SUPPORT FOR STUDENTS POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:
3	UOW Academic Board	11 December 2024	11 December 2024	11 December 2026
Policy Custodian:	UOWCA General Manager		**Document No:**	UOW-SS-POL-130
Purpose:	This Policy documents UOW College Australia's (UOWCA) commitment and approach to supporting students to successfully progress through their college studies. This Policy takes a holistic approach to students' academic, and wellbeing needs through early monitoring and outreach to support academic achievement. It also seeks to ensure that staff are proactive in: 1. Identifying students who are at risk of failing and providing tailored and appropriate support to assist them to successfully complete the subjects of study they are enrolled in; 2. Referring students to additional academic or non-academic support where required; and 3. Identifying disengaged students for targeted outreach intervention.			

	UOWGE		**UOWCA**	✓	**UOWD**	**UOWCHK**		**UOWMKDU**	
Scope:	This Policy applies to all enrolled students and staff of UOW College Australia. For students enrolled in a University of Wollongong (UOW) approved course delivered by UOW College Australia on UOW's behalf, support for students will be provided, managed, and reported on as detailed in this Policy. UOW College Australia students enrolled in UOW Accredited and/or approved courses are subject to all UOW College Australia policies as detailed in the *Framework Policy for UOW Students Studying at UOW College Australia*. If a matter is either not covered by this Policy or an existing UOW College Australia policy, or where an existing policy is silent on the matter, the relevant UOW Policy will apply. If there are any inconsistencies between the provision of a UOW policy and a UOW College Australia Policy, then the UOW College Australia policy prevails to the extent of the inconsistency. This Policy does not apply to Group Program General English. Students enrolled in UOWCA courses with a collaborative delivery partner institution can expect to be supported in their learning through tailored services delivered by UOWCA and the collaborative								

	delivery partner institution. Intervention and outreach strategies may vary in accordance with the relevant agreement in place for that partner.
	This Policy is published in accordance with UOWCA's obligations under the Higher Education Support Act 2003 (Cth).
Related Documents:	Academic Consideration Policy
	Assessment Guidelines
	Attendance Policy
	Course Progression Policy
	Course Review Report
	Course Review Procedure
	Feedback Policy
	Incident Management Policy
	Privacy Management Plan and Procedure
	Privacy Policy
	Remark Request Procedure
	Sexual Harm Response and Sexual Harassment Prevention Policy
	Student Academic Performance Tracking Guidelines
	Student Attendance Monitoring and Reporting Procedure
	Student Disability Policy
	Student Grievance and Appeals Policy
	UOW Support for Students Policy
References and Legislation:	AS 1428-2001 Standards
	Building Code of Australia (BCA)
	Disability Discrimination Act (DDA) 1992 (Commonwealth)
	Disability Inclusion Act (NSW) 2014
	Disability Standards for Education (DSE) 2005 (Commonwealth)
	Health Records and Information Privacy Act 2002 (NSW) (HRIPA)
	Higher Education Support Act 2003 (Cth)
	Privacy and Personal Information Protection Act 1998 (NSW) (PPIPA)
	Student Privacy and Disclosure Statement

Contents

1. Definitions

Word/Term/Acronym:	Definition:
At-Risk Student	A student identified as being at risk of not meeting course progress requirements at the end of the early monitoring period.
Disability	Disability in relation to a person, includes: 1. Total or partial loss of a person's bodily or mental functions; 2. Total or partial loss of a part of the body; 3. The presence of a body of organisms causing disease or illness; 4. The presence of a body of organisms capable of causing disease or illness; 5. The malfunction, malformation, or disfigurement of a part of a person's body; 6. A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or 7. A disorder or illness that affects a person's thought processes, perception of reality, emotions, or judgement or that results in disturbed behaviour; And one which: 1. Presently exists; 2. Previously existed but no longer exists; 3. May exist in the future; or Is imputed to a person.
Non-Genuine Student	An enrolled student whose intention is not, or not likely to be, to undertake study and achieve satisfactory course progress. The criteria when assessing whether a student is or is not a genuine student is informed by the Higher Education Provider Guidelines 2023.
Unjustifiable Hardship	In determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are to be taken into account including: 1. The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; 2. The effect of the disability of a person concerned; 3. The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and In the case of the provision of services, or the making available of facilities, an action plan given to the Australian Human Rights Commission.

2.   Principles

2.1.   UOWCA is committed to providing academic support for all students and enhancing the services and programs offered to support student success.

2.2.   Students are expected to be active partners in their own learning and to participate in decision-making about their studies, where appropriate.

2.3.   Interventions to provide additional support are respectful, timely, age and culturally appropriate and relevant to the student's identified needs.

2.4.   UOWCA's use of learning analytics and other mechanisms to identify students who may have specific support needs including the data sources used and the management of student privacy, is governed by UOWCA's privacy and confidentiality requirements as outlined in the *Records Management Policy and Privacy Policy.*

2.5.   Students enrolled at UOWCA are able to access a range of support services both academic and non-academic by UOWCA and the University of Wollongong as outlined in this policy.

3.   Monitoring and Outreach to Support Student Progress

3.1.   UOWCA has determined key opportunities across the student lifecycle to engage and re-engage students with their studies. In addition to teacher identification of students who are requiring support, a data-informed approach is utilised to identify students who may be at risk of not progressing with their studies ("At-Risk students") and to ensure effective monitoring is in place to support progression and completion of their studies.

3.2.   In operationalising this support, emphasis is placed on early monitoring and recognising key factors that may indicate an "At-Risk" or "Non-Genuine" Student. Such factors include but are not limited to:

1.   Under enrolment in subjects or tutorials;

2.   Failure to access or reasonably engage with key systems;

3.   Failure to attend scheduled classes and learning activities, including online learning;

4.   Failure to submit assessment tasks or receiving subsequent fail grades;

5.   Failure to attend exams without notification; and

6.   Students in equity categories, studying remotely or on a course progress status of restricted or referral.

3.3.   Where students are identified, outreach will be undertaken by the Student Support Team who will work in partnership with students to assess their preparedness for study, transition students into appropriate support services and continue to monitor student engagement with these support services and engagement in their learning.

3.4.   Students from priority equity groups will receive the following support:

1. For Aboriginal and Torres Strait Islander students, outreach will be directed by Student Advisors to Woolyungah Indigenous Centre.

2. For students located at regional campuses within Australia, outreach will be coordinated by the Regional Campus Managers.

3.5. All attempts will be made to ensure additional support is made available to students prior to Census date of the relevant session with a focus on those students who are "At risk" of not achieving satisfactory course progress following the release of results for each session.

3.6. The *Course Progression Policy* details the course progress requirements and monitoring process where students have been identified as "At Risk" of not achieving satisfactory course progress.

3.7. UOWCA systematically collects and reports on student performance data across all teaching locations in accordance with the *Course Review Report, Course Review Procedure and Student Academic Performance Tracking Guidelines.*

3.8. UOWCA collects and reports on student performance through UOW Accredited Courses in the Annual review of UOWCA by UOW.

3.9. In accordance with the engagement requirements outlined in the *Course Progression Policy and Attendance Policy*, UOWCA may cancel a student's enrolment where the actions or inactions of a student raise serious doubts as to their status as bona fide student. UOWCA will make all attempts to identify Non-Genuine Students and confirm enrolment status prior to Census date as per UOWCA rules.

4. Supports for Student Success

4.1. This section outlines the assistance available to all students to help them succeed in their studies. Early intervention is critical to ensure that students are connected to support. Non-engagement with study or available supports (where referred) may trigger an escalation to the Student Support Team for further outreach.

4.2. Students may self-refer to the academic and non-academic support services outlined in this policy, or be referred by academic or professional staff member where:

1. Monitoring suggests a level of disengagement with their studies; or

2. There are concerns regarding their academic progress or the level of academic skills demonstrated; or

3. Concerns for student wellbeing is reasonably considered to warrant some form of intervention.

4.3. Staff may refer students directly to the support services or via the Course Progress Advisor or the Student Advisor.

Academic Skills and Study Support

4.4. The range of academic support services available from UOWCA and UOW to students includes:

1. Orientation and pre-commencement programs;
2. Peer Learning Programs;
3. Academic Writing support;
4. English Language Support;
5. Mathematics and Advanced Mathematics Support Classes;

4.5. Higher Education Academic Support ;
1. Learning Hub;
2. Individual Teacher Consultations;
3. Access to Course Progress Advisors and/or Student Advisors;
4. Access to Student Mentors;
5. Intervention Strategies and "At Risk" Early identification and support through the *Course Progression Policy;*
6. Access Plans as coordinated by the Student Accessibility and Inclusion Team which support students with accessibility needs due to a disability or identified medical condition;
7. Information on academic integrity via the compulsory Start Smart module;
8. IT support resources, computer labs and equipment loans;
9. Library services including online and print resources, subject readings, and study spaces; or
10. Online digital self-help resources.

4.6. Students who are experiencing academic difficulties receive targeted in-course support from academic staff including: connecting the student to support services, maintaining regular contact with them during the semester to check their progress in subjects of study, and, if staff identify that further support is needed, providing students with flexible assessment arrangements in line with the *Academic Consideration Policy.*

Non- Academic Support

4.7. UOWCA and UOW provides a range of non-academic supports for students to assist students to progress in their studies.
4.8. Student wellbeing services include access to:
1. Student Advisors who provide free, confidential advice and assistance on the range of support services available;
2. UOW College Counselling services who provide free, confidential, and professional support;
3. Free UOW counselling and mental health support including a 24 hr Wellbeing Support Line;
4. UOW Careers and employability services and programs;

5. UOW International Student Programs who provide a range of programs, events and activities that can connect a student with people from all over the world to local communities, societies, and clubs;

6. On campus Health and Medical Services;

7. Access to a range of UOW [financial or confidential legal advice,](#) support for students experiencing [financial hardship,](#) including scholarships and grants;

8. Housing assistance via the UOW housing support officer;

9. UOW Student Mentors Program;

10. UOWCA Student Relations Coordinators are enrolled UOW students with prior study experience at UOWCA, who offer assistance to UOWCA students through activities, information sessions, language support, and guidance to appropriate support services; and

11. Wellness program run by the Overseas Student Health Cover Provider.

4.9. Where students report non-academic issues that put them "At risk" of unsuccessfully completing their subjects of study, proactive support will be offered prior to Census date where possible. Adjustments include but are not limited to late withdrawal, leave of absence, reduced study load, academic consideration, mental health support and access plans for students with a disability or ongoing medical issue.

4.10. The *Academic Consideration Policy* and the *Leave, Suspension and Cancellation Policy* outlines the specific support and processes for students with serious health conditions which are impacting their capacity to effectively engage with their studies, and who may need alternative processes to support their continued enrolment and success at UOWCA.

Support for Aboriginal and Torres Strait Islander Students

4.11. UOWCA has specific arrangements for Aboriginal and Torres Strait Islander students offered by the Woolyungah Indigenous Centre at the Wollongong campus. These include;

1. An [Indigenous tailored academic program (ITAP)](#) and s[tudent academic consultations;](#)

2. Woolyungah Education and Accommodation [Scholarships;](#)

3. Student employability support providing tailored career consultations;

4. A Strengths and Needs Snapshot, an online tool that allows students to self-refer and navigate their success at UOWCA; and

5. Designated study and social areas.

4.12. UOWCA offer the [Aunty Linda Cruse Scholarship](#) which aims to support Aboriginal and Torres Strait Islander students who aspire to achieve a higher education or vocational qualification through study at UOWCA.

Support for International Students

4.13. In accordance with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018,* Standard 6: Overseas student support services, additional supports for international students include assistance with living and working in Australia, overseas health cover and student visa requirements. These include:

1. Dedicated wellbeing and financial counselling support;
2. Welcome and onboarding processes specifically designed for international students;
3. Programs and activities that foster peer to peer connection, including English language conversation groups; and
4. Programs and activities that enhance student's life skills for example water safety and education around living in Australia.

Support for Students identifying as gender, sex, and sexuality diverse

4.14. Students identifying as gender, sex and sexuality diverse have access to a range of services that promote diversity and inclusion and include an Ally Network and The Allsorts Queer Collective, a social and support group.

Support for Students with Disabilities

4.15. UOWCA is committed to the promotion of and adherence to the principles of the *Disability Discrimination Act (DDA) 1992 (Commonwealth), Disability Standards for Education (DSE) 2005 (Commonwealth),* and *Disability Inclusion Act (NSW) 2014.* This is achieved through the provision of a physical, social, and learning environment that complements and enhances the College experience for students with a disability on the same basis as other students, in an environment free from harassment and discrimination. UOWCA is committed to:

1. Supporting students with disability, or those who care for persons with a disability, to participate in education on the same basis as students without disability;
2. Considering the interests of all parties involved in assessing required reasonable adjustments;
3. Upholding the academic standards of its courses and programs;
4. Providing all students with a supportive educational environment and appropriate resources to achieve their course learning outcomes;
5. Improving the accessibility of all buildings and facilities for people with disabilities through regular review and upgrade, and following the *Building Code of Australia (BCA)* and *the AS 1428-2001 Standards*; and
6. Creating an environment free from harassment and discrimination.

4.16. UOWCA encourages students with a disability to disclose and register the nature and extent of their disability with Student Advisors and the UOW [Student Accessibility and Inclusion Team](#) (SAIT) in a timely manner, that allows UOWCA and UOW SAIT to best support their needs.

4.17. The nature of the disability must be substantiated by current, relevant, and appropriate medical documentation.

4.18. UOWCA is not required to provide an adjustment to the extent that it would impose unjustifiable hardship on UOWCA or the placement provider or compromise the academic standards of a course or program, or other requirements or components that are inherent in or essential to its nature.

4.19. The *Student Disability Policy* provides further information on the processes for determining reasonable adjustments.

5. Student Safety on Campus

5.1. UOWCA is committed to providing a safe and secure environment for all students, faculty, and staff and takes proactive measures to prevent, respond to, and mitigate critical incidents to safeguard the welfare of its students.

5.2. Enrolled students are required to complete an online module [Consent Matters](#) that covers sexual consent, communication in relationships, and bystander intervention. Students also have access to a range of face-to-face and online training to help protect students from violence, abuse and harassment delivered by the UOW [Safe and Respectful Communities (SARC) team](#). UOW SARC provide support for students who have witnessed or experienced sexual assault, harassment, domestic and family violence, bullying or discrimination.

5.3. UOW's Security Services plays a pivotal role in providing a first or emergency response, first aid and should be the first point of contact. Students can request safety escorts if they feel unsafe. Students can raise an alert through the [SafeZone app](#),or call security via phone on 4221 4900 or use a blue campus security telephone.

5.4. The *Sexual Harm Response and Sexual Harassment Prevention Policy* provides further information and a detailed description of the actions to be taken by Students and staff.

5.5. The *Incident Management Policy* provides a detailed description of the actions to be taken by students and staff for critical incidents and includes protocols for conducting student wellbeing checks.

5.6. The UOWCA General Manager and/or UOWCA Deputy General Manager and Director Global Programs are responsible for managing student critical incidents and will organise support where required.

5.7. The UOW SARC team and the UOWCA Student Services Manager are responsible for managing incidents related to domestic violence or sexual harm and provides trauma informed support.

6. Assessment of Academic Suitability for Study

6.1. This section outlines UOWCA's processes for assessing students' suitability to continue to undertake study for those students identified as "At-Risk" of not successfully completing their units of study.

6.2. *Monitoring of course progress:* UOWCA will conduct periodic reporting of a student's academic progress within subjects at the end of session in line with the monitoring requirements outlined in the Course *Progression Policy*.

6.3. *Monitoring of Attendance:* UOWCA will monitor and review a student's attendance to ensure they are meeting the minimum engagement requirements in their study as outlined in the *Attendance Policy* and Course *Progression Policy.*

6.4. *Intervention Strategy:* For students consistently "At-risk", or placed on a restricted course status, UOWCA will create an intervention strategy to assist the student in meeting the course progress requirements. This may include referral to support services appropriate to that student's needs, restriction on the number of subjects undertaken, language and learning support, leave of absence and/or options for course transfer. Students will be informed of their unsatisfactory course progress and be provided with the opportunity to seek academic advice as outlined in the *Course Progression Policy*.

6.5. *Minimum Performance Requirements:* Students must meet the minimum performance requirements for either the subject, and/or for specific assessment tasks or attendance that are part of the subject as detailed in the Subject Outline.

6.6. *Reassessment Opportunities:* Students who do not meet the minimum performance requirements may be given opportunities to undertake a supplementary assessment as outlined in the *Assessment Guidelines and Academic Consideration Policy*.

6.7. *Academic Consideration:* Consideration will be given to students facing extenuating circumstances, such as medical, personal or wellbeing issues which may have contributed to their academic difficulties as per the *Academic Consideration Policy.*

6.8. *Academic Achievement Advice:* Students identified as "At Risk" may be assigned a Course Progress or Student Advisor who will work with students to develop strategies for improvement and provide guidance on study habits, learning and support resources and advise on matters related to course progression and academic suitability as per the *Course Progression Policy*.

6.9. *Course Exclusion Processes:* Clear procedures are in place outlining the consequences of continued poor academic performance as a result of course progress monitoring and include potential exclusion from the course as outlined in the *Course Progression Policy*. Student have access to an appeal process and advocacy support during this process as outlined in the *Student Grievance and Appeals Policy.*

6.10. *Review and Appeal Process*: The *Student Grievance and Appeals Policy, Assessment Guidelines and Remark Request Procedure* details the processes for resolving student issues and concerns in relation to a mark or grade, an academic decision or the application of a policy that has affected a student's academic progress.

7. Continuous Monitoring and Review

7.1. UOWCA will monitor the effectiveness of this policy and make adjustments as needed to improve the support provided to students "At-Risk" of not progressing with their studies.

7.2. This policy will be reviewed annually for quality assurance purposes, to identify opportunities for improvement to the policy, and to ensure it remains fit for purpose.

8. Student Complaints

8.1. Students who have concerns about the support and/or outreach provided (or not provided) may lodge a complaint. All complaints can be submitted by the following mechanisms and will be managed under the *Student Feedback Policy*:

   1. Formal Complaint online via the UOWCA's Feedback Portal.for advice or to lodge a formal complaint;
   2. Semi-Formal Complaints via a Student Advisor Consultation and Teacher Consultation; or
   3. Informal Complaints via Social Media commentary.

9. Data Protection Compliance

9.1. UOWCA and its staff are committed to protecting the privacy of each individual's personal and health information, as required under the *Privacy and Personal Information Protection Act 1998 (NSW) ("PPIPA"), Health Records* and *Information Privacy Act 2002 (NSW) ("HRIPA"),* and any other relevant legislation.

9.2. The use, disclosure, and handling of personal and health information relating to students is outlined in the *Privacy Policy.* This is provided to all students at the point of enrolment. By signing the Acceptance Agreement, the student acknowledges and accepts the terms specified in the statement.

9.3. UOWCA will only use or disclose students' personal and/or health information for the purpose for which it was collected, for a directly related purpose, where the individual to whom the information relates provides consent, or where otherwise permitted or authorised by law. This includes where:

   1. It is necessary to prevent a serious and imminent threat to the life, health, or safety of any individual; or
   2. UOWCA has a legal obligation to release the information, such as under subpoena; or

3. There is a legal requirement to report to relevant agencies, such as NSW police.

9.4. The management of personal and health information by UOWCA is detailed in its *Privacy Policy* which are available on UOWCA's policies and procedures website.

10. Roles and Responsibilities

10.1. UOWCA Academic staff are responsible for:

1. Identifying students who are "At-Risk" of not progressing in the subject and providing appropriate subject specific academic support;
2. Referring students to additional academic supports where needed;
3. Referring students' directly to an appropriate non-academic support where information is disclosed directly to them of a personal nature to ensure student privacy is upheld or obtaining consent from the student to refer them to the Student Support Team for outreach; and
4. Identifying disengaged students and referring these to the Student Support Team for targeted outreach and intervention before census where possible.
5. Monitoring student attendance.

10.2. The Student Services Manager is responsible for:

1. Identifying students "At-Risk", either by referral or as identified via reporting mechanisms including but are not limited to data analytics and attendance monitoring;
2. Harvesting, managing, and delivering data to support actionable insights for at risk and non-participating students in accordance with organisational requirements; and
3. Applying data management frameworks to ensure the integrity, security, and governance of information in use.

10.3. The UOWCA Student Support Team is responsible for:

1. Administering course progress reporting following release of results and notifying students of their course progress status;
2. Centrally withdrawing Non-Genuine students and reporting Non-Genuine international students to the Department of Home Affairs;
3. Monitoring non-participating enrolments as a measure of institutional quality;
4. Ensuring internal compliance with legislative student support requirements.

10.4. Administering a central referral system, where academic or professional staff are concerned about a student's disengagement with their studies, or early signs of poor academic performance;

10.5. Coordinating outreach callouts to students who have failed one or more subjects, providing support resources, and monitoring outcomes to enhance student success and retention.

1. Recording the outcome of contact and reporting back to referrer (where possible);
2. Notifying UOWCA Administration team of potential Non-Genuine students;
3. Retaining records of interventions for governmental reporting purposes; and
4. Reporting annually via the appropriate academic governance committees on outcomes.

11. Change History

Version	Approved By	Date Effective	Amendment
1	UOWC Academic Board	21/12/2023	New Policy Implemented
2	UOWC Academic Board	21/12/2023	Minor updates to the following: - The scope to include the Framework Policy for UOW Students Studying at UOW College Australia; - The principles to state Students enrolled at UOW College have access to a range of support services by UOW College Australia and the University of Wollongong; and - Clause 4.4 and Clause 4.6 to include both UOWCA and UOW.
3	UOWC Academic Board	21/12/2024	Minor updates to the following: - Updated *Roles and Responsibilities* section for academic staff, Student Services Manager, and Student Support Team responsibilities. - Changes include referral processes, course progress

| | | | reporting and managing non-genuine student cases. |
| | | | - Added responsibilities for the Student Services Manager |