Support For Students Policy

OVERVIEW
SCOPE AND APPLICATION
POLICY PRINCIPLES

OVERVIEW

The University of Adelaide seeks to make education an accessible, relevant, and enriching experience for a diverse range of Students. The University recognises that this diversity means its Students will encounter different challenges, and at different times in their degrees will need different types of support.

The University is committed to supporting Students to participate in, and successfully complete, their study. This policy identifies the policies, procedures, and services available to Students, and staff, at the University to identify Students who are in need of support. This is to ensure that appropriate and timely support is provided, to give Students the best opportunities to be successful in their programs.

SCOPE AND APPLICATION

1. This policy applies to:
   a) Domestic and international Students admitted in Undergraduate and Postgraduate coursework Programs.
   b) University academic staff and professional staff with teaching and learning or student support responsibilities for Undergraduate or Postgraduate coursework Students.

2. This policy does not apply to Students enrolled in Research Programs.

3. This policy, and associated procedures is to be read in conjunction with the:
   a) Academic Progress by Coursework Students Policy;
   b) Admissions to Coursework Programs Policy;
   c) Assessment for Coursework Programs Policy;
   d) Modified Arrangements for Coursework Assessment (MACA) Policy;
   e) Reasonable Adjustments to Learning, Teaching and Assessment for Students Requiring Disability Support Policy;
   f) Sexual Misconduct Policy;
   g) Student Complaint Resolution Policy;
   h) Student Critical Incidents Response Policy and Procedure;
   i) Student Experience of Learning and Teaching Policy;
   j) Student Fees Refund Policy and Procedures;

    k)   [Student Health Assessment and Leave Policy and Procedures;](#)
    l)   [Student Loan Policy;](#)
    m)   [Student Misconduct Policy.](#)

Implementation of this Policy will be carried out in accordance with the University's [Code of Conduct](#) and the [Academic Board Statement on Undue Influence](#). Any attempts to improperly exert pressure or influence actions or decisions made pursuant to this Policy must be reported in accordance with the [Fraud and Corruption Control Policy](#).

POLICY PRINCIPLES

The University aims to ensure all Students are engaged, supported, and progressing through their program. To achieve this:

1. **The University will adopt a Whole-of-University-Approach by:**
   a) Recognising that supporting Students is the responsibility of all staff, and making sure that staff have the appropriate knowledge and resources, as relevant to their role, to assist Students who require support;
   b) Making use of available resources and systems to ensure that support services offered are integrated and holistic and meet current needs.

2. **The University will seek to identify Students whose observed activities are inconsistent with those typical of successful Students. These Students will be encouraged to engage with appropriate support services. Observed behaviours include but are not limited to:**
   a) Past academic performance;
   b) Engagement with the University's digital systems;
   c) Timely submission of assignments; or,
   d) Engagement with course activities.

3. **The University will seek to support Students' individual personal circumstances by:**
   a) Acknowledging there is a range of reasons, both academic and non-academic, that may lead a Student to access support services;
   b) Treating Students as individuals, and recognising, where reasonable, the cultural, social, and personal circumstances that may impact on the support that a Student may need or want;
   c) Making available support services easy to identify and access as early as possible;
   d) Proactively providing Students with timely information so that they can manage their own enrolment to minimise possible impact on fees and grades;
   e) Giving Students every opportunity to be academically successful, with an awareness of individual context and circumstance.

PROCEDURES

1. **Admission**
    Coursework Students are admitted to the University under the [Admissions to Coursework Programs Policy.](#) This policy ensures that Students admitted to the University meet the minimum requirements for admission to the relevant program, including the English language proficiency requirements, to be successful in their program.

2. **Support for New Students**
    To ensure all Students have the best opportunity to be aware of how to identify and access the academic and non-academic support services, available information will be shared during their transition experience. The University will use one or more of these methods to assist with this communication to new Students:
    a) Central Support Service website;
    b) Support Service Expo;
    c) Transition Support Module(s);
    d) Email to the Student's University email address; or,
    e) Email to the Student's personal email address.

3. **Proactive Identification of Students Requiring Support**
    The University will take steps to help Students recognise when they may be at risk of not being successful in one or more of their courses in a Teaching Period, and to communicate services and support available to help them make decisions about their enrolment.

    3.1.   Academic and professional staff will, work in partnership, using available resources and best endeavours, to identify and direct Students toward academic and non-academic support services (refer to Procedure 5).

    3.2   Prior to the Census Date for each Teaching Period, staff will seek to identify Students for whom there is evidence of disengagement. Indicators used to determine disengagement can include, but are not limited to:
    a) No login activity on the Learning Management System for more than seven (7) consecutive days;
    b) Missing submission for an assessment(s); and,
    c) Being referred to support services by academic or professional staff, including for failing to engage with courses either online or face-to-face.

    3.3   Students identified in Procedure 3.2 will, wherever practically possible, be contacted proactively to inform them of upcoming Census Dates, and the consequences of not withdrawing before the Census Date. Students will also be reminded of available academic and personal support services offered by the University (refer to Procedure 5), and how to access them.

    Contact will be made using one or more of the following communications methods:
    a) Email to the Student's University email address;
    b) Email to the Student's personal email address;
    c) SMS text message; or,
    d) Telephone call.

    3.4   Both academic and professional staff are responsible for assisting Students requesting support, or identified as needing support, for example, because of unsuccessful completion of a course, or non-submission of required work for assessment. All attempts to contact Students will be recorded in the relevant University systems.

4. **Determining and Monitoring Academic Progress**
    Students' academic progress through their Program will be monitored and Students identified as being at risk of not progressing will be managed under the [Academic Progress by Coursework Students Policy](#).

5. Support Strategies

5.1 The University offers diverse academic and non-academic support services that meet the range of Students' backgrounds, to assist Students with overcoming issues that put them at risk of not completing their course(s).

5.2 Academic and professional staff will seek to identify appropriate support to target Students' individual academic or personal circumstances, and progress stage. This support may include:
   a) referral to an academic learning support service, such as literacy, Library or numeracy support, online study tools, or Peer Assisted Study Sessions;
   b) counselling, disability support or other health services;
   c) financial or accommodation services;
   d) an individual study plan;
   e) recommending a reduction in course load;
   f) recommending a leave of absence; or,
   g) transferring to an exit-award if available.

5.3 The University provides additional support services that are appropriate to individual circumstances, including:
   a) Wirltu Yarlu provides dedicated support officers offering services, and academic and non-academic mentoring and support to First Nations Students;
   b) International Student Support provides support specific for international Students, including orientation to study in Australia, and cultural, faith or religious, and language support;
   c) Student Health and Wellbeing provides on-campus and online support for Students' physical, emotional, and mental wellbeing, and assists in referral to other support services; and,
   d) The Safer Campus Community provides support and assistance to those needing support for circumstances such as those related to sexual assault, or discrimination related to ethnicity, religion, sexual-orientation, or gender.

5.4 Education and Welfare Officers at Student Care provide independent information, advocacy, support and referral across a range of academic, administrative and welfare issues.

5.5 Academic and professional staff who provide support to Students regarding course or program success are required to make themselves aware of University of Adelaide policies that are available to support Students, including policies that contribute to academic and non-academic support:
   a) Assessment for Coursework Programs Policy;
   b) Modified Arrangements for Coursework Assessment (MACA) Policy;
   c) Reasonable Adjustments to Learning, Teaching and Assessment for Students Requiring Disability Support Policy;
   d) Student Health Assessment and Leave Policy and Procedures;
   e) Student Loan Policy; and,
   f) Student Complaint Resolution Policy.

   Policies that provide advice to staff and Students regarding crisis and critical harm responses include:
   a) Sexual Misconduct Policy;
   b) Student Critical Incidents Response Policy and Procedure.

6. Policy Implementation and Management

6.1 To ensure Students and staff are aware of this policy, its implications, and the support services available, the following measures are implemented:
   a) A copy of this policy will be publicly available on the University's website;
   b) Academic and non-academic support services will be publicly advertised in a central location on the University's website; and,
   c) Information about support services will be shared with individual Students during their transition experience.

6.2 To help achieve its commitments under this policy, the University will:
   a) Communicate with staff to ensure they are aware of up-to-date support services available, and staff obligations in identifying Students in need of support, and providing timely and targeted advice;
   b) Allocate, and adjust as necessary and possible, resources to support all Students who are identified as requiring additional assistance. This will include ensuring that staff who provide support to Students are appropriately trained; and,
   c) Monitor the implementation of this policy to ensure that opportunities for improvement, including those identified through complaints received from Students via the Student Complaint Resolution Policy, are identified and actioned, and communicated to Students.

.

6.3 This policy will be reviewed annually by the University to identify opportunities for improvement and ensure that details regarding support for Students are current, resourced, proactively targeted to Students, and able to be reported on in compliance with legal obligations. Students and staff will have the opportunity to contribute to the annual review process.

DEFINITIONS
Definitions are as contained in the University's Glossary of Terms.

RMO File No.	2023/6098
Policy Custodian	Deputy Vice-Chancellor and Vice-President (Academic)
Responsible policy officer	Executive Director Student Experience
Endorsed by	Academic Board 5 December 2023
Approved by	Vice-Chancellor and President 8 December 2023
Related Documents and Policies	*See Scope and Application*
Related Legislation	Higher Education Support Act 2003 Higher Education Provider Guidelines 2023
Effective from	1 January 2024
Review Date	31 December 2024
Contact for queries about the policy	Educational Policy and Compliance: epc@adelaide.edu.au