

# SUPPORT FOR STUDENTS POLICY

## Purpose

This policy outlines:

- Monash College's support and resources provided to students to assist them in successfully completing the units of study, including processes for ensuring that students are aware of these support options; and
- processes for identifying students at risk of not successfully completing their units of study and the supports available to these students.

## 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.

## Policy Principles

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

## Policy Standards

### 1. Provision of student support services

- 1.1 The College provides a range of [student support services](#) designed to cater to the varying needs of student cohorts, including but not limited to the following:
  - 1.1.1 Mental health services and a broad range of pastoral and wellbeing support are provided through the [Student Counselling](#). Students can access these services by booking an appointment or by accessing the online resources.
  - 1.1.2 [Welfare support](#) provided to students who are experiencing concerns relating to housing, financial concerns, legal issues, or support in the wider community are set out in the [Student Welfare Support Process](#). Students can access these services by booking an appointment via your [Student Portal home page](#).
  - 1.1.3 The College is committed to support the delivery of a safe environment for all children and young persons, as outlined in the College's [Child Safe Standards Framework](#).
  - 1.1.4 The [Career Team](#) provides support services in career planning, subject selection, destination degree research, and employability skills and course advice. Students can access these services by booking in a one-on-one consultation, attending workshops, resources related to resumes, cover letters, and interviews. Programs and activities designed to develop employability skills are outlined on the [careers and student development page](#).
  - 1.1.5 Academic support services are offered by Student Success Advisor, Library and Librarian Support, and Teachers from various discipline areas. Students can access these services by making appointments, attending workshops, and accessing online resources through the [Student Learning Hub](#).
  - 1.1.6 Peer support is available through [Peer Mentor Programs](#) and [Library Mentor Programs](#) to help students become independent in their learning and effectively use library resources.

- 1.1.7 Critical incident reporting and responses are guided through the [Monash bSafe App](#), [Safety and security page](#) and the [Sexual Harm Response Procedure](#). The [Safer Community Unit](#) provides support in crisis and critical harm situations. The College has developed the [Support Services Referral Process](#), which outlines the teams who will serve as the first point of contact under specific circumstances. For cases involving students under the age of 18, the [Child Protection and Safety Procedure](#) provides detailed guidance on actions taken to ensure student safety.
- 1.1.8 The [Disability Support Services](#) provides support to students with a disability, ongoing medical, or mental health condition that impacts their studies. Registered students can access appropriate reasonable adjustments tailored to their individual circumstances.
- 1.1.9 The [Assessment Procedure](#) and [Student Guidelines for Special Consideration](#) outline how the College supports students whose ability to complete assessment has been impacted by exceptional circumstances. This includes due date extensions, alternative arrangements, exemption, or by deferring an assessment, where applicable.
- 1.2 At commencement, the College provides information to all students about the academic and support services available to assist them in their studies. This information is provided through email, digital platforms, and orientation programs and includes guidance on accessing services and reporting incidents or safety concerns.
- 1.3 Before the census and academic census dates of each study period, the College informs students via email about the relevant actions they need to take before the deadlines.
  - 1.3.1 Support services provide information about the census and academic census dates, and fee liability when communicating with students who have requested access to these services, where appropriate.

## 2. Identifying students at risk, referral and access to support services

- 2.1 The [Assessment Procedure](#) requires that students receive early feedback during the study period to support their further learning.
- 2.2 Following the unit final results release, students who have failed one or more units are assigned an academic progress risk level according to the [Student Academic Progress Policy](#). Students are referred to complete the Academic Success Plan, a self-reflection and self-referral process based on individual circumstances. Throughout this process, students are provided with information about support services tailored to their specific circumstances.
- 2.3 The College has established a process for early identification and early intervention strategies to support students who might be at risk of unsatisfactory progress as outlined in the Early Intervention Guidelines. Early indicators include, but are not limited to:
  - monitoring late enrolment
  - monitoring attendance at a unit level
  - monitoring Moodle engagement
  - monitoring class engagement or interactions through teacher observations
  - monitoring unit or program progress based on early engagement tasks
- 2.4 The College applies the [Student Attendance Monitoring Procedure](#) to identify students who are at risk of not meeting satisfactory attendance requirements or have been absent for five consecutive days or more. The College advises these students of available support services. Although attendance monitoring is not a regulatory requirement for Diploma programs, the College still monitors attendance for health, safety and well-being concerns.
  - 2.4.1 Student attendance is monitored, and interventions are provided early through the course of studies.

### 3. Implementation and reporting

- 3.1 The Executive Director of Education (or delegate) has oversight responsibility for the provision of student support services that are available to assist students with their studies and support a positive student experience. The Executive Director of Education (or delegate) may request reports from student support areas and may escalate any matters, including those related to resourcing, to the CEO.
- 3.2 The Executive Director of Education (or delegate) will review the accuracy and adequacy of this policy at the start of each calendar year, including considering any findings from student complaints that relate to support services.
- 3.3 The Executive Director of Education (or delegate) will report on the implementation and operation of this policy to the Academic Board or its relevant committees.
- 3.4 The College will report to the Commonwealth Education Minister with this policy as required.

### 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 Advisor Teams
Identify students at risk of, or demonstrating, unsatisfactory progress and issue at risk of, or demonstrating unsatisfactory progress notifications to students	Student Administration

### Definitions

Academic Progress	Process by which students are able to advance in their course of study, having fulfilled all academic requirements.
Study Period	A discrete period of study within a program such as a term, semester, or trimester.
Satisfactory Program Attendance	Attendance of at least 80% of the scheduled classes or contact hours for a program.

## Related Documents

Legislation and Standards	<a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a> <a href="#">Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023</a>
Reference Policies, Procedures and Supporting Documentation	<a href="#">Assessment Policy</a> <a href="#">Child Safe Standards Framework</a> <a href="#">Child Protection and Safety Policy</a> <a href="#">Enrolment Policy</a> <a href="#">Gender-Based Violence Prevention and Response Policy</a> <a href="#">Sexual Harm Response Procedure</a> <a href="#">Student Academic Progress Policy</a> <a href="#">Student Code of Conduct</a> <a href="#">Student Complaints Policy</a> <a href="#">Student Attendance Monitoring Policy</a>

## Version control and accountability table

<b>Accountable Area</b>	Education				
<b>Responsible Officer</b>	Executive Director, Education				
<b>Review Date</b>	1 February 2027				
<b>Approved by</b>					
Endorsed by Senior Leadership Team, 13 March 2024 Approved by the Academic Board, 14 March 2024					
Version	Authored by	Brief Description of the changes	Approved by	Date Approved	Effective Date
1.2	Senior Academic Governance Advisor	Updates associated links to the amended policies and procedures	Executive Director, Education	01/02/2026	01/02/2026
1.1	Senior Consultant, Education Policy and Procedures	Updates include clarification of at-risk student processes, new sections on student support services provision, and policy implementation and reporting requirements.	Academic Board (Via Circular Resolution)	04/02/2025	04/02/2025
1.0	Senior Academic Governance Advisor	New Policy		14/03/2024	01/01/2024