STUDENT SUPPORT POLICY AND PROCEDURE

Sydney Institute of Traditional Chinese Medicine

Student Support Policy and Procedure	
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VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	EMG	21 Jan 2011	Document creation
1.1	Registrar	25 Sep 2016	Minor update to 3.1.7 and 3.2.4 (Governing Council changed to Board of Directors)
1.2	Registrar	9 Jan 2017	Update to role of Student Support Officer
1.3	Registrar	11 April 2017	Update to role of Student Support Officer
2.0	EMG	6 Nov 2019	Comprehensive update, separation from academic support
2.1	PRG	7 Jan 2020	Updated external support table to include the Fair Work Ombudsman and International Student Legal Service NSW; updated Section 2.4: Informing Student About Support to include campus posters.
2.2	PRG	9 Jun 2020	Removed Student Support Services Form, as SSOs record cases directly into Student Support Register, and added IT support to student support services.
2.3	EMG	17 Mar 2021	Orientations must cover acceptable use of IT.
2.4	EMG	8 Jul 2022	The SSO checks in with students they refer to an external counsellor to verify wellbeing, the SSO reports to the Office Manager.
2.5	EMG	4 Oct 2023	General student support duties assigned to SITCM's Admin Office, an online orientation must be provided to students who cannot attend on-campus.
3.0	AB	27 Nov 2023	Comprehensive revision for compliance with new *Higher Education Support Amendment Act 2023*; merged with *Student Academic Support, Student Consultation* and *Mental Health & Wellbeing Policies;* changed ownership to AB.

PURPOSE AND SCOPE

The aim of this policy is to:
- Ensure students have adequate support during their studies.
- Specify the types of support available to students.
- Specify how SITCM supports students at risk of academic failure.

This policy applies to all students at the Sydney Institute of Traditional Chinese Medicine (SITCM).

1   OVERVIEW

SITCM recognises that a student's personal circumstances may have an adverse impact on their education for a variety of reasons. SITCM is committed to providing students with access to timely and accurate advice on the internal and external student support services available to them.

This policy has been informed by the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Higher Education Support Amendment (Response to the Australian Universities Accord Interim Report) Act 2023*, the *Disability Standards for Education 2015* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

2   POLICY

1) This policy is subject to annual review.

2.1   STUDENT SUPPORT SERVICES

1) There are many issues that may affect a student's academic success, including domestic, financial, cultural, educational and health related factors.
2) SITCM is committed to ensuring that appropriate support services are provided to assist students in successfully completing their studies.
3) SITCM offers the following specific types of student support services:
    a.   Unit-specific academic support.
    b.   General academic support.
    c.   International student support.
    d.   Indigenous student support.
    e.   LGBTQIA+ student support.
    f.   IT support.
    g.   Mental health support.
    h.   Support for students who have experienced aggravated or sexual assault, domestic or family violence, or other traumatic events.
    i.   Support for students with a medical condition or disability.
    j.   Support for students involved in a critical incident.
    k.   Peer support.
    l.   Orientations.
4) If a student seeks support in an area not identified in the above list, they can contact the Administration Office (administration@sitcm.edu.au) for assistance.
5) Unless otherwise noted, no fee is charged for any student support services identified in this policy.

2.1.1   UNIT-SPECIFIC ACADEMIC SUPPORT

1) Students must attend regular classes or clinic sessions in all units of study, where their progress is monitored by academic staff.
    a.   If an academic staff member becomes concerned that a student may not successfully pass the unit, they must inform the Academic Support Officer.
    b.   The Academic Support Officer then adheres to the support process for stage-1 at risk students as outlined in Section 2.2 below.
2) Students can direct any unit-specific questions to that unit's teaching staff, either in class or by email (which can be found in the relevant Unit Guide).
    a.   Teaching staff respond to their students' emails within five business days during the academic semester.

3) Students can meet senior academic staff at designated times each week for further support with unit-specific learning.
   a. These meetings can be held on-campus (in a room conducive to confidentiality) or online, depending on the needs of the student.
   b. The *Student Consultation Schedule* identifies which senior staff offer learning assistance for each unit, and at what times each week they are available to meet.
      i. The *Student Consultation Schedule* must not provide any meeting times that clash with the relevant cohort's normal class times.
   c. The Dean updates the *Student Consultation Schedule* each semester, and ensures that it is available to students via Moodle, campus noticeboards and the Administration Office.
4) Students can ask SITCM's Administration Office to recommend private tutors who could further assist with unit-specific learning, such as senior students or graduates who received a high grade for that unit.
   a. Private tutors charge a fee for their services and cannot be SITCM staff.
   b. Use of private tutors may help individual students in some circumstances, but is never an SITCM requirement for successfully passing a unit.

2.1.2 GENERAL ACADEMIC SUPPORT

1) General academic support includes but is not limited to academic literacy, English proficiency, time management, exam preparation, assignment writing, effective presentations, research skills, academic referencing and generative AI.
2) SITCM's Academic Support Officer has expertise in general academic support.
3) The Academic Support Officer (academic.support@sitcm.edu.au) offers the following general academic support:
   a. Academic support meetings.
   b. Customised academic support material provided by email.
   c. At least three academic support workshops per semester.
      i. Workshop topics are decided by the Academic Support Officer based on student needs (to facilitate this, the Academic Support Officer must solicit topic suggestions from students at least annually).
      ii. Workshops are delivered either on campus or online, and are recorded and posted to Moodle.
      iii. Information about workshops is provided to students by email, on the learning management system Moodle, on the SITCM website's Events page and in the student newsletter.
   d. The development and maintenance of accessible academic support material, including:
      i. The Academic Skills Resources page that is directly accessible from the homepage of SITCM's learning management system (Moodle).
      ii. An Effective Study Tips webpage;
      iii. An APA Referencing Essentials webpage;
      iv. A Writing Guide: Basic Sentences webpage; and
      v. Campus posters.

2.1.3 INTERNATIONAL STUDENT SUPPORT

1) International student support includes but is not limited to providing information about student visa requirements, workplace rights and responsibilities, accommodation, living expenses and safety in Australia.

2) The Registrar has completed formal training in international student support, and offers such support to SITCM's international students.
3) The Registrar (registrar@sitcm.edu.au) offers the following international student support:
    a. International student support meetings.
    b. Customised international student support material provided by email.
    c. The development and maintenance of accessible international student support material, including:
        i. The SITCM website's International pages; and
        ii. Campus posters.
    d. Assistance in completing and submitting a *Special Consideration Application Form* (please refer to the *Special Consideration and Extension Policy and Procedure* for details).
    e. Referral to one of the following free external services:

Support Type	Organisation Name	Contact Details
International Student Legal Support	Redfern Legal Centre	02 9698 7645

2.1.4 INDIGENOUS STUDENT SUPPORT
1) An SITCM staff member who has completed formal training in Indigenous cultural safety is designated as SITCM's Indigenous Support Officer.
2) The Indigenous Support Officer (indigenous.support@sitcm.edu.au) offers the following Indigenous student support:
    a. Indigenous student support meetings.
    b. Customised Indigenous student support material provided by email.
    c. Assistance in completing and submitting a *Special Consideration Application Form* (please refer to the *Special Consideration and Extension Policy and Procedure* for details).
    d. Referral to one of the following free external services:

Support Type	Organisation Name	Contact Details
Indigenous Health	Aboriginal Medical Services Redfern	02 9319 5823
Indigenous Employment	Aboriginal Employment Strategy	02 8571 0999
Indigenous Legal Support	Aboriginal Legal Service	1800 765 767

2.1.5 LGBTQIA+ STUDENT SUPPORT
1) The Academic Support Officer is designated as SITCM's LGBTQIA+ Support Officer.
2) The LGBTQIA+ Support Officer (lgbtqia.support@sitcm.edu.au) offers the following LGBTQIA+ student support:
    a. LGBTQIA+ student support meetings.
    b. Customised LGBTQIA+ student support material provided by email.
    c. Referral to one of the following free external services:

Support Type	Organisation Name	Contact Details
LGBTQIA+ Counselling	QLife	1800 184 527
LGBTQIA+ Health	ACON	1800 063 060
LGBTQIA+ Employment	Rainbow WISE	rainbowWISE@wiseemployment.com.au
Support for LGBTQIA+ Chinese	ANTRA	info@antra.org.au

2.1.6   IT SUPPORT

1) A member of SITCM's Administration Office who has expertise in information technology is designated as SITCM's IT Support Officer.
2) The IT Support Officer (it.support@sitcm.edu.au) offers the following IT support:
    a.   IT support meetings.
    b.   Customised IT support material provided by email.
    c.   At least one IT support workshop per semester.
        i.   Workshop topics are decided by the IT Support Officer based on student needs (to facilitate this, the IT Support Officer must solicit topic suggestions from students at least annually).
        ii.   Workshops are delivered either on campus or online, and are recorded and posted to Moodle.
        iii.   Information about workshops is provided to students by email, on the learning management system Moodle, on the SITCM website's Events page and in the student newsletter.
    d.   The development and maintenance of accessible IT support material, including:
        i.   The Email & Teams Guide page that is directly accessible from the homepage of SITCM's Moodle system;
        ii.   The Getting Started at SITCM page that is directly accessible from the homepage of SITCM's Moodle system; and
        iii.   Campus posters.

2.1.7   MENTAL HEALTH SUPPORT

1) The WHS Manager has completed formal training in psychological first aid and responding to survivors of trauma.
2) The WHS Manager (whs@sitcm.edu.au) offers the following mental health support:
    a.   Meetings that allow a student to share mental health challenges in a confidential and compassionate environment.
        i.   The only circumstance in which confidentiality cannot be protected is if the student discloses anything that poses a direct threat to the safety of an SITCM stakeholder.
    b.   Customised mental health support material provided by email.
    c.   Referral to a General Practitioner so that a mental health treatment plan can be developed.
        i.   For a domestic student, a mental health treatment plan allows up to 10 individual Medicare-subsidised sessions with a mental health professional each year.
        ii.   For an international student, a mental health treatment plan allows up to 10 individual sessions with a mental health professional each year that may be partially subsidised by the student's Overseas Student Health Cover.
    d.   Assistance in completing and submitting a *Special Consideration Application Form* (please refer to the *Special Consideration and Extension Policy and Procedure* for details).
    e.   Referral to one of the following free external services:

Support Type	Organisation	Contact Details
General Mental Health Support	Community Mental Health Services	1800 011 511
	Beyond Blue	1300 22 4636

Personal Crisis Support	Lifeline	13 11 14
	St. Vincent de Paul	02 9560 8666
Youth Counselling (up to 25 years)	Kids Helpline	1800 55 1800
	Headspace	02 9114 4100
Support for Men	Men's Line	1300 78 99 78
LGBTQIA+ Counselling	QLife	1800 184 527

2.1.8   SUPPORT FOR STUDENTS WHO HAVE EXPERIENCED AGGRAVATED OR SEXUAL ASSAULT, DOMESTIC OR FAMILY VIOLENCE, OR OTHER TRAUMATIC EVENTS

1) The Chair of SITCM's Sexual Assault and Sexual Harassment (SASH) Taskforce has completed formal training in responding to survivors of trauma.
2) The SASH Taskforce Chair (sash@sitcm.edu.au) offers the following support for students who have experienced aggravated or sexual assault, domestic or family violence, or other traumatic events:
   a. Meetings that allow a student to disclose sensitive information in a confidential and compassionate environment.
      i. The only circumstance in which confidentiality cannot be protected is if the student discloses anything that poses a direct threat to the safety of an SITCM stakeholder.
   b. Customised mental health support material provided by email.
   c. Referral to a General Practitioner so that a mental health treatment plan can be developed.
      i. For a domestic student, a mental health treatment plan allows up to 10 individual Medicare-subsidised sessions with a mental health professional each year.
      ii. For an international student, a mental health treatment plan allows up to 10 individual sessions with a mental health professional each year that may be partially subsidised by the student's Overseas Student Health Cover.
   d. Assistance in completing and submitting a *Special Consideration Application Form* (please refer to the *Special Consideration and Extension Policy and Procedure* for details).
   e. Referral to one of the following free external services:

Support Type	Organisation	Contact Details
Sexual Assault, Domestic and Family Violence	1800 Respect	1800 737 732
	NSW Rape Crisis	1800 424 017

2.1.9   SUPPORT FOR STUDENTS WITH A MEDICAL CONDITION OR DISABILITY

1) A student who seeks support under this section must provide a completed *Health Practitioner Report* to the Administration Office.
   a. The *Health Practitioner Report* is available from the Administration Office and the "Manuals, Policies and Forms" page of SITCM's Moodle platform.
2) A student with a medical condition or disability that could affect their ability to successfully complete their qualification is encouraged to disclose it as early as possible.
   a. SITCM's enrolment forms ask applicants to identify any medical condition or disability they have that could affect their ability to successfully complete their qualification.

3) The Academic Support Officer (academic.support@sitcm.edu.au) encourages any student who discloses a medical condition or disability to attend a support meeting with themselves, and the Dean or Course Coordinator.

    a. The initial meeting produces either:

        i. A *Support Plan for Medical or Disability Reasons* (which aims to provide support arrangements for future studies and cannot be retroactive); or

        ii. Agreement that it is in the student's interests to complete the plan at the beginning of the following semester and seek adjustments to the semester's remaining assessments via a special consideration application – in which case the student receives assistance in completing and submitting a *Special Consideration Application Form* (please refer to the *Special Consideration and Extension Policy and Procedure* for details).

    b. The types of support available under the *Support Plan for Medical or Disability Reasons* may include, but are not limited to:

        i. Mentoring.

        ii. Individual additional tutorial.

        iii. Extending assessment submission deadlines for individual submissions that are worth at least 5% of the unit's overall grade (extensions of group assessment require the student to consent to group members being informed of the existence of a support plan).

        iv. Increasing the time allowed to sit a "live" assessment, such as an exam.

        v. Special equipment used during assessments.

        vi. The use of a support person.

        vii. Alternative assessments.

        i. Monitoring of progress.

        ii. Any other reasonable adjustment that helps the student to meet minimum academic standards.

    d. The Academic Support Officer and student are jointly responsible for ensuring the implementation of a *Support Plan for Medical or Disability Reasons*.

    e. The student is responsible for notifying Academic Support Officer if they believe that the support plan is proving ineffective, so that the issue may be promptly addressed through a consultative process.

        i. Revising the support plan can be an option for addressing the issue.

2.1.10 SUPPORT FOR STUDENTS INVOLVED IN A CRITICAL INCIDENT

1) SITCM's *Critical Incident Policy and Procedure* provides a detailed description of how SITCM responds to critical incidents that occur at SITCM's campus or digital spaces, including those affecting SITCM students.

2) In the recovery phase of SITCM's response, the following actions relevant to student support are taken:

    a. The CEO notifies the emergency contact of any students who have been seriously injured or killed.

    b. The SASH Taskforce Chair contacts any other students who could require psychological first aid and offers the support services described in Section 2.1.7 (Support for Students who have Experienced Aggravated or Sexual Assault, Domestic or Family Violence, or Other Traumatic Events).

2.1.11 PEER SUPPORT
1) SITCM recognises the value of peer support for students in higher education.
2) The Administration Office is responsible for the following peer support services:
    a. A mentoring program for all Semester 1 Year 1 students, whereby:
        i. Year 1 students are emailed in Week 1 of Semester 1 to ask if they would like to participate in the program;
        ii. Participating Year 1 students are divided into groups of up to six;
        iii. Each group is assigned a senior student or recent graduate as a mentor;
        iv. The mentor holds six 45-minute meetings with his/her mentees during the semester, at times and locations decided by mutual agreement by the mentor and mentees; and
        v. Each meeting involves the mentor answering mentee questions and providing general guidance on the learning experience.
    b. The following financial support for SITCM student clubs:
        i. $50/year for each club that holds at least two social events, each attended by at least six SITCM student members, in a calendar year.
        ii. $100/year for each club that holds at least two social events, each attended by at least 10 SITCM student members, in a calendar year.
        iii. $150/year for each club that holds at least two social events, each attended by at least 15 SITCM student members, in a calendar year.
    c. A biannual social event for Year 1 students.
    d. An invitation to attend SITCM's annual end-of-year dinner at an external venue for a fee that is partially subsidised by SITCM.
3) The Academic Support Officer is responsible for ensuring that each unit in SITCM's Higher Education courses has a designated student representative, who passes feedback from classmates on to SITCM and advocate on behalf of the class.
    a. For more information, please refer to the *Stakeholder Feedback Policy and Procedure*.

2.1.12 ORIENTATIONS
1) The Registrar delivers an orientation at the start of each year for new students.
2) The orientation is delivered both on campus and online.
3) The recording from the orientation is uploaded to Moodle for all students' access.
4) The orientation covers:
    a. Information about the various support services available to SITCM students.
    b. Information about course attendance and progress requirements.
    c. Information about SITCM's IT facilities and their acceptable use.
    d. A tour of SITCM identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
    e. A copy of the *Student Manual* for each attendee.
    f. For international students, the following additional information is provided:
        i. Support services to assist students to help them adjust to study and life in Australia.
        ii. Support services to assist students with general or personal circumstances that are adversely affecting their studies in Australia.
        iii. English language and study assistance programs.
        iv. Relevant legal services.
        v. Emergency and health services.
        vi. Complaints and appeals processes.

      vii.   Services students can access for information on their employment rights and conditions, and how to resolve workplace issues.

2.2 AT-RISK STUDENTS

1) A stage 1 at-risk student is a student who is at risk of failing to meet the minimum academic standards in the current study period, for one or more of the following reasons as identified by the Academic Support Officer:
   a. The student has failed at least two assessment tasks in one unit of the current semester.
   b. The student failed one unit of study in the previous semester.
   c. A lecturer reports that the student performed poorly in the short writing task that all students are required to complete in Week 1 of all Year 1 units.
   d. The Administration Office reports that a student did not attend any compulsory classes in the first three weeks of semester.
   e. An academic staff member raises any other valid concerns about the student's ability to meet minimum academic standards.
2) A stage 2 at-risk student is a student who has failed to meet the minimum academic standards in the most recent study period, for one or more of the following reasons as identified by the Administration Office:
   a. The student failed a particular unit of study more than once in the most recent study period.
   b. The student failed 50% or more of the units attempted in the most recent study period.
3) If a student becomes at-risk from failing one or more units in a study period, the Academic Support Officer must initiate contact with them by the end of the first week of the next study period that the student engages in formal studies at SITCM.
4) For details about minimum SITCM's minimum academic standards, refer to the *Student Progression Policy and Procedure*.

2.2.1 SUPPORT FOR STAGE 1 AT-RISK STUDENTS

1) The Academic Support Officer sends each Stage 1 at-risk student an email informing them of:
   a. The academic support services available to them, including a support meeting with the Academic Support Officer;
   b. How the available academic support services can be accessed; and
   c. How to access this policy.
2) If the student agrees to the support, it will be provided in accordance with Section 2.3 (Provision of Support Services) below.
3) If the student agrees to a support meeting, that meeting will involve:
   a. Discussing the reasons for the student's academic difficulties;
   b. Providing, or directing the student towards, any support services that are appropriate for that student; and
   c. Creating an *Academic Support Plan* (as described in Section 2.2.2(2) below) with the student, if the Academic Support Officer believes that such a plan is appropriate.
4) If a student is identified as Stage 1 at-risk three times during a single semester, the Academic Support Officer must create an *Academic Support Plan* (as described in Section 2.2.2(2) below) together with the student.

2.2.2   SUPPORT FOR STAGE 2 AT-RISK STUDENTS

1) All Stage 2 at-risk students must attend a compulsory meeting with the Academic Support Officer, and the Dean or Course Coordinator.
2) At the meeting, an *Academic Support Plan* is created through the following process:
    a. Discussing the reasons for the failure to reach the minimum academic standards;
    b. Determining the support to be provided to the student, which may include but is not limited to:
        i. Academic skills support;
        ii. Additional English support;
        iii. Additional tutoring/study group;
        iv. Additional clinic practice support;
        v. Attend regular meetings with a Support Officer;
        vi. Personal Counselling;
        vii. Reduction in study load;
        viii. Referral to workshops or other professional services; and
        ix. Reduced study load for those students who satisfy the National Code Part D, Standard 9 criteria;
    c. Outlining the responsibilities of the student, including to attend at least one additional scheduled monitoring meeting in the semester;
    d. Warning the student that continued failure to meet minimum academic standards may lead to cancellation of enrolment in accordance with the *Student Progression Policy and Procedure*;
    e. Securing the student's agreement that the plan is appropriate; and
    f. Creating a monitoring schedule for the *Academic Support Plan*.
3) The Academic Support Officer monitors the student's academic progression for the remainder of the semester.
4) The student must attend at least one additional support meeting in the semester.
5) If the student does not attend a required academic support meeting, they may face suspension or expulsion from SITCM.

2.3   PROVISION OF SUPPORT SERVICES

1) A student can request any kind of support meeting identified in this policy by:
    a. Phoning or emailing the staff member identified above as being responsible for offering the support; or
    b. Phoning, emailing or physically visiting the Administration Office (administration@sitcm.edu.au).
2) If a student requests access to support services, the staff member responsible for that type of support generally responds within two business days (unless they are the student's lecturer or tutor, in which case they respond within five business days).
    a. If a student phones SITCM or visits the Administration Office to request access to support services at least one business day before census date, the support must be provided before the census date.
    b. If a student emails the Administration Office or relevant staff member to request access to support services at least two business days before census date, the support must be provided before the census date.
    c. As lecturers and tutors only respond to emails within five business days, students seeking urgent unit-specific support must contact the Administration Office.

3) If a student requests access to support services before census date, the staff member who receives the request must inform the student that the student will incur any applicable FEE-HELP debt on the census date.
4) All support meetings can be held online or on campus (in a room conducive to confidentiality), depending on the needs of the student.
5) All support meetings are tailored to meet the needs of the student, and must be both age appropriate and culturally appropriate.

2.4 AWARENESS OF SUPPORT SERVICES

1) All new students are emailed a digital welcome pack, which informs students of their support options and the existence of this policy.
2) Students are informed of available support services in the following locations:
    a. The SITCM website's Student Support page;
    b. SITCM's Moodle platform;
    c. Campus posters;
    d. Unit Guides;
    e. Orientations; and
    f. The Student Manual.
3) This policy is available to students on both the SITCM website and Moodle.

2.5 MONITORING AND REVIEW

1) Instances of student support being provided must be recorded in the *Student Support Register* (by the person responsible for providing the support) if the support falls within one of the following categories:
    a. General academic support.
    b. International student support.
    c. Mental health support.
    d. Support for students who have experienced aggravated or sexual assault, domestic or family violence, or other traumatic events.
    e. Support for students with a medical condition or disability.
    f. Support for students involved in a critical incident.
    g. Support for stage 1 and stage 2 at-risk students.
2) The Academic Support Officer is responsible for presented a de-identified version of the *Student Support Register* for the Teaching and Learning Committee (TLC)'s review at their quarterly meetings.
3) All students are surveyed on their satisfaction with SITCM's student support services biannually, with the findings presented to the TLC in biannual *Student Satisfaction Reports*.
    a. Please refer to the *Stakeholder Feedback Policy and Procedure* for further details.
4) A student who is dissatisfied with SITCM's student support services may initiate a grievance process, a summary of which is recorded in the *Grievance and Complaints Register* for review at the next TLC meeting.
    a. The grievance process is conducted in accordance with the *Academic Grievance Policy and Procedure* and involves the academic support being reviewed by a senior academic staff member.
5) The Academic Support Officer annually presents a *Student Support Report* to the TLC, and the report must include:
    a. How and to what extent this policy is being successfully implemented;
    b. Any opportunities to improve this policy, and outcomes for students, including information on any relevant student grievances;

     c.   Examples of how this policy has assisted students to successfully complete the units of study in which they are enrolled;

     d.   Where the policy can be found on SITCM's website;

     e.   The number of students identified as at-risk, the support provided to them and their academic progression and outcomes;

     f.   The academic outcomes for all students;

     g.   The FEE-HELP loans provided for failed units of study for each student identified in paragraph (e), and the FEE-HELP loans provided for failed units of study for all students; and

     h.   The number of staff involved in implementing this policy.

6) If the TLC identifies any issues with student support services, it takes any action needed to rectify them, such as requiring the adjustment of resourcing to meet changing demand.

7) The minutes of TLC meetings are reviewed at each Academic Board meeting.

3 PROCEDURES

3.1 ACADEMIC SUPPORT (STAGE 1 AT-RISK)

1) The Academic Support Officer identifies that a student is at Stage 1 at-risk and sends the student an email asking them to attend a meeting.

2) A meeting is held.

     a.   If the Academic Support Officer believes an *Academic Support Plan* is needed, they create one with the student.

3) The Academic Support Officer updates the *Student Support Register*.

4) If a student is identified as Stage 1 at-risk three times during a single semester, the Academic Support Officer must create an *Academic Support Plan* together with the student.

5) The *Student Support Register* is reviewed at the next TLC meeting.

3.2 ACADEMIC SUPPORT (STAGE 2 AT-RISK)

1) The Administration Office identifies that a student is at Stage 2 at-risk and informs the Academic Support Office, who sends the student an email requiring them to attend a meeting.

2) At the academic support meeting, an *Academic Support Plan* is agreed upon.

     a.   The student keeps a copy of the *Academic Support Plan*.

     b.   The Academic Support Officer keeps a copy of the *Academic Support Plan* on file to monitor the progress of the academic support and the student.

3) The Academic Support Officer updates the *Student Support Register*.

4) The Academic Support Officer monitors the student's progression with no less than one additional meeting in the semester.

5) The *Student Support Register* is reviewed at the next TLC meeting.

3.3 SUPPORT FOR MEDICAL OR DISABILITY REASONS

1) A student is identified as needing support due to medical or disability reasons.

     a.   If this occurs during the admissions process, the Registrar sends the student an email asking them to attend a meeting with the Academic Support Officer and the Dean and/or Course Coordinator.

     b.   If this occurs while the student is enrolled, the Dean ensures that the student receives an email asking them to attend a meeting with the Academic Support Officer and the Dean and/or Course Coordinator.

2) The student is required to provide a copy of a *Health Practitioner Report* to the Administration Office, with an original report sighted by the Administration Office.

3) At the meeting, a *Support Plan for Medical or Disability Reasons* may be agreed upon between the student and the Dean and/or Course Coordinator.
   a. The student keeps a copy of the *Support Plan for Medical or Disability Reasons*.
   b. The Academic Support Officer keeps a copy of the *Support Plan for Medical or Disability Reasons* to monitor the progress of the student.

4) To put support services in place, the Academic Support Officer notifies the student's current lecturers and tutors of the type of support the student requires as outlined in the plan.
   a. If the lecturer needs assistance in providing the alternative arrangements, they contact the Academic Support Officer.
   b. If the lecturer has any issues with the alternative arrangements, they discuss them with the Dean and/or Course Coordinator.

5) The Academic Support Officer updates the *Student Support Register*.

6) The Academic Support Officer de-identifies the *Student Support Register* and presents it for review at the next TLC meeting.

7) When the student enrols in the next study period, the Academic Support Officer meets them to discuss the plan's effectiveness and confirm the eligible assessment adjustments that they would like for the new semester.

8) The Academic Support Officer notifies the student's lecturers and tutors for that semester of the type of support as outlined in the plan.

9) The student is monitored for as long as they have a medical condition or disability that may affect their studies, in accordance with the procedure outlined in the *Diversity and Equity Policy and Procedure*.

4   RELATED POLICY AND OTHER DOCUMENTATION

1) Higher Education Standards Framework (Threshold Standards) 2021.
2) Higher Education Support Amendment (Response to the Australian Universities Accord Interim Report) Act 2023.
3) Disability Standards for Education 2015.
4) National Code of Practice for Providers of Education and Training to Overseas Students 2018.
5) Student Consultation Schedule.
6) Special Consideration Application Form.
7) Special Consideration and Extension Policy and Procedure.
8) Health Practitioner Report.
9) Support Plan for Medical or Disability Reasons.
10) Critical Incident Policy and Procedure.
11) Stakeholder Feedback Policy and Procedure.
12) Student Manual.
13) Student Progression Policy and Procedure.
14) Deferral, Suspension and Withdrawal Policy and Procedure.
15) Academic Support Plan.
16) Student Support Register.
17) Student Satisfaction Report.
18) Grievance and Complaints Register.
19) Academic Grievance Policy and Procedure.
20) Student Support Report.
21) Diversity and Equity Policy and Procedure.