

Student Support Policy

Eynesbury College

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Document

Document Name	Student Support Policy
Brief Description	This Student Support Policy outlines Eynesbury College various student support polices in accordance with Higher Education Provider Guidelines and regulations
Responsibility	Manager, Quality Risk & Compliance
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Authorising Body	Eynesbury Executive Group / Academic Board

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
18.12.2023	1.0	Initial Release	Manager, Quality Risk & Compliance
27.03.2024	1.1	Review undertaken in alignment with HESA Guidelines 2024	Manager, Quality Risk & Compliance

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1 Purpose and Scope

1.1 Purpose

The purpose of this policy is to outline the College various policies and processes that cover the range of support available to students in accordance with section 238-10 of the *Higher Education Support Act 2003*, and *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2024*.

1.2 Scope

This policy applies to HEP students and staff of Eynesbury College.

2 Policy Statement

Eynesbury College is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy encompasses and is underpinned by a range academic and non-academic support mechanisms which sets out how the College complies with relevant regulations and reporting requirements. This policy should be read in conjunction with the guidelines and relevant policies as outlined in this policy available on the college [website](#). Students are made aware of the various support options that are available to students to assist them with successfully completing their units. Information is available on the website, is provided at Orientation and is communicated to students during each study period.

3 Academic Support

Eynesbury College systematically monitor student engagement and progression in order to identify students who are at risk of not successfully completing their units of study. The following policies outline the various academic related support strategies and mechanisms that are in place and available to students. Intervention Strategies are implemented with an individual focus that considers any contributing factors such as a disability or compassionate and compelling circumstances.

- Student Orientation Policy
- Admissions Policy
- Academic Integrity Policy
- Assessment and Moderation Policy
- Academic Standing Policy
- Student Load Monitoring Policy

The [Academic Support page](#) on the College website provides examples of support available to students.

4 Non-academic support.

Students are made aware of various support mechanisms and options that are available to students to assist them with successfully completing their units, such as:

- Student Orientation Policy
- Student Counselling Policy
- Sexual Assault and Sexual Harassment Prevention and Response Policy
- Tuition Fees and Charges Student Code of Conduct Policy
- Deferral, Leave of Absence, Withdrawal, Suspension & Cancellation Policy

- Student Grievance & Appeals Policy
- [Disability Support](#)
- Student Wellbeing

The Wellbeing page on the college website also provides information on support available to students. This includes counselling services, skills for good health, healthy body & mind, safety, and emergency support. Where it is identified that non-academic support is required, including but not limited to, mental health and well-being support, students may be referred to Student Learning Advisor and /or Student Counsellor.

In addition to the support services available, students are advised of how to seek assistance and advice for a variety of circumstances, such as emergency services and incident reporting.

5 Reporting

In accordance with section 238-10 of the Higher Education Support Act 2003, the college will provide the Tertiary Education Quality and Standards Agency with a deidentified report on an annual basis.

The college adheres to the Privacy Principles as set out in Schedule 1 of the Privacy Act 1988, in respect of student personal information to be obtained for the purposes of section 19-43 of the Act.

6 Relevant Legislation & Reference Material

Eynesbury College maintains compliance with legislation relating to student support:

Legislation/ Reference Material	Reference
Higher Education Support Act 2003	Section 19-65 and 238-10
Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023	Support for students' policy requirements: Section 49A (1.a – n) and (2.a – b) Requirements in relation to report given on support for students: Section 49B (1.a - j)

7 Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

Term	Meaning
Unit	Module(s) in which a student is enrolled

8 Review

This Policy is reviewed annually and at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines.

9 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Manager, Quality Risk & Compliance	College website	Permanently with control in place for revisions	Archive