

SUPPORT FOR STUDENTS POLICY

Policy Title

Support for Students Policy

Purpose

This policy outlines the requirements for identifying students at risk of not successfully completing their courses and the support available to these students including Monash College's processes for ensuring that the students are aware of the support available.

Scope

This policy is published in accordance with the Monash College's obligations under the *Higher Education Support Act* for Diploma students approved for FEE-HELP loan.

Definitions

Academic Progress	process by which students are able to advance in their course of study, having fulfilled all academic requirements.
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Policy Principles

Monash College (the College) is committed to ensuring its Diploma students approved for FEE-HELP loan are provided with the support and resources required to assist them to be successful in their studies.

Associated Policies

This policy to be read in conjunction with the other relevant policies and procedures, including:

[Student Academic Progress Policy](#)
[Student Academic Progress Procedure](#)
[Enrolment Policy](#)
[Assessment Policy](#)
[Assessment Procedures](#)
[Student Code of Conduct](#)
[Critical Incident Management](#)

1. Student Academic Progress Procedure and Student Attendance Monitoring Procedure
 - 1.1 The College applies the Student Academic Progress Procedure to identify students at risk of not successfully completing their unit of study.

- 1.2 Student Progress is monitored, and students are provided with feedback and support early in the course.
- 1.3 The Academic Progress Procedure requires that students at risk of unsatisfactory progress are identified based on a range of early indicators, and intervention strategies are enacted.
- 1.4 The College applies the Student Attendance Monitoring Procedure to identify students at risk of not meeting attendance requirements.
- 1.5 Student Attendance is monitored, and students are provided with interventions early in the course.

2. Support Services Available to Students

- 2.1 The College offers a range of [support services](#) to students to assist in the successful completion of their units of study, including:
 - 2.1.1 [Counselling](#)
 - 2.1.2 [Disability support](#)
 - 2.1.3 [Student engagement and welfare](#)
 - 2.1.4 [Student safety](#)
 - 2.1.5 [Careers and student development](#)
 - 2.1.6 [Learning support and study resources](#)

Roles and Responsibilities

Role/Decision/Action	Responsibility
Take responsibility for their learning and to engage with academic support and student support services	Student
Monitor a student's progress during the study period and refer students to the relevant Student Support Team where applicable	Teacher
Provide appropriate support to students captured through early identification as at risk of unsatisfactory progress	Teacher, Student Support Teams including Student Services and Learning Skills Adviser Teams
Identify students at risk of, or demonstrating, unsatisfactory progress and issue at risk of, or demonstrating unsatisfactory progress notifications to students	Student Administration

Related Documents

Include the following key information as per examples detailed in the table.

Legislation and Standards	Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
Reference Policies, Procedures and Supporting Documentation	Student Academic Progress Policy Student Academic Progress Procedure Enrolment Policy Assessment Policy Assessment Procedures Student Code of Conduct Critical Incident Management

Version control and accountability table

It is the responsibility of the Accountable Area and Responsible Officer to ensure compliance with this policy.

Accountable Area		Risk and Governance		
Responsible Officer		Associate Director, Risk and Governance		
Review Date		1 January 2025		
Approved by				
Endorsed by Senior Leadership Team, 13 March 2024 Approved by the Academic Board, 14 March 2024				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Senior Academic Governance Advisor	New Policy	14/03/2024	01/01/2024