

Support for Students Policy

Section 1 - Introduction

(1) The University affirms its dedication to ensuring all students are provided with support and resources that assist them to complete their studies.

(2) This policy is published in accordance with the obligations of a self-accrediting organisation, under the [Higher Education Support Act 2003](#) (Cth).

(3) In the event of any inconsistency between this policy and any University Rule, the Rule made by the Council prevails to the extent of the inconsistency.

Section 2 - Purpose

(4) This policy outlines the:

- a. support services available to students to assist them with completing their studies at the University;
- b. University's mechanisms for ensuring that students are aware of relevant support services.

(5) This policy is designed to provide clear guidance to University staff on the support services available to students. The policy is also available as an information source for students and community members.

Section 3 - Scope

(6) This policy applies to all enabling, coursework and higher degree research (HDR) students of the University.

(7) This policy applies to the Joint Medical Program (JMP) delivered in conjunction with the University of New England, and the Bachelor of Podiatric Medicine delivered in conjunction with Western Sydney University. In the event of an inconsistency between this policy and the policies and procedures specific to the JMP or the Bachelor of Podiatric Medicine, then the policies and procedures relating to these specific offerings prevail to the extent of the inconsistency.

Section 4 - Policy Statement

(8) The University is committed to providing ongoing support to students to contribute to the successful completion of their studies and making them aware of the support services available to them.

(9) The University actively monitors student progress and identifies those students at risk of not successfully completing their studies, and will contact students based on the following data:

- a. students who have not logged in to the course site for two weeks;
- b. students who have not submitted an assessment item;
- c. students who have not scored 50% or higher in an assessment.

(10) The University communicates with students identified as at risk of not successfully completing their studies to ensure they are informed about and have access to the support services made available.

Section 5 - Supporting Instruments

(11) This policy should be read in conjunction with the guidelines, procedures, and other relevant University policies, including:

- a. [Academic Appeals Policy](#)
- b. [Adverse Circumstances Affecting Assessment Items Policy](#) and [Adverse Circumstances Affecting Assessment Items Procedure](#)
- c. [Child Safety and Wellbeing Policy](#)
- d. [Complaint Management Policy](#) and [Complaint Management Procedure](#)
- e. [Course and Programs Performance Procedure](#)
- f. [Course Management and Assessment Manual](#)
- g. [Enrolment Manual](#)
- h. [Health and Safety Guidelines](#)
- i. [Higher Degree by Research Policy](#), [Higher Degree by Research Procedure](#) and [Confirmation Guidelines for HDR Candidates](#).
- j. [JMP - Student Support for Professional Practice Procedure](#)
- k. [Program Management Manual - Coursework](#)
- l. [Promoting a Respectful and collaborative University: Diversity and Inclusiveness Policy](#)
- m. [Prevention and Response to Sexual Assault and Sexual Harassment Policy](#) and [Prevention and Response to Sexual Assault and Sexual Harassment Procedure](#)
- n. [Student Academic Progress Procedure](#)
- o. [Student Critical Incident Procedure](#)
- p. [Student Conduct Rule](#)
- q. [Supporting Students with Disability Policy](#)
- r. [Work, Health and Safety Policy](#)

Section 6 - Support Services

(12) The University provides a variety of support services for students to assist in the successful completion of their studies.

(13) Academic Support Services include:

- a. Academic Learning Advisors
- b. Academic English Screening Test (AEST)
- c. e-Learning Courses – [Academic Success](#)
- d. English Language Support (via CareerHub)
- e. Indigenous Tutoring Program (ITP)
- f. [Library Classes and Workshops](#)
- g. Maths and Stats Support (via CareerHub)
- h. Math Placement Test
- i. [NuPrep Preparation and Bridging Courses](#)

- j. [Peer Assisted Study Sessions \(PASS\)](#)
- k. Research Training Calendar (via HDR HQ SharePoint site)
- l. [Studiosity](#)
- m. [Writing and Study Skills Consultations](#)

(14) Student Wellbeing Support Services and initiatives target areas such as:

- a. [Alcohol and other drugs](#)
- b. [Campus Care](#)
- c. [Chaplaincy](#)
- d. [Counselling](#)
- e. e-Learning Courses
 - i. [Consent Matters](#)
 - ii. [Responding to Disclosures of Sexual Violence](#)
 - iii. [Cultural Competence Program](#)
- f. [Financial Wellbeing](#)
- g. [Gender and sexuality support](#)
- h. [Health and lifestyle](#)
- i. [Indigenous students](#)
- j. [Sexual Assault, Harassment and Crisis Support](#)
- k. [Staff Supporting Students Mental Health Toolkit](#)
- l. [Student Advocacy](#)
- m. [Students with a disability \(AccessAbility\)](#)
- n. [TalkCampus](#)

(15) The University provides information on support services to:

- a. commencing students as part of their orientation; and
- b. commencing and continuing students via the University webpages, published resources such as AskUON, via email and other communication media.

Status and Details

Status	Current
Effective Date	19th December 2023
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Approval Date	19th December 2023
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Responsible Executive	Mark Hoffman Deputy Vice-Chancellor (Academic) and Vice President
Enquiries Contact	Cassie Connor Senior Executive Officer <hr/> Office of the Deputy Vice-Chancellor Academic and Vice President

Glossary Terms and Definitions

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Risk" - Effect of uncertainty on objectives. Note: An effect is a deviation from the expected, whether it is positive and/or negative.

"Assessment item" - Any form of work used to measure student learning outcomes and to determine the final result for a student in a course.

"Course" - When referring to a course offered by the University, a course is a set of learning activities or learning opportunities with defined, assessed and recorded learning outcomes. A course will be identified by an alphanumeric course code and course title. Course types include core courses, compulsory courses, directed courses, capstone courses and electives. For all other uses of this term, the generic definition applies.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Staff" - Means a person who was at the relevant time employed by the University and includes professional and academic staff of the University, by contract or ongoing, as well as conjoint staff but does not include visitors to the University.