

Cairnmillar Institute

Support for Students Policy

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| Policy Name | Support for Students Policy |
| Policy number | SSP015 |
| Date approved | January 11, 2024 |
| Approving body | Academic Board |
| Responsible officer | Faculty Dean |
| Implementation officer | Student Services Manager |
| Next review date | 2-5 years from approval date |
| Linked policies | <p>This policy should be read in conjunction with guidelines and procedures sections of this policy and other relevant policies which include:</p> <p>HRP011 Critical Incident Accident Injury Policy HRP020 Diversity, Equity and Inclusion Policy TLP002 Assessment Policy SSP001 Student Selection, Admission, and Enrolment Policy and Procedures (Higher Education) SSP006 Student Deferral and Leave of Absence Policy SSP007 Student Grievance Procedures SSP008 Academic Progress and Review Policy SSP010 Learning Environment and Student Wellbeing Policy Click or tap here to enter text.</p> |

Linked forms and documents

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1. Purpose of this Policy

The Cairnmillar Institute (the Institute) is committed to ensuring:

Fair and consistent practices in relation to student:

- Support
- Resources
- Assistance to be successful in their studies

This policy outlines how the Institute will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units of study, including the Institute's processes for ensuring that students are aware of these support options.

This policy is published in accordance with the Institute's obligations under the *Higher Education Support Act 2003* (Cth), the *Education Services for Overseas Students (ESOS) Act 2000*, and those of professional accreditation requirements.

2. Policy statement

The Institute 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.

The Institute will use a variety of methods to identify students who may become at risk at any point in their studies. Students identified as being at risk will be provided with support by the Institute. Methods may include but are not limited to;

- a) Selection processes to ensure the suitability of students to undertake a course of study at the Institute
- b) analysis of data from the learning management system (LMS) in relation to student engagement
- c) Monitoring student progression

The Institute will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study within the maximum allowable completion time.

Support Services Available to Students

The Institute offers either directly or through a third-party numerous support options for students to assist in successful completion of their units of study, such as:

- a) Library services
- b) Student Wellbeing services
- c) Assessment guides
- d) Academic Literacy workshops
- e) Learning Equity Support

These services are available at no additional cost to students.

The Institute 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.