

<b>Institution</b>	Universal Higher Education (UHE)
<b>Policy name</b>	UHE Support for Students Policy
<b>Policy Governance</b>	Academic Board

## Section 1 - Purpose and Context

- 1) Universal Higher Education (UHE) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.
- 2) This policy outlines how UHE will identify students who are at risk of not successfully completing their subjects of study and the support available to students to assist them with successfully completing their subjects of study, including UHE's processes for ensuring that students are aware of these support options.
- 3) This policy is published in accordance with the UHE's obligations under the *Higher Education Support Act 2003*.
- 4) This policy consolidates and replaces the previous Student Support Policy (Version 3.1 dated 21 December 2021), the Students at Risk Policy (Version 3.0 dated 21 December 2021) and the Students at Risk Support Policy (Version 3.0 dated 21 December 2021).
- 5) This policy should be read in conjunction with the UHE Supports for Students Framework and other relevant policies, including:
  - a) National Code of Practice for Providers of Education and Training to Overseas Students 2018
  - b) Academic Progress Policy
  - c) Anti-discrimination Policy
  - d) Assessment Grading Policy
  - e) Complaints and Appeals Policy and Procedures
  - f) Conferral of Award and Graduations Policy
  - g) Course Review Policy
  - h) Critical Incident Policy and Procedures
  - i) Deferment Suspension Cancellation Policy
  - j) Final Examinations Policy
  - k) Graduate Attributes Policy
  - l) Health and Safety Policy
  - m) Late Assessment and Extension Policy
  - n) Monitoring Course Progress, Attendance and Course Duration Policy
  - o) Review of Grades Policy
  - p) Sexual Assault / Harassment Policy and Procedures
  - q) Student Appeals Policy
  - r) Student Assessment Policy
  - s) Student Information and Communications Policy
  - t) Student Placement Policy
  - u) Supplementary Assessment Policy
  - v) UHE Admission Policy

## Section 2 – Definitions

Term	Definition
Students	Any and all learners enrolled in UHE at the undergraduate or postgraduate level.
Supports	Mechanisms provided by or through UHE to increase the chances of student success.
Success	Student completion (with passing grades) of subjects of study (subjects).
At-Risk	Students who may require additional academic support, who may be dis-engaged, who may have specific learning needs and/or for whom there are indicators of heightened chances of failure.

## Section 3 - Policy Statement

- 6) UHE will ensure that support is available to students to assist them with successfully completing their subjects and that students are made aware of these support services throughout their study.
- 7) UHE is committed to student-centricity and to providing a supporting and stimulating learning environment, where the risk of progress is minimised and students feel supported, thereby allowing them to reach their full potential.

### Students At Risk of Not Successfully Completing Subjects

- 8) UHE will undertake the following in order to identify students who are at risk of not successfully completing their subjects of study and to support students identified as at-risk:
  - (a) **Self-reporting of individual learning barriers:** during the application and admission process students will provide relevant information that will be entered into the student management system. This may include specific learning issues or other factors including family and work commitments and financial or health matters.
  - (b) **Demographic data:** students who self-identify with equity descriptors such as NESB (non-English speaking background) and other relevant information including such as whether students are international and domestic will be noted in the student management system.
  - (c) **Academic performance data:** academic staff will Analyse a range of performance data including attendance and assessment results to assess retention, progression, and grade point average to assess academic progress and identify where additional support is required. If students have failed 50% or more of their first semester assessments, Student Advisors will contact them for an obligatory consultation with the academic staff (lecturers and tutors). This process will be overseen by the Academic Registrar and conducted at the conclusion of each semester.
  - (d) **Student support referrals and usage:** students who are identified as receiving referrals to and/or accessing higher than average support services will be noted. Academic teaching staff will be notified to consult-on (including with the respective students) personalised support and strategies used to support the specific needs of the student.

(e) **Early assessment component and/or diagnostic task:** Academic Program Coordinators and/or Subject Coordinators will include an early assessment component or other diagnostic task in all first-year undergraduate subjects. Program Coordinators will identify students who may benefit from additional support based on performance in assessment or other diagnostic tasks. These students will be contacted by the Program Coordinator, a member of the teaching staff for the subject, or, at the request of teaching staff, a relevant professional staff member to ensure they are aware of support services they may find useful to access.

(f) **Individualised Student Intervention and Support Plan:** By week five of semester one, Subject and/or Program Coordinators will have identified commencing students at risk of failing the subject and invite each respective student by email to an informal meeting to agree on an Individualised Student Intervention and Support Plan. The support program will be noted in the student management system.

(g) **Tracked Progression Rates:** By week 9 of the semester one, Subject and /or Program Coordinators will have monitored subject progression rates for all subjects and provided support, including but not limited to additional tutorials, exam workshops and exam revision, as well as kept records of student attendance and closed-the-loop with follow-up engagement where necessary.

9) UHE will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their subjects of study. UHE will communicate to students the types of support services available. These services will be maintained throughout the teaching year if students have been identified as “at risk”. These communication campaigns will include information on the UHE website for all students, email notifications to all students about welfare services and teaching support sessions and at least two follow up phone calls to those students who failed more than 50% of their first semester.

### Support Services Available to Students

10) UHE offers either directly or through a third-party numerous support options for students to assist in successful completion of their subjects of study (subjects) such as:

- (a) English language support;
- (b) Mathematics skills improvement support;
- (c) Confidential Counselling;
- (d) Peer Assisted Learning;
- (e) Drafts of Assessments submission (and educator feedback) prior to final submission;
- (f) Referencing and paraphrasing workshops and/or;
- (g) Informal meeting with course Coordinators.

### English language

Commencing students who are identified as at risk and requiring English support will be offered further language/literacy training e.g. IELTS/ English for Academic Purposes classes at UHE, which will include:

- (a) Vocabulary range and grammar;
- (b) Writing essays and reports, and developing presentations;
- (c) Interpreting specific assessment items;
- (d) Professional communication;
- (e) Critical thinking and/or;

(f) Presentation skills.

Students at later stages of their course who require English support will be provided with individualised or group tuition to address their specific needs or challenges.

- 11) UHE will publish this Support for student's policy and the accompanying Supports for students framework as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.