Support for Students Policy

Section 1 - Purpose and Scope

Purpose

(1) The University 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:

a. how the University will identify students who are at risk of not successfully completing their units of study;
b. the support available to the University's students to assist them to successfully complete their units of study; and
c. the University's processes for making students aware of these support options.

(3) This Policy supports compliance with the Higher Education Support Act 2003(Cth).

Scope

(4) This Policy applies to:

a. all University students (non-award, undergraduate, postgraduate and research, domestic and international) irrespective of their mode of participation or location;
b. University staff; and
c. the University's Educational Partners and their staff.

Section 2 - Policy Statement

(5) Southern Cross University:

a. provides its students with the support and resources required to assist them to successfully complete their units of study; and
b. makes its students aware of these support services throughout their study.

Support Services Available to Students

(6) The University offers numerous support options for students to assist in successful completion of their units of study, including but not limited to:

a. Orientation and Transition to University programs
b. Student Learning Zone (Learning coaches, resources and workshops)
c. Indigenous Australian Student Services
d. Library Services

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.

e. Peer Assisted Learning Support
f. Peer Mentoring
g. International Student Support
h. First Year Advisors
i. Student Safety and Wellbeing (promoting health and safety, incident reporting and post incident support)
j. Student Equity and Inclusion (learning adjustment, gender and sexuality support, diversity events)
k. Counselling Services
l. Career and Employability Services
m. Student Loans
n. Accommodation Support

(7) The University makes students aware of the support services available to them in a variety of ways, including but not limited to:

a. information provided to students during orientation
b. information provided on the University's Student Services and Support Webpage

Students At Risk of Not Successfully Completing Units of Study

(8) The University identifies students who are at risk of not successfully completing their units of study based on a number of factors, including:

a. new students with no or low engagement with their unit learning site;
b. students in units with historically higher fail rates;
c. students that fail a unit of study.

(9) The University communicates 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.

Section 3 - Supporting Documents

(10) This Policy should be read in conjunction with the following:

a. Student Academic Experience Policy
b. Assessment, Teaching and Learning Policy
c. Assessment, Teaching and Learning Procedures
d. Student Rights and Responsibilities Charter
e. Support for Students with Additional Requirements Procedures
f. Rules Relating to Awards - Rule 2 - Coursework Awards - General Provisions
g. Rules Relating to Awards - Rule 3 - Coursework Awards - Student Assessment and Examinations
h. Course Progress and Completion Within Expected Duration of Study Procedures
i. Course Progress and Completion Within Expected Duration of Study Procedures
j. Fitness for Study Policy
k. Higher Degree Research Fitness to Study Policy
l. Welfare Arrangements of International Students Aged Under 18 Policy
m. Student Critical Incident Management Policy
n. English Language Intensive Courses for Overseas Students (ELICOS) Academic Progress Policy

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.

o. Sexual Misconduct Prevention and Response)Policy
p. Harassment, Bullying and Discrimination Prevention Policy
q. Compassionate and Compelling Circumstances for Onshore International Students - Guidelines

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.

Status and Details

Status	Current
Effective Date	20th December 2023
Review Date	31st March 2025
Approval Authority	Vice Chancellor
Approval Date	20th December 2023
Expiry Date	Not Applicable
Responsible Executive	Brendon Nelson Vice President (Students) and Registrar
Head of Work Unit	Chithira Johnson Director, Student Support
Enquiries Contact	Vice President (Students) and Registrar portfolio

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to the Southern Cross University Policy Library for the latest version.