

Support for Students Policy

Section 1 - Purpose and Context

(1) ACU is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

(2) This Policy outlines how ACU will identify students who are at risk of not successfully completing their units of study and the support, services, resources, and assistance available to students to assist them with successfully completing their studies, and the University's processes for ensuring students are aware of these support options.

(3) This Policy is published in accordance with the University's obligations under the [Higher Education Support Act 2003 \(Cth\)](#).

(4) This Policy should be read in conjunction with the accompanying procedures of this Policy and other relevant University policies and procedures, including those listed in the Associated Information tab.

Section 2 - Scope

(5) This Policy applies to all students and staff of ACU. It encompasses the full range of support services available to support students' academic success, personal development, and wellbeing.

Section 3 - Principles

Equity

(6) Every student at ACU is entitled to access to support services regardless of their race, gender, age, socio-economic backgrounds, disability, sexual orientation, or religion.

Accessibility

(7) Support, services and resources should be easily accessible to all students. This includes, where appropriate, making services available online and in physical campus locations, during and outside of business hours, with consideration for diverse needs and critical study periods.

Accountability

(8) ACU commits to continuously monitor and improve the services outlined in this Policy to ensure their suitability and effectiveness. Students are responsible for taking charge of their own learning and are encouraged to seek relevant support and advice from staff in a timely way if they experience issues that may affect their educational progress.

Section 4 - Policy Statement

(9) ACU will ensure that support is available to students to assist them with successfully completing their units and

that students are made aware of these support services throughout their study.

Students at risk of not successfully completing subjects

(10) ACU will undertake the following in order to identify students who are at risk of not successfully completing their units of study:

- a. In accordance with [Academic Regulations](#) (111) and (112), a student who has failed 50% or more of enrolled units or credit points during a progression review period will be warned that they are at risk of not making satisfactory academic progress. The student will be formally notified by the Course Coordinator of their at risk status. The notice must be consistent with the correspondence requirements of Section 3 of the [Academic Regulations](#) and will normally be issued within 20 working days from the date of finalisation of their results for the relevant progression review period to:
 - i. warn that further failure may lead to termination of their enrolment;
 - ii. warn that further failure may mean they will not be eligible for Commonwealth financial assistance to study in a Commonwealth Supported Place or to receive a HELP loan, where relevant;
 - iii. recommend they seek academic advice before continuing in their program; and
 - iv. refer them to relevant support services.
- b. Lecturers in Charge (unit level) and Course Coordinators (course level) will monitor, identify, and offer support to students at risk of not making satisfactory academic progress. The Course Coordinator will email students with low or no engagement with their learnings (as determined by either classroom attendance or engagement with student learning materials in their learning management system) before the census date of each study period to check in on students and offer support. This includes an offer of meeting with the Course Coordinator; reminder about making changes to enrolment and withdrawal before census date to avoid financial and academic penalties; and the available services to support students with their studies.

Support services available to students

(11) ACU is committed to providing support, services, and resources to all students to help them be successful in their studies. ACU offers, either directly or through a third-party, numerous support options for students. These include:

- Access and Disability Services
- Career and employability services
- Clubs, societies, and events
- [Elite Athlete and Performer Program](#)
- First Nations student services
- First year transition and student mentoring
- Health, safety, and wellbeing
- International student support
- Legal advice, advocacy and accommodation
- Study support
- Veteran's support

(12) ACU will publish this [Support for Students Policy](#) as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.

Status and Details

Status	Historic
Effective Date	5th February 2024
Review Date	30th November 2024
Approval Authority	Vice-Chancellor and President
Approval Date	5th February 2024
Expiry Date	31st March 2024
Responsible Executive	Julie Cogin Provost and Deputy Vice-Chancellor (Academic)
Responsible Manager	Julie Cogin Provost and Deputy Vice-Chancellor (Academic)
Enquiries Contact	Office of the Provost and Deputy Vice-Chancellor (Academic)