

## Policy Title

### Student Support Policy

#### Preamble

Deakin College is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy encompasses and is underpinned by a range of academic and non-academic support mechanisms, which set out how the College complies with relevant regulations and reporting requirements. It should be read in conjunction with the guidelines and relevant policies available on the college website: [www.deakincollege.edu.au](http://www.deakincollege.edu.au).

#### Purpose

The purpose of this policy is to outline Deakin College's various policies and processes that cover the range of support available to students in accordance with sections 238-10 of the Higher Education Support Act 2003 and the *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*.

#### Scope

The policy applies to Deakin College students and staff.

#### Policy

1. Deakin College systematically monitors student engagement and progression in order to identify students who are at risk of not successfully completing their units of study.
2. The policies set in this document outline the various academic and non-academic related support strategies and mechanisms that are in place and available to students.
3. Deakin College provides academic and support services to help students adjust to university-level study and life.
4. The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including:
  - all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies;
  - policies, arrangements and potential eligibility for credit for prior learning; and
  - policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection, and charge refunds.

Admission and other contractual arrangements with students, or where legally required, with their parent or guardian, are in writing and include any particular conditions of enrolment.

5. Students must participate in the orientation program. Orientation ensures students are aware of:
  - the actions to take to enhance their personal security and safety, including information particularly pertinent to international students, such as safe swimming in Australia;

- key safety and support contacts within Deakin College, Deakin University and externally;
  - online and digital resources such as Safe Zone – the on-campus safety app;
  - student support services available and relevant support staff;
  - reporting of critical incidents;
  - employment rights and conditions;
  - accommodation support services and rights; and
  - for international students, an interactive workshop on learning about Australia.
6. Easily identifiable Student Mentors support and guide new students during the orientation and start of the trimester period.
  7. Ongoing social activities promote student engagement and support. To this end, Deakin College organises student events as promoted through weekly Student Communications throughout the trimester.
  8. Reasonable and equitable academic and welfare support is provided to students of all modes of study and campuses to achieve academic success.
  9. Students who have identified themselves as having a disability are referred to the Disability Resource Centre (DRC) at Deakin University, which provides an Access Plan and liaises with Deakin College to ensure reasonable support is implemented.
  10. Students are responsible for seeking assistance from staff due to circumstances that will impact on their studies. Students are expected to be proactive in approaching staff, making appointments and responding to intervention correspondence. Deakin College liaises with parents or other authorised third parties where the student both sanctions and requests this liaison or where the student sanctions it, and the parent or third party initiates contact with the College.
  11. Students who are classified as potentially at risk of poor academic progress prior to commencement of their course (determined at the admissions stage using a number of criteria) receive targeted intervention in accordance with the Students At Risk procedure, including skills workshops at the start of the trimester.
  12. Any student identified at any point in the trimester as at risk academically or pastorally and classified as such in accordance with the Students At Risk procedure receives targeted intervention and is invited to meet with a range of staff depending on the specific support they require.
  13. Students at risk of poor academic progress due to late enrolment may be subject to a reduced study load.

14. Poor attendance is followed up with a variable combination (depending on circumstances) of postal, email, telephone and SMS correspondence, as well as personal appointments where appropriate.
15. Students can access information on student support services from the Student Portal or the Deakin College website under Current Students.
16. Students are encouraged to make appointments with support staff by contacting the Deakin College Reception.
17. Deakin College offers a wide range of student support services:

#### **17.1 Academic Support**

- The section on related policies, located at the end of this document, outlines the various academic related support strategies and mechanisms in place and accessible to students. Additionally, complimentary support services are also provided, including:
- Academic Skills Workshops focus on developing and enhancing students' academic skills for the transition to tertiary studies;
- Academic Coordinator for course advice;
- One-to-one appointments with Student Learning Advisors for specific and personalised advice;
- Learning Mentor program to assist students in adjusting to studying at Deakin College;
- Learning Mentors offer one-on-one and small group sessions to help students with specific questions and study skills support;
- Self-directed learning is available online for students to access as required.

#### **17.2 Non-academic support**

- Students are made aware, through orientation, the Student Portal, and trimester communications, of the various support mechanisms and options available to assist them in successfully completing their units. These resources include those detailed in the section on related policies located at the end of this document. Additionally, supplementary support services are available, encompassing:
- Student Services support students with pastoral care as well as administrative and accommodation-related issues;
- Student Counsellors may refer students to Academic Coordinators and/or Deakin University Counselling and Psychological Support (CAPS) where appropriate;
- Student Services support students who are considering withdrawal, discussing their circumstances and options with them and making referrals where appropriate;
- Deakin Career Services provides information on employment and career options;

- Deakin Chaplaincy offers pastoral care and can direct students to appropriate services and communities for their specific religious denomination upon student request;
- Deakin Medical Centres offers medical and nursing services to students;
- Deakin College IT support, assist students with the use of technology;
- International student support is provided on Confirmation of Enrolment, visa and work restrictions;
- Student Services provide students under the age of 18 with additional support;
- International students are collected from the airport by Deakin College's authorised transport company upon their first arrival to Australia;
- Student engagement activities and healthcare/wellbeing events provide extra-curricular stimulation and an opportunity to socialise and integrate with other students;
- The Students At Risk procedure supports the identification of students with pastoral or personal issues, as well as academic, in order that these students can be signposted to support services;
- Deakin College may refer students to external specialised services for further support.

### **Reporting**

In accordance with section 238-10 of the *Higher Education Support Act 2003*, Deakin College will provide the Tertiary Education Quality and Standards Agency with a deidentified report on an annual basis.

Deakin College adheres to the Privacy Principles as set out in Schedule 1 of the *Privacy Act 1988* in respect of student personal information to be obtained for the purposes of sections 19-43 of the Act.

### **Review**

This policy will be reviewed annually by the Academic Board of Studies to identify areas for enhancement and ensure the currency and adequacy of student support provisions. A proactive focus will be on targeting students' needs and the capability to report on them.

### **Related Policies<sup>^</sup>**

#### *Academic Support*

Academic Integrity Policy  
Academic Progress Policy  
Assessment Policy  
Recognition of Prior Learning Policy

#### *Non-academic support*

Admission Policy  
Appeals Policy  
Attendance Policy  
Care of Students Under the Age of 18 Policy  
Complaints Policy  
Critical Incident Policy

Enrolment, Fees and Charges Policy  
 Equity and Diversity Policy  
 First Peoples Education Policy  
 Overseas Student Transfer Policy  
 Privacy Policy  
 Sexual Assault and Sexual Harassment Prevention and Response Policy  
 Student Code of Conduct Policy  
 Student Support Policy  
 Wellbeing, Health and Safety Policy

**Related Procedures**

*Academic Support*

Academic Integrity Procedure  
 Academic Progress Procedure  
 Assessment Procedure  
 Recognition of Prior Learning Procedure  
 Review of Assessment Procedure  
 Special Consideration Procedure

*Non-academic support*

Admission Procedure  
 Appeals Procedure  
 Attendance Procedure  
 Care of Students Under the Age of 18 Procedure  
 Complaints Procedure  
 Critical Incident Procedure  
 Enrolment, Fees and Charges Procedure  
 Examination Procedure  
 Overseas Student Transfer Procedure  
 Sexual Assault and Sexual Harassment Prevention and Response Procedure  
 Student At Risk Procedure

<sup>^</sup>*Policies and procedures are accessible at: [www.deakincollege.edu.au/policies-procedures](http://www.deakincollege.edu.au/policies-procedures)*

**Definitions**

<b>Key Terms</b>	<b>Definition</b>
Academic skills	Developing and enhancing students' academic skills in critical thinking, research methods, academic reading and writing, note-taking, oral presentations, avoiding plagiarism, citing and referencing, examination preparation and transitioning to university study and English language needs.
CAPS	Counselling and Psychological Support
Careers Services	Career information, advice and activities provided to assist students to choices and decisions about study, employment and career options.
Chaplaincy	Spiritual and pastoral care for the campus community.

DRC	Disability Resource Centre of Deakin University, through which students with disabilities and additional educational needs are supported as necessary and appropriate.
Health Services	Deakin College students and staff have access to a professional, confidential, and cost-effective range of medical and nursing services staffed by general practitioners and division one registered nurses.
Learning Mentor Program	Learning mentors are senior students who have been trained in the provision of peer mentoring.
Senior Student	A senior student is a student who has successfully completed at least one trimester at Deakin College.
Student Counsellors	Staff who support students with study or personal issues, academic assistance, accommodation difficulties, family matters, attendance issues and homesickness.
Student Mentors	More senior students who provide vital information to students about studying at Deakin College and assist with general queries.
Students At Risk	The formal procedure through which any student at risk academically or pastorally is identified and supported.

#### Status and Details

<b>Identification</b>	Student Support Policy
<b>Initial Issue Date</b>	19/04/2018
<b>Status</b>	Current
<b>Domain</b>	Student and Academic Services
<b>Effective date</b>	1/04/2025
<b>Review date</b>	1/03/2027
<b>Approval Authority</b>	Academic Board of Studies
<b>Implementation Officer</b>	Director Quality & Student Services
<b>Enquiries Contact</b>	Robert Close