Student Support Procedure

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Approved by	Stanley College Academic Board
Authorised Officer	Registrar
Supporting documents, procedures and forms of this procedure	Learning and Teaching Plan Learning Resources Policy and Procedure Student Assessment Policy and Procedure Student Grievance and Complaint Policy and Procedure Student Handbook Student Progress Policy and Procedure Student Services Plan Student Support Policy
Related Legislation	Education Services for Overseas Students (ESOS) Act 2000 Higher Education Standards Framework 2021, Part A: Standard 1.3 (Orientation and Progression), 2.2 (Diversity and Equity), 2.3 (Wellbeing and Safety) and 7.2 (Information for Prospective and Current Students) National Code 2018, Standard 6 Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
Audience	Public

1. PROCEDURE

Identifying Students Requiring Academic Support

1.1 A student may be identified as requiring additional academic support if they are not progressing satisfactorily in their studies.

1.2 A student may require additional academic support due to a number of factors, including, but not limited to:

a. A medical illness, injury, health of psychological condition;
b. A disability;
c. A significant life stressor;
d. Family or carer responsibilities;
e. English language proficiency; or
f. Learning support requirements.

1.3 A student requiring additional support may be identified by:

a. Student Progress Reports (run at the end of each semester by the Registrar); or
b. Other means including:
    i. The student requesting additional learning support;
    ii. Class attendance reports;
    iii. Requests for extensions or failure to submit assessments;
    iv. Declining grades; or
    v. Low level of engagement in class discussions.

1.4 Students identified as requiring additional support are referred to the appropriate support service.

1.5 Engagement with Support Services can be initiated by:

a. The Student
b. Academic staff
c. Student Support staff

Orientation

1.6 The Orientation program will provide information about:

a. Support services available for personal and academic related issues;
b. Accommodation and welfare services;
c. The College's English language and study assistance programs;
d. Mental health services;
e. Diversity and Equity policies;
f. Legal services;
g. Advocacy services;
h. Emergency and health services;
i. Reporting critical incidents;
j. Information about general safety in Australia;
k. Safety on-campus;
l. The College's facilities and resources;
m. The College's grievances and complaints processes;
n. Requirements for course attendance and progress; and

o. Services available regarding employment rights and conditions, and how to resolve workplace issues.

Advice on Enrolment and Related Issues

1.7 Students will be provided with timely, consistent and accurate advice on all matters related to enrolment, including:

a. Descriptions and availability of courses;
b. Application and enrolment procedures;
c. Withdrawal and deferrals;
d. Transfer of enrolment;
e. Financial support available;
f. Student services available;
g. Fees for domestic and international students;
h. Facilities and services for disabled persons; and
i. Aboriginal and Torres Strait Islander support program.

Student Support Available

1.8 The following student learning support services are available to students:

a. First Year Support Programs
b. English Language and Academic Assistance
c. Learning Resources
d. Information Technology
e. Student Consultation
f. Translating and interpreting services;
g. Legal services;
h. Emergency and health services;
i. Counselling services;
j. Mental health services;
k. Pastoral care;
l. Special needs or disabilities support;
m. Critical incident response, including isolated events involving an individual such as an assault or sexual harassment
n. Participation in Student Guild activities;
o. Support for Aboriginal and Torres Strait Islander Peoples;
p. Careers advice; and
q. Employment liaison services

Academic Consultation for Students

1.9 All academic staff are available for individual student consultations each week during designated semesters in which their teaching occurs in addition to the associated examination period for that semester.

1.10 Student - Lecturer times are advised to students at Orientation and prominently displayed within the campus such as a notice on the lecturers' office door and posted online on the Learning Management System.

1.11 Both full-time and sessional academic staff must have a consultation time of an hour each week during teaching weeks.

1.12 Academic staff should ensure that the Academic Program Manager (APM) is advised of all consultation hours at the beginning of each semester. The APM will inform the Registrar of these times which will be published in the unit outlines, the timetable and on the student notice board.

1.13 The Academic Program Manager will ensure that consultation times do not clash with the timetable.

1.14 Consultation sessions will be held at places suitable for the purpose such as a meeting room, vacant tutorial room, lecturers' office, or the student break-out areas.

1.15 Should a student request a private or confidential consultation for academic purposes, the consultation can be located at a meeting room in Stanley College, or any office without any other person present.

1.16 Students should email their request for academic consultation via the email address provided on each unit outline.

1.17 Students may also request the Student Engagement Coordinator to make an academic appointment for consultation with an academic staff.

Learning Support Consultation

1.18 Students may be identified as requiring learning support with the Academic Support Lecturer regarding organisational skills, time management skills, study skills, writing skills and research skills via the following:

a. The "at risk" of unsatisfactory course progress procedure
b. Referral from another member of the academic staff
c. Student self-referral
d. Learning support identified at selection interview
e. Referral via the Student Engagement Coordinator

Online Support Consultation

1.19 Stanley College will train students in using the online Learning Management System (LMS), in relation to consultation with academic staff.

1.20 All academic staff and students have access to the LMS through the Stanley College website or the staff and student portals respectively.

1.21 Students are encouraged to use the LMS to communicate with lecturers outside of formal classroom hours.

1.22 Stanley College provides all academic staff and students with Stanley College email accounts. All academic staff are expected to respond to emails from students in relation to academic consultation within a reasonable timeframe.

1.23 Students may be identified as requiring online support via:

a. The "at risk" of unsatisfactory course progress procedure
b. Referral from another member of the academic staff
c. Student self-referral

d. Learning support identified at selection interview
a. Referral via the Student Engagement Coordinator

Student Engagement Coordinator

1.24 The Student Engagement Coordinator is available for the following:

a. Referral to the Learning Resources Officer;
b. Referral to a professional counsellor for, but not limited to, relationship issues, grief, stress and coping, personal problems, drug and alcohol problems, isolated events involving an individual such as an assault or sexual harassment;
c. Providing advice on course information;
d. Providing advice on career information;
e. Providing advice on enrolment information;
f. Referral to the Finance Officer for assistance with financial difficulties;
g. Accommodation information and advice;
h. Advice on student conduct;
i. Advice on course completion and graduation;
j. Advice on academic and non-academic grievance handling; and
k. Assisting students in dealing with personal issues that may be affecting academic performance.

Career Support

1.25 Stanley College's Academic Program Managers are available for consultation with students regarding career information.

1.26 The Employment Liaison Officer also links students and graduates with employment opportunities.

Professional Counsellor

1.27 Access to a professional counsellor for, but not limited to, relationship issues, grief, stress and coping, personal problems, drug and alcohol problems, and isolated events involving an individual such as an assault or sexual harassment.

English Language Support Services

1.28 Students may be required to participate in English support classes organised by the Academic Support Lecturer. There are no assessments in the English support classes, although students may be encouraged to complete learning tasks. These tasks are designed to not adversely impact upon the student course study load but are aimed to support student English language skills and hence enhance course progress.

1.29 Academic staff will be advised of a student's participation in English support classes and will be requested to carefully monitor and report on academic progress to ensure the effectiveness of the strategy described in the *Student Progress Policy*.

1.30 Where students are nominated for and fail to regularly attend English support classes, the Student Engagement Coordinator will be informed to facilitate a suitable course of action.

Learning Resources

1.31 The Stanley College library provides a range of hardcopy and online texts that are up to date and available for loan.