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 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. It outlines how the University identifies and supports students who are at risk of not successfully completing their subjects and courses.

(3) This policy supports compliance with:

a. Higher Education Support Act 2003 (Cth)
b. Higher Education Standards Framework (Threshold Standards) 2021
c. National Code of Practice for Providers of Education and Training to Overseas Students 2018

Scope

(4) This policy:

a. applies to students enrolled in an award course at Charles Sturt University, including higher degree by research candidates and students studying through partner institutions
b. does not apply to students enrolled in non-award courses.

Section 2 - Policy

Part A - Support services available to students

(5) The University is committed to providing supportive student pathways for aspiration, equity and diversity. All staff, faculties and organisational units work collaboratively to enliven the University's ethos, values and strategies, and enable students to pursue their academic goals.

(6) Students are informed of available support services through onboarding and orientation programs and throughout their student journey.

(7) 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.

(8) 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.

(9) 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.

(10) 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. These arrangements are inclusive of all students and acknowledges support needs for those from diverse backgrounds, including First Nations students and students with disability. 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 Procedure - Coursework Design
	Monitoring student engagement and participation in their subjects	Student Retention and Success Framework Support for Students - Early Intervention Procedure
	Monitoring student progress in their course	Support for Students - Academic Progress Procedure (for coursework students) Higher Degree by Research Policy (for higher degree by research candidates) Fitness for Study Procedure
	Assessment flexibility, reasonable adjustments, and special consideration for non-academic issues that impact student participation and progress	Assessment Flexibility Procedure Work-integrated Learning Guidelines - Students with Disability
	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 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 Work-integrated Learning Guidelines - Students with Disability
	Support and programs for First Nations students	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 Procedure - Information and Representation Current Students Support website
	Support for students who have experienced family and domestic violence, harassment, sexual harm or other traumatic events.	Gender-based Violence 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 Procedure - Delivery Management Course and Subject Procedure - Information and Representation
	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 Procedure - Quality Assurance and Review
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

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Domain	Support	Key documents
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, Sponsorship and Advertising Course and Subject Procedure - Information and Representation
	Information provided to students prior to the acceptance of their offer.	Admissions Procedure

Part B - Students at risk of not successfully completing subjects

(11) 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:

a. Assessing student engagement patterns with subject learning materials to identify disengaged students.
b. Using low stakes early assessment where practicable to identify students who need academic skills support, English language support or other types of support.
c. Using educative approaches to respond to and support students at risk of academic integrity issues, through the Academic Integrity Policy and Procedure.
d. 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 Support for Students - Academic Progress Procedure.
e. Monitoring higher degree by research student progress through the Higher Degree by Research Policy.

Part C - Monitoring and evaluation

(12) Each support service identified will be monitored and evaluated on an annual basis through the Support for Students Report to Academic Senate.

Section 3 - Procedure

(13) Support for Students - Early Intervention Procedure

(14) Support for Students - Academic Progress Procedure

Section 4 - Guidelines and supporting documents

(15) See the Support Services Directory

Section 5 - Glossary

(16) 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 Guidelines
Review requirements	Annual review
Document class	Academic

Status and Details

Status	Current
Effective Date	15th December 2025
Review Date	15th December 2026
Approval Authority	Academic Senate
Approval Date	15th December 2025
Expiry Date	Not Applicable
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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.