



Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023

I, Jason Clare, Minister for Education, make the following guidelines.

Dated

Jason Clare **DRAFT ONLY—NOT FOR SIGNATURE**
Minister for Education

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1 Name

This instrument is the *Higher Education Support Provider Amendment (Support for Students Policy) Guidelines 2023*.

2 Commencement

This instrument commences on 1 January 2024.

3 Authority

This instrument is made under section 238-10 of the *Higher Education Support Act 2003*.

4 Schedules

Each instrument that is specified in a Schedule to this instrument is amended or repealed as set out in the applicable items in the Schedule concerned, and any other item in a Schedule to this instrument has effect according to its terms.

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Schedule 1—Amendments to the *Higher Education Provider Guidelines 2023*

Higher Education Provider Guidelines 2023

1 Section 4

Insert:

de-identified has the same meaning as in the *Privacy Act 1988*.

Note: Section 6 of the *Privacy Act 1988* provides: personal information is *de-identified* if the information is no longer about an identifiable individual or an individual who is reasonably identifiable.

2 After Chapter 4

Insert:

Chapter 4A—Personal information

21A Personal information in relation to students

For the purposes of paragraph 19-60(3)(a) of the Act, a higher education provider must comply with the Australian Privacy Principles set out in Schedule 1 of the *Privacy Act 1988*, in respect of student personal information obtained for the purposes of section 19-43 of the Act.

3 After Chapter 10

Insert:

Chapter 10A—Support for students policy

49A Support for students policy requirements

- (1) For the purposes of paragraph 19-43(2)(b) of the Act, a higher education provider's support for students policy must include:
 - (a) the provider's processes on assessing a student's suitability to continue to undertake a unit of study, in particular in relation to students that are at risk of not successfully completing their units of study;
 - (b) in relation to students who have been identified as at risk of not successfully completing their units of study in paragraph (a), the provider's processes to ensure that additional support is available to assist those students with overcoming issues that put them at risk of not successfully completing their units of study;
 - (c) the provider's processes to ensure that students have access to support services, and to ensure that students who request access to support services before the census date for their unit of study are able to engage with those support services before the census date;
 - (d) the provider's processes to proactively offer students access to the support services referred to in paragraph (c) where a student has not engaged with

the support services before the census date for their unit of study, and the student demonstrates risk factors that include:

- (i) the provider determines that the student is at risk of not successfully completing their units of study consistent with paragraph (a);
- (ii) the student previously failed to successfully complete a unit of study in their course of study;
- (iii) the student demonstrates low levels of student engagement in the unit of study, such as where the student has not attended any classes or engaged with any of the unit content online;
- (e) the provider's processes for providing non-academic support to students, including mental health support;
- (f) the provider's processes for identifying students in need of targeted individual literacy, numeracy and other academic supports and how these supports will be delivered;
- (g) the provider's processes for ensuring that students who engage the provider to report non-academic issues that put them at risk of not successfully completing their units of study, are proactively offered academic adjustment arrangements or the other supports referred to in paragraphs (c) and (e);
- (h) a detailed description of any other support provided by the provider, such as peer support services;
- (i) the provider's processes for providing support by the provider's academic staff in relation to a student's unit of study, such as academic staff having regular contact with the student during the semester to check their progress in the unit of study, and, if those staff identify support is needed, providing students with flexibility in relation to assessments and connecting them to support services;
- (j) a detailed description of the provider's crisis and critical harm response arrangements for students;
- (k) a detailed description of how the provider's academic and non-academic supports are both age appropriate and culturally appropriate, including information about the provider's specific arrangements for First Nations students, students with disability, students who have experienced family and domestic violence, students who have experienced aggravated or sexual assault, and students who have experienced traumatic events;
- (l) the provider's processes for ensuring the support for students policy is faithfully and fairly implemented, and that errors, outliers and opportunities for improvement are identified and escalated;
- (m) information on the resourcing that the provider has allocated to adequately support all students who are identified as requiring additional assistance, including how those resources will be adjusted to meet demand; and
- (n) the provider's processes for accessing the provider's staff who specialise in identifying the reasons why students are at risk of not successfully completing their units of study and can work with students to develop a plan to enable them to succeed.

Note: Under paragraph 19-43(2)(a) of the Act, a higher education provider's support for students policy must also include information on the provider's processes for identifying students that are at risk of not successfully completing their units of study and the supports available from or on behalf of the provider to assist students to successfully complete the units of study in which they are enrolled.

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- (2) For the purposes of paragraph 19-43(2)(b) of the Act, a higher education provider's support for student policy must also meet the following requirements:
 - (a) the policy must be reviewed by the provider annually to ensure it remains fit for purpose and consistent with this Chapter; and
 - (b) the policy must be publicly available on the provider's website, and the existence of the policy must be communicated to each individual student.

49B Requirements in relation to report given on support for students policy

- (1) For the purposes of paragraph 19-43(6)(a) of the Act, the report on the higher education provider's support for students policy must include de-identified information on:
 - (a) how the provider is implementing its support for student policy, and how successful the provider has been at implementing that policy ;
 - (b) any opportunities identified by the provider to improve the support for students policy, and outcomes for students, including information on complaints received from students related to the provider's support for students policy;
 - (c) examples of how the provider's support for students policy has assisted students to successfully complete the units of study in which they are enrolled;
 - (d) where the policy can be found on the provider's website;
 - (e) the number of students identified as requiring support, separated by faculty;
 - (f) the support provided for students identified in paragraph (e);
 - (g) the academic progression and outcomes for students identified in paragraph (e);
 - (h) the academic outcomes for all students;
 - (i) the HELP loans provided for failed units of study for each student identified in paragraph (e), and the HELP loans provided for failed units of study for all students; and
 - (j) the number of staff involved in implementing the provider's support for students policy.
- (2) For the purposes of paragraph 19-43(6)(b) of the Act, the report must be provided annually.