THIS POLICY IS CURRENTLY UNDER REVIEW

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.

Document Number

GS-STU-03

Document Name

ACADEMIC SUPPORT MATRIX

Document Status

Owner	Chief Academic Officer	August 2018
Approving Authority	Academic Board	July 2017
Publication	Version 6 (Public)	August 2020
Review Date	Review of Version 6	August 2023

1   Policy Statement

The purpose of this policy is to illustrate the Academic Support Matrix.

2   Scope

This policy applies to staff and students.

3   Responsibility

All stakeholders.

4   Definitions

For the purpose of this Policy, the following definitions apply:

• IELTS – International English Language Testing System

5   Principles

Excelsia College is committed to academically supporting students.

6   Related Documents and References

7   Mapped to HESF

The content of this policy is mapped to the HESF 3.3.

8 Other

Academic Support Matrix

Scope	Activity	Responsibility	Data	Referral/Action Options	Feedback Loop
All entering students (Admissions)	Assessment of English Literacy	Admissions Committee	• IELTS scores • Entry interview data	• Academic Bridging Unit	• Written Report from Lecturer
All entering students (Orientation)	Study Skills and Research Support Sessions	Chief Academic Officer	Session attendance	• Repeated sessions for non-attending students • Online Orientation	• Attendance Register
All entering students (Orientation)	Library Orientation	Library Manager	Session attendance	• Repeated sessions for non-attending students • Online Orientation	• Attendance Register
All entering students (Orientation)	Moodle Orientation	Chief Academic Officer	Session attendance	• Repeated sessions for non-attending students	• Attendance Register
Entering students (Transition Support)	Literacy assessment	Chief Academic Officer	Literacy test scores	• Student Support Centre • Academic Support • Academic Skills Consultation • Small Group Coaching • Academic Skills Workshops • Peer-to-peer academic support	
All students during semester	Staff Academic Mentoring	Head of School	• Class participation • Assessment Grades	• Ad-hoc staff mentoring sessions	• Informal student and staff feedback • Library usage statistics • Grade improvement

Scope	Activity	Responsibility	Data	Referral/Action Options	Feedback Loop
Special admission students (Admissions)	Individual Academic support plan.		Session attendance Individual plan	• Identification of specific support needs • Schedule support events/sessions	• Informal student and staff feedback
Special admission students at the end of each semester	Individual support plan review.		Session attendance Plan completion Student feedback	• Refer for counselling support • Affirm support approaches • Recommend changes in approach	• Support staff feedback (Various) • Student feedback • Student academic results • Lecturer feedback where appropriate
Failing students at the end of each semester	Identification of reasons for failure	Moderation Committee	Reason for failure provided by Head of School	• Student Support Centre • Academic Support • Academic Skills Consultation • Small Group Coaching • Academic Skills Workshops • Referral to external support services (e.g. TAFE) • Reduced workload	• Written Report from Tutor • Written Report from Lecturer • Documented completion of TAFE units of competency • Reassessment of progress at next semester
All students at the end of each semester	Monitoring of academic progress	Registrar	Academic Progress	• Student Support Centre • Academic Support • Academic Skills Consultation • Small Group Coaching • Academic Skills Workshops • Referral to external support services (e.g. TAFE) • Reduced workload	• Written Report from Tutor • Written Report from Lecturer • Documented completion of TAFE units of competency • Reassessment of progress at next semester

9 Document History

This Policy has been amended as follows:

Version	Amendments / Date / Notes
Version 6	Minor Changes – Specification of additional support services included. AB August 2020