

SUPPORT FOR STUDENTS POLICY

PO-STU-01

Objects of Excelsia College

Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the objects of the College are the advancement of the Christian faith and higher education.

1 Policy statement

- i. Excelsia College is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.
- ii. This policy outlines how the College 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 College's processes for ensuring that students are aware of these support options.
- iii. This policy is published in accordance with the College's obligations under the *Higher Education Support Act 2003* (Cth).
- iv. This policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies including:
 - a. [Academic Integrity Framework](#)
 - b. [Student Grievance Framework](#)
 - c. [Assessment Framework](#)
 - d. [Student Wellbeing Framework](#)
 - e. [Student Learning Framework](#)
 - f. [Research Framework](#)
 - g. [Critical Incident Framework](#)
 - h. [Integrity and Respect Framework](#)
 - i. [ICT Framework](#)

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- j. [Library Framework](#)
- k. [Student Lifecycle Framework](#)
- l. [Health and Safety Framework](#)
- m. [Sexual Assault and Sexual Harassment Prevention and Response Framework](#)
- n. [Student Code of Conduct](#)
- o. [Information Management and Privacy Framework](#)
- p. [Financial and Administration – Student Framework](#)

2 Scope

This policy applies to all College staff and College students enrolled in an award course, including higher degree by research candidates.

3 Roles and responsibilities

The following stakeholders have a responsibility in relation to this policy framework.

Role	Responsibility
Chief Academic Officer	<ul style="list-style-type: none"> • overall accountability for enforcement and compliance of this policy • responsible for submitting the annual report in line with the Higher Education Provider Guidelines
Deputy Chief Academic Officer	<ul style="list-style-type: none"> • supporting the CAO in coordinating strategies that support student success at the College
Management Committee	<ul style="list-style-type: none"> • In collaboration with Academic Board and the CAO, monitoring the effectiveness of student support strategies and endorsing improvements in line with College policies and procedures
Academic Board	<ul style="list-style-type: none"> • In collaboration with Management Committee and the CAO, monitoring the effectiveness of student support strategies and endorsing improvements in line with College policies and procedures

4 Definitions

For the purpose of this policy framework, the following definitions apply.

Term	Definition
academic progress	The ability to successfully complete coursework and satisfactory progress towards completing an award.

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intervention strategy	A systematic course of actions to identify and support students who are not making satisfactory progress. It includes but is not limited to consultation, workshops and presentations, remedial online sources, and independent learning support.
student	All students of Excelsia College, including but not limited to, fee-paying students, FEE-HELP students, audit students, students in the Study Abroad program, on-campus face-to-face students, distance education (online only) students, scholarship students, and ELICOS students.
Student Support	The College's main support service which helps to contribute to the quality of student learning experience and their academic success and wellbeing.

5 Policy principles

5.1 General

- i. The College 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.
- ii. Students will be supported to take ownership of their learning success. Students are responsible for:
 - a. their own learning
 - b. making decisions about their learning journey
 - c. understanding the requirements of their units (as provided in course unit outlines) and their overall course.
- iii. Students are encouraged to:
 - a. be mindful of the census date as published on the [Academic Calendar](#) and as communicated by the Registrar's Office each semester, after which students incur academic and financial obligations for the subjects in which they are enrolled
 - b. contact their School and/or Student Support to get advice and information about support, special consideration, and/or reasonable adjustments before census date
 - c. take action themselves to proactively access support options, seek advice, and make decisions about their study options which avoid financial penalties
 - d. seek advice and support when they encounter circumstances beyond their control after the census date.

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5.2 Students at risk of not successfully completing subjects

- i. The College actively monitors student academic progress and undertakes the following processes in order to identify students who are at risk of not successfully completing the subjects and courses they are enrolled in:
 - a. encouraging open dialogue between staff and students so that academic problems and difficulties can be identified and overcome before they affect course progression
 - b. monitoring student progression and providing an intervention strategy and support for any student who is not maintaining a satisfactory rate of academic progress through their course, through the Monitoring Student Academic Progress Policy and Procedure in the [Student Learning Framework](#).
 - c. using educative approaches to respond to and support students at risk of academic integrity issues, through the [Academic Integrity Framework](#)
 - d. taking a holistic approach to student success and providing wellbeing services outlined in the [Student Wellbeing Framework](#).
- ii. The College 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.

5.3 Support services available to students

- i. The College offers either directly through Student Support or through third parties numerous support options for students to assist in successful completion of their units of study, as outlined in the [Student Wellbeing Framework](#).
- ii. Academic support services include but are not limited to:
 - a. one-on-one consultation with academic skills advisors
 - b. skills workshops on referencing, academic integrity, and academic writing
 - c. free digital resources on areas such as academic integrity, using generative AI, referencing, and academic writing
 - d. a process for Special Consideration when illness or circumstances might impact on assessment performance
 - e. reasonable adjustments to students with disability to ensure participation on the same basis as other students
 - f. Aboriginal and/or Torres Strait Islander support
 - g. English language support.
- iii. Non-academic support and student wellbeing services include:
 - a. counselling
 - b. spiritual and pastoral support

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- c. career advice and job-ready workshops
 - d. resume writing assistance
 - e. food support for students experiencing financial hardship
 - f. financial assistance for students experiencing financial hardship, through the [Financial and Administration – Student Framework](#)
 - g. Student Representative Council.
- iv. Provisions for referrals and accessing College support services, special consideration or reasonable adjustments are included in the [Student Wellbeing Framework](#).
 - v. Student information and privacy is handled in accordance with the [Information Management and Privacy Framework](#), the [Australian Privacy Principles](#), and the [Privacy Act 1988 \(Cth\)](#).

5.4 Communicating student support

- i. The College will provide information on support services to commencing students in their written letter of offer and at orientation.
- ii. The College will publish this Support for Students Policy on the [policy](#) page of the College website and on the College learning management system ExO.
- iii. The College will provide further information regarding support for students:
 - a. on the [Student Support](#) page of the College website
 - b. on the [Wellbeing and safety](#) page of the College website
 - c. on the College learning management system [ExO](#)
 - d. in the [Student Handbook](#) and [International Students Guide](#)
 - e. in College student newsletters
 - f. through the Student Representative Council (SRC).

5.5 Monitoring and evaluation

- i. This policy will be monitored and annually reviewed to ensure it remains fit for purpose in accordance and consistent with the requirements of the [Higher Education Support Act 2003 \(Cth\)](#).

6 Document status and governance

Responsible Officer	Chief Academic Officer	Date created: January 2024 Date of last review: January 2024
Approving Authority	Academic Board	Date approved: 15 February 2024

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		Agenda item number: 8.1
Endorsement	Management Committee	Date endorsed: 9 February Agenda item number: 8.1
Publication	Version 1 (Public)	February 2024
Related documents and references	<p>External documents</p> <p>Australian Privacy Principles</p> <p>Higher Education Standards Framework (Threshold Standards) 2021</p> <p>Higher Education Support Act 2003 (Cth)</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018</p> <p>Privacy Act 1988 (Cth)</p> <p>Internal documents</p> <p>Academic Calendar</p> <p>ACA-STU-01 Academic Integrity Framework</p> <p>ACA-STU-02 Student Grievance Framework</p> <p>ACA-STU-03 Assessment Framework</p> <p>ACA-STU-04 Student Wellbeing Framework</p> <p>ACA-STU-05 Student Learning Framework</p> <p>FIN-STU-01 Financial and Administration – Student Framework</p> <p>FRA-RES-02 Research Framework</p> <p>GOV-GS-STU-01 Code of Conduct for Students</p> <p>GOV-STA-02 Critical Incident Framework</p> <p>GOV-STA-04 Information Management and Privacy Framework</p> <p>HR-STA-03 Integrity and Respect Framework</p> <p>ICT-01 ICT Framework</p> <p>LIB-STA-01 Library Framework</p> <p>REG-STU-02 Student Lifecycle Framework</p> <p>TOR-18 Student Representative Council Terms of Reference</p>	

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	WHS-01 Health and Safety Framework WHS-02 Sexual Assault and Sexual Harassment Prevention and Response Framework	
HESF	1.3, 1.4, 2.1, 2.2, 2.3, 2.4, 3.2, 3.3, 4.1, 4.2, 5.2, 5.3, 5.4, 6.1, 6.2, 6.3, 7.2	
Review date	Review of Version 1	February 2025

7 Document history

This policy has been amended as follows:

Version	Approved by and date	Sections amended

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