



Policy Title

Student Support Policy

Preamble

This policy was approved by the Academic Board of Studies on 19 April, 2018.

This policy is consistent with:

- The Australian Qualifications Framework (2013)
- The Higher Education Standards Framework (Threshold Standards 2015) Standard 1.1 Admission; 1.3 Orientation and Progression; 1. 4 Learning Outcomes and Assessment and 3.3 Learning Resources and Educational Support
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Purpose

This policy affirms Deakin College's commitment to promote a safe, supportive and engaging environment on campus and online for students to achieve learning outcomes and participate in study and life.

Scope

The policy applies to all students enrolled in the Foundation Program and Diplomas at all campuses of Deakin College and Deakin College Jakarta, including domestic students, temporary residents and overseas students.

Policy

1. Deakin College supports students to adjust to university level study and life by providing academic and support services.
2. Students must participate in the orientation program. Orientation ensures students are aware of:
 - the actions to take to enhance their personal security and safety, including information particularly pertinent to international students such as safe swimming in Australia;
 - key safety and support contacts within Deakin College, Deakin University and externally;
 - online and digital resources such as the Safe Zone app;
 - student support services available and relevant support staff;
 - reporting of critical incidents;
 - employment rights and conditions;
 - accommodation support services and rights; and
 - for international students, an interactive workshop on learning about Australia.
3. Easily identifiable Student Mentors support and guide new students during the orientation and start of term period.

4. Ongoing social activities promote student engagement and support. To this end, Deakin College Student Services organises excursions, sports matches and group morning teas throughout the trimesters.
5. Reasonable and equitable academic and welfare support is provided to students of all modes of study and campuses to achieve academic success.
6. Students who have identified themselves as having a disability are referred to the Disability Resource Centre (DRC) at Deakin University who will provide a Learning Access Plan (LAP) and liaise with Deakin College to ensure reasonable support is implemented.
7. Students are responsible for seeking assistance from staff due to circumstances that will impact on their studies. Students are expected to be proactive in approaching staff, making appointments and responding to intervention correspondence. Deakin College liaises with parents or other authorised third parties where the student both sanctions and requests this liaison, or where the student sanctions it and the parent or third party initiates contact with the College.
8. Students who are classified as potentially at risk of poor academic progress prior to commencement of their course (determined at the admissions stage using a number of criteria) receive targeted intervention in accordance with the Students At Risk procedure, including skills workshops at the start of the trimester.
9. Any student identified at any point in the trimester as at risk academically or pastorally, and classified as such in accordance with the Students At Risk procedure, receives targeted intervention and is invited to meet with a range of staff depending on the specific support they require.
10. Students at risk of poor academic progress due to late enrolment may be subject to a 75% study load.
11. Poor attendance is followed up with a variable combination (depending on circumstances) of postal, email, telephone and SMS correspondence, as well as personal appointments where appropriate.
12. Students have access to the information on student support services from the Student Portal or Deakin College website under Life at Deakin College.
13. Students are encouraged to make appointments with support staff by contacting the Deakin College Reception or in the case of Student Services requesting a staff member's contact details.
14. Deakin College offers a wide range of free student support services including:

14.1. Academic

- Academic Skills Workshops focus on developing and enhancing students' academic skills to transition to tertiary studies;
- Academic Coordinator for course advice;
- One-to-one appointments with Academic Learning Advisors for specific and personalised advice;
- Peer Assisted Learning Program (PALM) to assist student to adjust to studying at Deakin College.

- PALMs (Peer Assisted Learning Mentors) run a drop-in centre from weeks 5 to 10 of each trimester to assist with specific questions and study skills needs
- Self-directed learning available online for students to access as required

14.2. Welfare

- Student Counsellors support students with pastoral care as well as administrative and accommodation related issues and make referrals to Deakin University counselling service where appropriate and make referrals to Academic Coordinator;
- Student Counsellor supports students who are considering withdrawal and discusses their circumstances and options with them, making referrals where appropriate
- Referral services to Deakin University for psychological counselling;
- Student Mentors provide opportunities to learn from the experience of senior students;
- The Careers and Employment Office provides information on employment and career options;
- Deakin Chaplaincy offers pastoral care and can direct students to appropriate services and communities for their specific religious denomination upon student request;
- Deakin Health Service offers medical and nursing services to students;
- IT System support assists students with the use of technology;
- Overseas students support is provided on Confirmation of Enrolment, visa and work restrictions;
- Student Counsellors provide students under the age of 18 with additional support
- Overseas students are collected from the airport by Deakin College's authorised transport company upon their first arrival to Australia;
- Student engagement activities such as sports, cooking classes and healthcare/wellbeing events provide extra-curricular stimulation and an opportunity to socialise and integrate with peers;
- The Students At Risk procedure supports identification of students with pastoral or personal issues, as well as academic, in order that relevant students can be signposted to support services;
- Deakin College support team may refer students to external specialised services for further support.

Related Policies

Academic Integrity

Academic Progress Policy

Assessment Policy

Attendance Policy

Care of Under 18 Students Policy

Critical Incident Policy

Equity and Diversity Policy

Privacy Policy



Procedure

Student Support Services Procedure

Students At Risk Procedure

Definitions

Key Terms	Definition
Academic skills	developing and enhancing students' academic skills in critical thinking, research methods, academic reading and writing, note-taking, oral presentations, avoiding plagiarism, citing and referencing, examination preparation and transitioning to university study and English language needs
Careers and Employment office	Career information, advice and activities provided to assist students to choices and decisions about study, employment and career options.
Chaplaincy	Spiritual and pastoral care for the campus community.
DRC	Disability Resource Centre of Deakin University, through which students with disabilities and additional educational needs are supported as necessary and appropriate
Health Services	Students and staff of Deakin University have access to a professional, confidential, and cost effective range of medical and nursing services staffed by general practitioners and division one registered nurses.
Peer Assisted Learning Mentors Program (PALM)	The PALM mentors are senior students who have been trained in the provision of peer mentoring.
Senior Student	A senior student is a student who has successfully completed at least one trimester at Deakin College.
Student Counsellors	Staff to support students with study or personal issues, academic assistance, accommodation difficulties, family matters, attendance issues and home-sickness.
Student Mentors	More senior students to provide vital information about studying at Deakin College and assist with general queries.
Students At Risk	The formal procedure through which any student at risk academically or pastorally is identified and supported.



Status and Details

Status	Current
Domain	Student and Academic Services
Effective date	19/04/2018
Review date	31/08/2019
Approval Authority	Academic Board of Studies
Implementation Officer	Student and Academic Services Officer (Specialist)
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