

Student Veteran Support Policy

Section 1 - Purpose

(1) This policy sets out the support services available to Student Veterans at ACU, to enable them to successfully achieve their academic potential while undertaking study. In addition, this policy aims to outline the specific support for those students completing concurrent military service.

Section 2 - Policy Scope

(2) This policy applies to:

- a. ACU Staff; and
- b. Student Veterans.

(3) This policy does not apply to Student Defence Reservists who are covered by the [Support for Student Defence Reserves and Emergency Service Personnel Policy](#).

(4) This policy does not apply to Higher Degree by Research students.

Section 3 - Definitions

(5) Terms used in this policy are consistent with the ACU [Glossary of Student and Course Terms](#). In addition, the following words and expressions have the meanings listed below.

Term	Definition
Student Veteran	A student who has served or is serving in the Australian Defence Force, or a student with international military service that has been recognised through admission to the Student Veteran Support Program.
Student Veteran Services	The ACU organisational unit responsible for managing all veteran programs at ACU, including the SVSP, VEP, and VTP.
Student Veteran Support Program (SVSP)	A program available at ACU to provide additional support to Student Veterans throughout their study. Student registered to the SVSP receive priority class allocation, and support through the Student Veteran Services team. Students with international military service are also encouraged to apply.
Veterans Entry Pathway (VEP)	The VEP is a direct entry admission pathway into ACU based on a veteran's service record. This entry pathway can only be utilised by members who have served in the ADF full-time and have completed basic training with two years of service after basic training.
Veterans Transition Program (VTP)	A program developed to assist Student Veterans in achieving their academic potential and transitioning from service into university studies. This program provides the framework for development of academic skills. The program is delivered in an intensive mode prior to the beginning of each semester.

Section 4 - Principles

(6) ACU recognises the unique circumstances that Australian Defence Force members may face when undertaking university study and has developed the Student Veteran Support Program (SVSP) to help accommodate and support the requirements of military service and related external commitments through the provision of flexible study options and access to Student Veteran Services.

(7) It is recognised that Student Veterans at ACU must balance their service commitments with the University academic calendar and course requirements. Some adjustments or modifications may be approved, consistent with the Academic Regulations. The student must complete all requirements of their degree.

(8) Every effort will be made to implement a flexible study option to accommodate individual circumstances as set out in Section 6 of this policy.

Section 5 - Registration with the SVSP

(9) All students admitted through the Veterans Entry Pathway (VEP) that are registered with the Student Veteran Support Program (SVSP) will do so through an 'opt in' process.

(10) ACU Student Veterans who are not admitted through the VEP can apply for the SVSP by providing their service record to the SVSP team.

Section 6 - Flexible Study Options

(11) Flexible study options may be implemented for Student Veterans for:

- a. deployment or service-related commitments;
- b. unexpected illness/injury related to service; or
- c. other exceptional service-related circumstances.

(12) Flexible study options may be arranged through the provision of:

- a. priority class allocation; or
- b. special consideration, in accordance with the [Special Consideration Procedure](#).

Section 7 - Additional Services

(13) In addition to services provided to all students e.g. counselling, advocacy and campus ministry, the following services are also available to Student Veterans:

- a. Tailored and consistent academic support provided through the SVSP; and
- b. Assistance and advice around administrative processes provided through the SVSP as set out in clause (15).

Section 8 - Veterans Transition Program

(14) Student Veterans and students who are concurrent serving members of the military have access to the Veterans Transition Program (VTP) to assist commencing Student Veterans to develop the necessary academic skills to transition to university life.

Section 9 - Roles and Responsibilities

Student Veteran Services (SVS) Staff

(15) SVS Staff are responsible for:

- a. provision of information to applicants regarding admission via the VEP;
- b. assisting with assessment and administration of the Australian Defence Force Articulation Agreement and assisting students in submitting credit applications for professional experience through the Credit Portal;
- c. assisting Student Veterans in interpreting policy and providing guidance on meeting process requirements for matters such as campus transfer, cross institutional study and special consideration;
- d. assisting with the negotiation of flexibility for Student Veterans in meeting academic requirements;
- e. provision of advice and guidance to Student Veterans on course planning and other academic matters, such as results and examinations;
- f. advocacy for Student Veterans within their Faculty and the wider University;
- g. liaising with academic staff to support Student Veterans in balancing study load; and
- h. referral of Student Veterans to the Student Advocacy Service for advice and assistance relating to matters such as unsatisfactory academic progress.

Schools and Faculties

(16) Schools and Faculties are responsible for:

- a. consideration of assessment deadlines with students to accommodate service and related external commitments;
- b. class attendance flexibility to accommodate service and related external commitments;
- c. reasonable provision of opportunities, where appropriate, for Student Veterans to demonstrate understanding of missed class content, subject to compulsory attendance requirements e.g. professional placements; and
- d. provision of advice on course progression and unit selection including opportunity for cross institutional study where relevant.

Student Veterans

(17) Student Veterans are responsible for:

- a. communicating with academic staff and SVS staff as early as possible to request support for assessment tasks or class absences;
- b. providing supporting documentation as evidence of commitments as per the Special Consideration Procedures;
- c. complying with the Student Conduct Policy and understanding that breaches of this policy may result in the student being withdrawn from the SVSP; and
- d. adhering to all ACU academic regulations, policies and procedures.

Section 10 - Associated Information

(18) For related legislation, policies, procedures and guidelines and any supporting resources please refer to the Associated Information tab.

Status and Details

Status	Current
Effective Date	1st January 2026
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Approval Authority	Academic Board
Approval Date	12th November 2025
Expiry Date	Not Applicable
Responsible Executive	Helen Murnane Academic Registrar
Responsible Manager	Aaron Cornwall Student Veterans Services Manager
Enquiries Contact	Catherine McKiver Policy and Projects Officer