



Support for Students Policy

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1 Purpose and Context

- a. Australis Business School (“Australis”) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.
- b. This policy outlines how the Australis will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units, including the Australis’ processes for ensuring that students are aware of these support options.
- c. This policy is published in accordance with the Australis’s obligations under *the Higher Education Support Act 2003* (Cth).
- d. This policy should be read in conjunction with the following relevant policies and procedures:
 - Academic Integrity and Misconduct Policy and Procedure
 - Admission and Student Selection Policy and Procedure
 - Assessment Policy and Procedure
 - Bullying, Discrimination and Harassment Prevention and Management Policy and Procedure
 - Critical Incident Management and Business Continuity Policy and Procedure
 - Equity and Diversity Policy
 - Student Orientation and Transition Policy and Procedure
 - SASH Framework, Policy and Procedure
 - Student Academic Progress, Monitoring and Intervention Policy and Procedure
 - Student Complaints and Appeals Policy and Procedure
 - Student Enrolment and Enrolment Variation Policy and Procedure
 - Student Welfare, Wellbeing and Support Policy and Procedure

2 Definitions

For definitions, refer to the *Australis Glossary of Terms*.

3 Policy

3.1 Policy Statement

- a. Australis will ensure that support is available to students to assist them with successfully completing their units and that students are made aware of these support services throughout their study.
- b. The Dean must provide a report to the Academic Board annually in relation to this policy.
- c. The Dean must include qualitative de-identified information to the Academic Board, in relation to the calendar year before the report to the Academic Board is provided, on:
 - i. where the policy is located on the Australis website;

- ii. whether this policy complied with the support for students policy requirements in section 19-43 of the Act and section 49A;
 - iii. how Australis offered and delivered the support services described in this policy and how Australis determined what support services should be available for the student cohort and the efficacy of the support services provided;
 - iv. how Australis undertook assessment and assurance activities to determine the available support services for students;
 - v. opportunities identified to improve the available support services evaluation of outcomes for students, including information on complaints received from
 - vi. students related to the available support services or this policy and related policies and procedures.
 - vii. examples of how the provider's available support services, as detailed in this policy, assisted students in undertaking the units of study in which they are enrolled; and
 - viii. how Australis determined that appropriate resourcing was available to deliver the support services described in this policy.
- d. The Australis Academic Board and Board of Directors will review this policy and report annually to assess the policy's alignment with the requirements set out in Chapter 10A of the *Higher Education Provider Guidelines 2023*, and identify opportunities for enhancement. This review will also consider whether appropriate resourcing has been allocated to deliver academic and non-academic support services effectively, including staffing, systems, and financial support.
- e. Australis determines the support services to be provided by considering the specific needs of its student cohort, including mode of study, prior academic preparedness, language background, equity group status, and feedback from orientation and academic staff. The effectiveness of services is evaluated through student feedback, service usage data, academic outcomes, and complaints, and this informs continuous improvement.
- f. Australis will publish this policy, along with further information about available support services and referenced policies and procedures, on its public website. This information will also be communicated to each individual student at orientation and through the student portal throughout their enrolment.
- g. Australis will proactively communicate with students who have been identified as being at risk of not successfully completing their units of study, to ensure they are aware of and encouraged to access available support services.
- h. Where a student requests access to support services before the census date for their unit of study, Australis will, at the time of the request:
- ix. inform the student that the census date is the deadline after which they will incur a HECS-HELP or FEE-HELP debt for that unit; and
 - x. ensure that the requested support is provided in a timely manner to enable the student to make informed decisions about their study.

3.2 Policy Principles

Australis upholds the following principles in delivering student support:

- **Equity of Access:** All students, regardless of background or mode of study, have equitable access to academic and non-academic support services.
- **Early Identification and Intervention:** Students who are at risk of not successfully completing their units of study are identified early through systematic processes, and support is proactively offered.
- **Timeliness of Support:** Support services are provided promptly, particularly for students who request support before the census date, enabling them to continue their studies effectively.
- **Clear Communication:** Information about support services, including how to access them, is clearly communicated to students at orientation, on the website, via student handbooks, and other appropriate platforms.
- **Integration and Collaboration:** Support services are delivered through a collaborative approach involving academic staff, student services, and external providers where needed.
- **Cultural Safety and Appropriateness:** Support is provided in a manner that respects and reflects the diversity of the student cohort, including tailored support for First Nations students and students with disability.
- **Respect and Confidentiality:** Student privacy is respected. Support is delivered confidentially and with sensitivity, particularly in matters involving trauma, harassment, or personal hardship.
- **Continuous Improvement:** Support services are reviewed annually to ensure effectiveness, with feedback from students and staff informing enhancements.

3.3 Identifying Students at Risk of Not Successfully Completing Units

- a. Australis assesses a student's suitability to continue to undertake a unit of study by monitoring academic performance, engagement behaviours, and other risk indicators that may affect successful completion.
- b. Australis monitors a range of academic and behavioural indicators to identify students who may be at risk of not successfully completing their units of study. These indicators include, but are not limited to:
 - i. Attendance patterns, including repeated absence from scheduled learning activities such as lectures, tutorials, and workshops;
 - ii. Engagement with learning resources and platforms, such as low participation in tutorials, limited activity in the learning management system (LMS), or failure to access key materials;
 - iii. Assessment performance trends, including failure to submit tasks, incomplete assessments, or early indicators of academic underperformance;
 - iv. Behavioural indicators, which may include signs of disengagement, persistent lateness, low participation, or conduct concerns raised by staff;
 - v. Academic history reviews, including prior unit failures or recurring academic difficulties, assessed alongside the effectiveness of any previous interventions;

- vi. Student disclosures, including wellbeing, personal, or health-related concerns shared during consultations with academic or support staff, with appropriate consent.
- c. These indicators are used to support early identification, with the aim of ensuring timely and appropriate support is offered to students who may benefit from additional assistance.
- d. Where a student has not previously engaged with support services, has a history of unsuccessful unit completion, or continues to demonstrate low engagement (e.g. non-attendance, non-participation), Australis will proactively offer further support and follow-up with targeted communication to encourage engagement and remove barriers to participation.

3.4 Academic Support Services Available to Students

Australis provides academic support to assist students in successfully completing their units of study. These services may be delivered directly or made available through referral or facilitated access. Academic support services available to students include:

- a. Academic advisory services to help students navigate course requirements and study planning;
- b. Academic skills workshops covering referencing, academic writing, study strategies, and ethical use of generative AI and research tools;
- c. Workshops and resources on academic integrity and responsible academic conduct;
- d. Referencing and paraphrasing support sessions;
- e. Access to digital and physical library resources;
- f. Guidance on understanding assessment expectations and interpreting feedback;
 - i. Literacy and numeracy support, where students demonstrate academic writing difficulties or challenges in understanding numerical or quantitative material. Australis identifies the need for such support through assessment performance, academic staff observations, and academic progress reviews.
- g. Targeted academic intervention strategies for students identified as at risk, which may include additional support sessions or one-on-one academic mentoring. These interventions are delivered by qualified academic staff and/or individuals with appropriate expertise to address the specific challenges students face;
- h. Placement-related support for students enrolled in courses with a placement component;
- i. Educative approaches to addressing breaches of academic integrity, aligned with Australis's policies and academic standards;
- j. Academic staff support students by clarifying learning materials, identifying academic concerns, and referring students to relevant academic services. They provide unit-level assistance and play an integral role in early intervention.

3.5 Non-Academic Support Services Available to Students

Australis recognises that student wellbeing plays a critical role in academic success. Non-academic support services are available to students and may be provided internally or through referral to external support networks. These include:

- a. Wellbeing and personal support services, including advice and referral provided by student services staff;
- b. Mental health support, including referral to external counselling or psychological services as required;
- c. Support for students with disability or ongoing health conditions, including reasonable adjustments in accordance with Australis's *Equity and Diversity Policy*;
- d. Cultural support and information pathways for Aboriginal and Torres Strait Islander students;
- e. Referral for family or domestic violence support, emergency accommodation, or other safety-related needs, as appropriate;
- f. Information on financial hardship assistance and fee relief options where available;
- g. Assistance with locating external accommodation options and understanding tenancy-related issues;
- h. Career planning and employability support is provided through workshops, online resources, and tailored guidance, including resume assistance and interview preparation. Where needed, Australis facilitates access to reputable external career services;
- i. Where a student discloses non-academic issues that may affect their academic progress, Australis ensures they are connected to relevant academic and non-academic support services to assist with continuity of study;
- j. Peer support opportunities, including informal peer networks and facilitated group study options, are made available to encourage student connection and engagement;
- k. Students affected by family or domestic violence, harassment, sexual harm, or traumatic events are provided with trauma-informed academic and personal support. This includes flexible study arrangements, counselling referrals, and access to safety planning through internal or external specialists.

3.6 Crisis and Critical Harm Response

Australis maintains clear arrangements for crisis response and incidents involving critical harm. Students are instructed to report such incidents directly to Student Services or via the designated reporting tool available in the student portal. The *Critical Incident Management and Business Continuity Policy and Procedure* outlines escalation procedures and support pathways for students affected by serious incidents.

4 Related Documents, External References and Version Control

4.1 Related Australis Documents

- *Academic Integrity and Misconduct Policy and Procedure*
- *Admission and Student Selection Policy and Procedure*
- *Assessment Policy and Procedure*
- *Bullying, Discrimination and Harassment Prevention and Management Policy and Procedure*
- *Critical Incident Management and Business Continuity Policy and Procedure*
- *Equity and Diversity Policy*
- *Student Orientation and Transition Policy and Procedure*
- *SASH Framework, Policy and Procedure*
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- *Student Complaints and Appeals Policy and Procedure*
- *Student Enrolment and Enrolment Variation Policy and Procedure*
- *Student Welfare, Wellbeing and Support Policy and Procedure*

4.2 Related Legislation and External References

- *Tertiary Education Quality and Standards Agency (TEQSA) Act 2021*
- *Higher Education Support Act 2003*
- *Higher Education Provider Guidelines 2023*

4.3 Version Control

| Version | Date | Reviewed/approved by | Key notes/changes |
|---------|----------|----------------------|---|
| 1.0 | 17/06/25 | Academic Board | Reviewed and approved at the Academic Board meeting on 17/06/25 |
| 1.0 | 19/06/25 | Board of Directors | Reviewed and approved at the Board of Directors meeting on 19/06/25 |

4.4 Document Review

To be reviewed annually by the Academic Board and Board of Directors from the date of final approval.