

Support for Students Policy



This is an example of a Support for Students policy that is compliant with section 19-43 of the *Higher Education Support Act 2003* which commences on 1 January 2024.

Please note this is an example only and may not necessarily be suitable for your organisation's particular mission and context, and in developing your own policy you will need to be assured that you are compliant. Also please note this example does not include the further requirements specified in the *Higher Education Provider Guidelines 2023* that commence on 1 April 2024.

Section 1 - Purpose and Context

(1) [Higher Education Provider] is committed to ensuring 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 [HEP] 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 of study, including the [HEP]'s processes for ensuring that students are aware of these support options.

(3) This policy is published in accordance with the [HEP]'s obligations under the *Higher Education Support Act 2003* (Cth).

(4) This policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies, including [list your relevant policies here, these are included as examples]:

- a) Assessment Policy
- b) Assessment Procedures – Review of Grade
- c) Critical Incident Response
- d) Sexual Assault and Sexual Harassment Policy
- e) Curriculum Advice to Students Procedures
- f) Deferred Exam Procedures
- g) Disability Policy
- h) Disruption to Studies Policy
- i) Disruption to Studies Procedures
- j) Domestic and Family Violence Support Policy
- k) Enrolment Policy
- l) List any other relevant policies here.

Section 2 – Definitions

[include any definitions that are relevant to your Support for Students policy]

Section 3 - Policy Statement

(5) The [HEP] 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.

Students At Risk of Not Successfully Completing Subjects

(6) The [HEP] will undertake the following in order to identify students who are at risk of not successfully completing their units of study [list your process/examples on what will be done to identify students at risk here]:

- a) Process example
- b) Process example

(7) The [HEP] will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study.

Support Services Available to Students

(8) The [HEP] offers either directly or through a third-party numerous support options for students to assist in successful completion of their units of study, such as [list your available support options here, these are included as examples]:

- a) Library services
- b) Student Wellbeing services
- c) Assessment guides
- d) Academic Literacy workshops

(9) The [HEP] will publish this Support for students policy as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.