



THE UNIVERSITY OF  
**NOTRE DAME**  
A U S T R A L I A

# Policy:

## Student support

Effective: 1 January 2024

Audience: Staff and students

Policy Category: Students

Policy Sub-category: Support Services

Key words:	student support; at risk; academic support; support services
Policy Owner:	DVC Learning and Teaching
Responsible Officer:	PVC Student Experience
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## 1 OBJECTS OF THE UNIVERSITY

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The University's Objects are defined in Section 5 of its Act of Parliament:

The Objects of the University are:

- (a) the provision of university education, within a context of Catholic faith and values; and
- (b) the provision of an excellent standard of -
  - i. teaching, scholarship and research;
  - ii. training for the professions; and
  - iii. pastoral care for its students.

## 2 PURPOSE

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- 2.1** 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.
- 2.2** This policy outlines the support available to students to assist them with successfully completing their studies and the University's processes for ensuring that students are aware of these support options.
- 2.3** This policy is published in accordance with the University's obligations under the *Higher Education Support Act 2003* (Cth).

## 3 SCOPE

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- 3.1** This policy applies to students in all programs, including those enrolled in Pathways, Vocational Education Training (VET) qualifications and Higher Degrees by Research.

## 4 PRINCIPLES

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- 4.1** The University believes that all students should be supported to achieve their academic potential and not be constrained by academic or personal support needs that are capable of being addressed by the University.
- 4.2** The University will identify students needing additional support so that the intervention is respectful, timely, equitable, consistent, and procedurally fair.
- 4.3** The University will have in place academic and non-academic strategies to identify At Risk Students who require additional support to achieve their academic potential.
- 4.4** The University will:
  - 4.4.1** support the mental health and wellbeing of its student body through a range of educational and support initiatives
  - 4.4.2** make information and procedures available about support services to University staff and students, which can be readily accessed
  - 4.4.3** encourage students with academic or personal support needs to access support from relevant internal and external support services
  - 4.4.4** provide a comprehensive orientation program and transition support to all commencing students each semester
  - 4.4.5** engage in early identification and support of recognised academically At Risk Students and cohorts, which may include progression monitoring from admission and link to

- admission criteria
- 4.4.6 improve staff understanding through comprehensive training to assist in the development of informed views, behaviours and attitudes towards At Risk Students requiring additional academic or personal support
- 4.4.7 have effective procedures in place for the disclosure of information about students with academic or personal support requirements, which comply with Privacy legislation
- 4.4.8 offer careers and course advice for students unable to continue with their programs or those seeking to withdraw from study, and
- 4.4.9 have in place effective procedures for dealing with student incidents, particularly grievances and complaints.
- 4.5** Support options for students identified in need of academic and non-academic support will include library services, counselling, mentor services, academic support, peer assisted student support sessions, emergency services, health services, financial support and access and inclusion services. Some of these support strategies will be offered by referring students to agencies external to the University.
- 4.6** Other student support services include spiritual, religious and pastoral care and will be expected to be offered by relevant departments of the University.
- 4.7** A comprehensive communication strategy utilising formal and informal means of communication will be used to keep students informed of all the support mechanisms and processes. These will include (but will not be limited to) student websites, tailored email correspondence, teaching staff, course outlines, Learning Management System, and social media.

## 5 ROLES AND RESPONSIBILITIES

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- 5.1** Faculties and Student Administration Office will implement processes for the monitoring and support of the progression of students considering matters such as:
  - 5.1.1 providing academic advice in relation to enrolment
  - 5.1.2 progression rate
  - 5.1.3 overall progress towards completion of degree
  - 5.1.4 previous failure to complete subjects
  - 5.1.5 English language proficiency
  - 5.1.6 provision of reasonable accommodations when appropriate aligned with the relevant Inherent Requirements of a program or course
  - 5.1.7 failure to complete subject assessment
  - 5.1.8 allegations of academic misconduct
  - 5.1.9 attendance where it is a requirement, and
  - 5.1.10 practicum placements.
- 5.2** Faculties will also:
  - 5.2.1 provide additional academic support through their Head of Student Matters or Student Support Officers
  - 5.2.2 refer students to Student Administration for advice on academic administrative options and responsibilities, and
  - 5.2.3 refer At Risk Students to professional teams.
- 5.3** Student Administration provide students with support and advice:
  - 5.3.1 to access and use administrative processes including, but not limited to, special

consideration, appeals, grievances, deferred examinations, and  
5.3.2 on student administration matters including, but not limited to, fees, timetabling and examinations.

- 5.4** The Student Experience team will be responsible to coordinate all the services to support students at risk of non-completion. These services will include counselling, respect advice, dealing with grievances, conduct matter, access and inclusion, mentoring advice, careers advice, scholarships and financial hardship advice, academic advice and Indigenous Student Support and Library services.
- 5.5** The International Student Support Team will be responsible for providing international students with support in relation to:
- 5.5.1 accommodation
  - 5.5.2 financial counselling and personal counselling
  - 5.5.3 learning enhancement
  - 5.5.4 offering specific engagement activities for International students to participate along with other students, and
  - 5.5.5 specific support services for International students according to the requirements of the *Education Services for Overseas Students Act 2000*.
- 5.6** The International Students team members are the designated first point of contact for international students who encounter any difficulties in adjusting to life and/or study in Australia.
- 5.7** The Indigenous Support and Success team is the designated first point of contact for Indigenous students who seek to enhance their learning opportunities or encounter any difficulties in their student journey.
- 5.8** The Equity Student Team is responsible for implementing the Equity Framework in consultation with faculties and professional areas.
- 5.9** Student are expected to:
- 5.9.1 consider carefully their choice of courses
  - 5.9.2 understand that enrolment is an agreement with financial implications involved, linked to census date deadlines
  - 5.9.3 have an awareness of and abide by the *Code of Conduct: Students*
  - 5.9.4 seek relevant support/professional assistance where a physical or mental health issue is having, or is likely to have, an impact upon their academic progress
  - 5.9.5 seek and follow advice from the Student Experience team or from academic staff
  - 5.9.6 fulfil academic requirements, including enrolment, class registration and any other requirements by the relevant due date(s)
  - 5.9.7 achieve the minimum progression requirements as defined in the Academic Progress Policy and by the Faculty
  - 5.9.8 pass the minimum number of courses as required and identified in the Academic Progress Policy including practical placements and clinical placements or other units of study as set down by the Faculty in order to successfully complete program requirements
  - 5.9.9 make the University aware of any impediments to completing their academic requirements in a timely fashion including requests for reasonable accommodations aligned with the any Inherent Requirements required in their program, and
  - 5.9.10 make contact as soon as possible with the relevant discussed Department or University staff member should they receive any formal notifications regarding concerns for their progress or wellbeing.

**5.10** International students will seek assistance from the International Student Coordinator for any support requirements.

## 6 RELATED DOCUMENTS

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**6.1** This policy should be read in conjunction with the following university documents:

- 6.1.1 *General Regulations*
- 6.1.2 *Code of Conduct: Students*
- 6.1.3 *Policy: Admission and Credit*
- 6.1.4 *Policy: Students with a disability*
- 6.1.5 *Policy: Assessment in Higher Education Coursework ELICOS and Enabling Courses*
- 6.1.6 *Policy: Programs and Courses*
- 6.1.7 *Procedure: Program and Course Information*
- 6.1.8 *Procedure: Academic Progress*
- 6.1.9 *Procedure: Intervention Strategy*
- 6.1.10 *Procedure: Special Consideration*
- 6.1.11 *Policy: Critical Incident Management*
- 6.1.12 *Procedure: Critical Incident Management*
- 6.1.13 *Policy: Sexual Assault and Sexual Harassment*
- 6.1.14 *Procedure: Disclosing Sexual Assault and Sexual Harassment*
- 6.1.15 *Procedure: Student Grievance*
- 6.1.16 *Policy: Work, Health and Safety*
- 6.1.17 *Equity Students Framework*
- 6.1.18 *Disability Action Plan (in progress)*
- 6.1.19 *Learning and Teaching Strategy*
- 6.1.20 *Student Success and Retention Framework*
- 6.1.21 *Indigenous Student Success Framework (being revised)*
- 6.1.22 *VET students framework*

## 7 DEFINITIONS

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**7.1** For the purposes of this policy, the following definitions apply:

**At Risk Students** means students who are at risk of failing more than 50% of courses over two consecutive semesters; students on conditional status; international students who are on an intervention strategy, students who do not engage academically prior to census date and/or students with disabilities.

**Pastoral care** as pastoral, is shepherding or guiding a person towards a genuine human flourishing. Recognising the unique and unrepeatable dignity of every human person, pastoral care is directed at the development of the whole person.

Version	Date of approval	Approved by	Amendment
1	21 December 2023	Vice Chancellor	Effective date – new Policy.