

Support for Students Policy

1 Purpose

To provide information about the support available to students and to outline how the University communicates with Students about how to access the available support.

2 Scope

This Policy applies to all Students, including Award Program and Non-Award Program Students and Higher Degree by Research (HDR) Students enrolled in Coursework Courses.

3 Policy Statement

The University is committed to ensuring that all Students are provided with information about and access to the support services and resources that are available to assist them successfully complete their studies.

Further information about the services, supports and resources available to all Students to support their success can be found on the University's website.

This Policy will be reviewed annually, including the resources associated with providing the identified services, to ensure that Students are adequately supported.

This Policy is a requirement of the *Higher Education Support Act (2003)* and should be read in conjunction with the Policy Instruments listed in Section 7.

This Policy aligns with *Higher Education Standards Framework (Threshold Standards) 2021*: Standard 1.3 Orientation and Progression; Standard 2.2 Diversity and Equity; Standard 3.3 Learning Resources and Educational Support.

This Policy aligns with the:

- *Higher Education Standards Framework (Threshold Standards) 2021*: Standard 1.3 Orientation and Progression, Standard 2.2 Diversity and Equity, Standard 3.3 Learning Resources and Educational Support
- *National Code of Practice for Providers of Education and Training to Overseas Students (2018)*: Standard 6: Overseas Student Support Services

4 Principles

The University is committed to:

- supporting diversity, inclusion and accessibility and creating equitable opportunities for Student success
- ensuring all Students have access to appropriate academic and non-academic support
- making reasonable adjustments to accommodate Student and cohort circumstances
- communicating proactively with Students who are not making satisfactory Academic Progress to ensure they are aware of support services available to assist them address factors impacting their progress
- recommending access to appropriate services for students identified as needing additional support to pass their courses
- in combination with other indicators, utilising the results of regular monitoring and review of the nature and scope of support services provided by the University to ensure they remain appropriate to the diverse needs of Student cohorts.

4.1 Promoting awareness

UniSQ will undertake the following actions to identify and proactively outreach to Students who may benefit from additional support to successfully complete their studies:

- Monitor learner engagement:
 - by supporting commencing Students to self-identify their readiness to begin study and providing tailored support plans based on individual circumstances
 - through participation data from the learning management system
 - for late-enrolling or late-commencing Students to ensure their Transition is supported
 - for Students who have suspected Academic Integrity breaches to ensure they understand the expectations of academic work as well as processes, procedures and avenues of Appeal related to allegations of Academic Misconduct
 - for Students who are active but not enrolled
 - via staff referral pathways.

- Monitor Student progression following each release of results by contacting Students who meet an Academic Progress Stage as per the [Student Academic Progress Procedure](#).

4.2 Academic support services

Academic support services for all Students include:

- [Student Success Advising](#)
- [Learning Support](#)
- [Study Support](#)
- [Academic Progress](#)
- [Library Services](#)
- [First Nations Student Support](#)
- [English Language Proficiency](#)

4.3 Non-academic support services

Non-academic support services provided by the University include:

- [Wellbeing and Disability Support](#)
- [Welfare services](#)
- [Safer Communities](#)
- [Career Development](#)
- [Leadership Development](#)
- [Student Ombudsperson](#)
- [International Student advice](#)
- [Sexual harm response arrangements](#)
- [Students as Partners](#)

- [Student Clubs and Societies](#)

The [UniSQ Student Guild](#) also provides:

- [Independent advocacy support](#)
- [Student sport](#)

5 References

Nil.

6 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

7 Policy Information

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| Accountable Officer | Provost |
| Responsible Officer | Associate Provost |
| Policy Type | Executive Policy |
| Policy Suite | Student Critical Incidents Procedure |
| Subordinate Schedules | |
| Approved Date | 28/3/2024 |
| Effective Date | 1/4/2024 |
| Review Date | 12/2/2026 |
| Relevant Legislation | <p>Education Services for Overseas Students (ESOS) Act 2000</p> <p>Enterprise Agreement</p> <p>Higher Education Support Act 2003</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018</p> |

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| | <u>Tertiary Education Quality and Standards Agency Act 2011</u> |
| Policy Exceptions | <u>Policy Exceptions Register</u> |
| Related Policies | <u>Admissions, Enrolment and Graduations Policy</u> <u>Assessment Policy</u> <u>Graduate Attributes Policy</u> <u>Higher Degree by Research Student Policy</u> <u>Learning and Teaching Policy</u> <u>Library Policy</u> <u>Marketing and Brand Policy</u> <u>Prevention of Discrimination, Bullying, Harassment and Sexual Misconduct Policy</u> <u>Student Academic Integrity Policy</u> <u>Student Grievance Resolution Policy</u> <u>Students with a Disability Policy and Procedure</u> <u>Under 18 International Students Policy</u> <u>Work Health and Safety Policy</u> |
| Related Procedures | <u>Admissions Procedure</u> <u>Assessment of Special Circumstances Procedure</u> <u>Assessment Procedure</u> <u>Employee Complaints (Sexual Harassment, Sexual Assault and Sex Discrimination) Procedure</u> <u>Enrolment Procedure</u> <u>Grades Procedure</u> <u>Higher Degree by Research Student Progress Procedure</u> <u>Higher Degree by Research Supervision Procedure</u> <u>Student Academic Progress Procedure</u> |

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| | <p><u>Student Appeals Procedure</u></p> <p><u>Student Grievance Resolution Procedure</u></p> <p><u>Website Procedure</u></p> |
| Related forms, publications and websites | |
| Definitions | <p>Terms defined in the Definitions Dictionary</p> <p><u>Academic Progress</u></p> <p>Describes the status of a Student's progress towards successful completion of their coursework for each Study Period and towards completion of their program within the maximum given timeframe. Students who are successfully progressing through their studies would not be assigned to any of the Academic Progress stages outlined in the Student Academic Progress Procedure.</p> <p><u>Award Program</u></p> <p>A sequence of study which leads to an academic qualification granted by the University and conferred by Council.</p> <p><u>Coursework Course</u></p> <p>A subject of study, defined by a Course Specification, for which Students may be awarded a Final Grade where the method of teaching and learning that leads to the acquisition of skills and knowledge and does not include a major research component.</p> <p><u>Higher Degree by Research (HDR)</u></p> <p>A Research Doctorate or Research Masters program for which at least two-thirds of the Student load for the program is required as research work.</p> <p><u>Non-Award Program</u></p> <p>A sequence of study which does not lead to an Award.</p> <p><u>Policy</u></p> <p>A high level strategic directive that establishes a principle based approach on a subject. Policy is operationalised through Procedures that give instructions and set out processes to implement a Policy.</p> |

Policy Instrument

A Policy Instrument refers to an instrument that is governed by the Policy framework. These include Policies, Procedures and Schedules.

Student

A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled.

University

The term 'University' or 'UniSQ' means the University of Southern Queensland.

Definitions that relate to this policy only

Keywords

Record No 23/587PL