

Student Academic Support Policy and Procedure		
Code: A1.07	Area: Academic	
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Policy Developer/Reviewer: QAO/Dean	Review date: 30/05/2021	

VERSION HISTORY

Version	Updated by	Approval Date	Details
0.1	QAM		Document creation. Previously Academic support information was included in a general student support policy.
1.0	QAM	29 May 2019	New policy approved by the Academic Board.

PURPOSE AND SCOPE

The aim of this policy is:

- Outline how SITCM identifies students who need academic support.
- Define students who are 'at-risk'.
- Outline the academic support available to students at SITCM.
- Explain the procedures for *Intervention Strategies* and *Student Support Plans*.

This policy applies to all students in the Bachelor of Traditional Chinese Medicine (BTCM) and VET courses at the Sydney Institute of Traditional Chinese Medicine (SITCM).

1 OVERVIEW

The Sydney Institute of Traditional Chinese Medicine (SITCM) is responsible for ensuring that appropriate student academic support services are provided to assist students in advancing in their course.

To ensure that students are made aware of the academic support available, all staff in SITCM are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

This policy has been informed by the *Higher Education Standards Framework (Threshold Standard's) 2015* particularly Section 1.3 Orientation and Progression.

For information about non-academic student support please consult the *Student Support Services Policy and Procedure*.

2 POLICY

2.1 IDENTIFYING STUDENTS IN NEED OF SUPPORT

2.1.1 SITCM IDENTIFIED STUDENT SUPPORT

SITCM will use a number of methods to identify students in need of academic support:

- 1) Students with special learning needs will be identified during the admissions process.
- 2) SITCM will encourage self-referral by students who encounter learning difficulties.
- 3) Academic performance will be monitored each semester against the minimum academic standards and students who are failing to meet these standards will be identified as at-risk.
- 4) Lecturers and tutors will identify when a student is having difficulty and refer them to student support staff.
- 5) Students who have medical condition or a disability that could potentially affect their ability to meet minimum academic standards will be given access to additional support services:
 - a. Students with such medical condition or disability will be given the opportunity to create a *Student Support Plan* to assist with their studies. For more information see Section 2.4.5.
 - b. Students with such medical condition/s or disability will be asked to self-identify:
 - i. The *Higher Education Enrolment Application Form* in Section 9 asks students if they have any medical condition or disability that may affect their study.
 - ii. During Orientation new students are advised of the *Student Support Plan* and requested to notify staff if they have a condition that may require additional support.

2.1.2 SELF REFERRED STUDENT SUPPORT

Students can self-refer themselves for student support at any time.

- 1) Students will be advised about available student support during the enrolment process and at Orientation.
- 2) Students who would like to receive academic support must approach the Academic Support Officer.

2.2 AT-RISK STUDENTS

A student is considered at-risk if they are at risk of failing or have already failed at least 50% of their units in a semester.

- 1) *Stage 1 At-Risk*: A student who may fail due to the reasons listed below is considered to be stage 1 at-risk.
 - a. The student has a poor attendance record.
 - b. The student has poor academic skills.
 - c. Poor academic writing skills.
- 2) *Stage 2 At-Risk*: A student who may fail due to the reasons listed below is considered to be stage 2 at-risk and is required to undertake an Intervention Strategy.
 - a. A student who has failed at least 50% of their units in the previous semester.
 - b. A student who has failed the same unit of study more than once.

2.3 RECORDS

- 1) At-risk student cases (including monitoring arrangements) are recorded in the *Student Progression Intervention Register*.
- 2) Student Support Plans are recorded in the *Student Support Register*.
- 3) All registers are maintained by the Registrar.

2.4 AVAILABLE SUPPORT

2.4.1 AT-RISK STUDENTS INTERVENTION STRATEGY

At-risk students will be required to undertake an *Intervention Strategy* that outlines the support available to them and student responsibilities.

- 1) All at-risk students will be required to attend a compulsory meeting with the Dean or Course Coordinator and the Academic Support Officer.
 - a. Students who do not attend scheduled academic support meetings may face suspension or expulsion from SITCM.
- 2) At the meeting the reasons for the failure to reach the minimum academic standards will be discussed.
- 3) The support available to the student and the responsibilities of the student will be agreed upon.
- 4) Support includes, but is not limited to:
 - a. Academic skills support;
 - b. Additional English support;
 - c. Additional tutoring/study group;
 - d. Additional clinic practice support;
 - e. Attend regular meetings with the Academic Support Officer;
 - f. Personal Counselling;
 - g. Reduction in study load;
 - h. Referral to workshops or other professional services; and
 - i. Reduced study load for those students who satisfy the National Code Part D, Standard 9 criteria.
- 5) The responsibilities of the student include, but is not limited to:
 - a. Agreed upon meetings with the Student Support Officer to monitor the progress of the intervention.

2.4.2 ACADEMIC SUPPORT OFFICER

- 1) The Academic Support Officer will schedule a meeting with the student in need of support.
- 2) The Academic Support Officer will assess the type and amount of support needed by the student.
- 3) Where the Academic Support Officer is of the view that the student requires further support a learning intervention strategy may be developed.

2.4.3 ACADEMIC LITERACY AND ENGLISH LANGUAGE PROFICIENCY SUPPORT

- 1) The Academic Support Officer may provide one-on-one academic literacy support.
- 2) SITCM will provide academic literacy and English language proficiency support workshops each semester.

2.4.4 ADDITIONAL TUTORING

- 1) Additional tutoring by the lecturer or tutor may be arranged. This is not guaranteed and will depend on lecturer and tutor availability.

2.4.5 STUDENT SUPPORT PLAN FOR MEDICAL CONDITIONS/DISABILITY

Students who have a medical condition or disability that may affect their ability to meet minimum academic standards will be given access to additional support services.

- 1) The *Student Support Plan* is designed to assist students who suffer from serious medical conditions or disability that may affect their ability to meet satisfactory academic standards.
- 2) The types of support available include, but is not limited to or guaranteed:
 - a. Mentoring;
 - b. Individual additional tutorial;
 - c. Extension for submission of assessments;
 - d. Extension of time to complete exams and tests;
 - e. Special equipment used during assessments;
 - f. The use of a support person;
 - g. Monitoring of progress.

2.4.6 REFERRALS

- 1) The Academic Support Officer may refer students to external organisations for support if SITCM is unable to provide the support needed.

3 PROCEDURES

3.1 SUPPORT PLANS

Once SITCM has identified individual student needs and has agreed to provide additional support the student will be put on the appropriate support plan.

3.1.1 INTERVENTION STRATEGY

- 1) At-risk students will be sent an email informing them of their failure to meet minimum academic standards and are request to attend a meeting with the Dean or Course Coordinator.
 - a. Students who do not attend scheduled academic support meetings may face suspension or expulsion from SITCM.
- 2) An Intervention Strategy will be agreed upon between the Dean or Course Coordinator and the student at the academic support meeting. The Dean or Course Coordinator and the student will both complete the *Intervention Form* which outlines the responsibilities of the student and SITCM.
 - a. The student will keep a copy of the Intervention Form.
 - b. SITCM will keep a copy of the *Intervention Form* on file and it will be used to monitor the progress of the intervention and the student.
- 3) The Dean and the student will agree on the types of support that will be put in place.
- 4) The Dean or Course Coordinator, the Academic Support Officer and the student will agree on a monitoring schedule.
 - a. The Academic Support Officer will monitor the student's progression with no less than two (2) scheduled meetings in the semester.

3.1.2 LEARNING SUPPORT PLAN

- 1) SITCM will identify students who may need additional support due to medical reasons and ask them to attend a student support meeting with the Dean or Course Coordinator.

- a. The student will be required to provide documentation (generally a medical certificate) that explains their medical condition and the impact of the medical condition.
- 2) A support plan will be agreed upon between the Dean or Course Coordinator and the student at the academic support meeting. The Dean or Course Coordinator and the student will both complete the *Student Support Plan* which outlines 'alternative arrangements' available to the student.
 - a. The student will keep a copy of the *Student Support Plan*.
 - b. When attending a new unit, the student will notify the lecturer that they are on a *Student Support Plan* and show the plan to the lecturer so that alternative arrangements can be implemented.
 - c. SITCM will keep a copy of the *Student Support Plan* on file.
- 3) The Dean or Course Coordinator and the student will agree on the types of support that will be put in place.
- 4) The lecturer must follow the alternative arrangements as stipulated in the Student Support Plan.
 - a. Lecturers should contact the Academic Support Officer if they need assistance in providing the alternative arrangements.
 - b. If the lecturer has any questions or problems with the alternative arrangements, they must discuss them with the Dean.

4 RELATED POLICY AND OTHER DOCUMENTATION

- 1) Higher Education Standards Framework (Threshold Standards) 2015
- 2) E2.02 Student Support Services Policy and Procedure
- 3) Student Support Plan
- 4) Higher Education Enrolment Application Form
- 5) Intervention Strategy