines and supporting documents

(16) See the [Support Services Directory](#).

Section 5 - Glossary

(17) This policy uses the following terms:

- a. Student - as defined in the policy library glossary.

Section 6 - Document context

Compliance drivers	Higher Education Support Act 2003 (Cth) Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
Review requirements	Annual review
Document class	Academic

Status and Details

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Glossary Terms and Definitions

"Student" - means a person who is or was enrolled in, or seeking admission to, a course or subject offered by the University or a partner institution or organisation, or who is given permission to audit a course or subject offered by the University or a partner institution or organisation; it includes a candidate for a higher degree by research award, as well as students enrolled in online or on-campus study modes. A student remains a student while on approved leave of absence.