

Policy Title

Student Support Policy

Preamble

This policy is consistent with:

- The Australian Qualifications Framework (2013)
- The Higher Education Standards Framework (Threshold Standards) 2021, Standard 1.1 Admission; 1.3 Orientation and Progression; 1.4 Learning Outcomes and Assessment and 3.3 Learning Resources and Educational Support
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)

Purpose

This policy affirms Deakin College's commitment to promote a safe, supportive and engaging environment on campus and online for students to achieve learning outcomes and participate in study and life.

Scope

The policy applies to all students enrolled in the Foundation Program and Diplomas at all campuses of Deakin College and Deakin College Jakarta, including domestic students, temporary residents and overseas students.

Policy

1. Deakin College supports students to adjust to university level study and life by providing academic and support services.
2. 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 refunds of charges.

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.

3. 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.
4. Easily identifiable Student Mentors support and guide new students during the orientation and start of trimester period.
 5. 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.
 6. Reasonable and equitable academic and welfare support is provided to students of all modes of study and campuses to achieve academic success.
 7. Students who have identified themselves as having a disability are referred to the Disability Resource Centre (DRC) at Deakin University which provide an Access Plan and liaise with Deakin College to ensure reasonable support is implemented.
 8. 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.
 9. 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.
 10. 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.
 11. Students at risk of poor academic progress due to late enrolment may be subject to a reduced study load.

12. 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.
13. Students have access to the information on student support services from the Student Portal or Deakin College website under Current Students.
14. Students are encouraged to make appointments with support staff by contacting the Deakin College Reception.
15. Deakin College offers a wide range of free student support services including:

15.1 Academic

- Academic Skills Workshops focus on developing and enhancing students' academic skills to 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 student to adjust 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 available online for students to access as required.

15.2 Welfare

- 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 and discusses their circumstances and options with them, 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 students 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 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.

Related Policies

Academic Integrity Policy
 Academic Progress Policy
 Assessment Policy
 Attendance Policy
 Care of Students Under the Age of 18 Policy
 Critical Incident Policy
 Equity and Diversity Policy
 Privacy Policy

Procedure

Students At Risk Procedure

Definitions

Key Terms	Definition
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	Students and staff of Deakin University 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 home-sickness.
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

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