



Student Support Policy

1. Preliminaries

Commencement

1.1 This policy commenced on 1 January 2024

Purpose

1.2 This policy outlines the support and resources available to Australian Guild of Education (AGE) students to assist them to successfully complete their studies and; how AGE will keep them informed about their support options.

Application

1.3 This policy applies to students of AGE and is in accordance with AGE's obligations under the *Higher Education Support Act 2003*

2. Definitions

The following definitions apply in this document:

NA

3. Policy Statement

3.1 **DIVERSITY and INCLUSIVITY:** AGE recognises the diversity of its students, celebrates their wide-ranging abilities and capacities and encourages and facilitates inclusivity in all aspects of student life. AGE is committed to ensuring that all students receive the support and resources that they need in order to be successful in their studies.

3.2 **KEEPING STUDENTS INFORMED:** AGE is committed to keeping students informed about available support. Information to this effect about the support that AGE offers is included in orientation materials, handbooks, throughout the Learning Management System and on the website. Additional information about other types of support available in the community, including financial management support, are also published and provided to students.

3.3 SUPPORT SERVICES: AGE provides support services including, but not limited to Academic Support, Learning Support, Academic Skills Development, Wellbeing Support, Counsellors and Library Services. This multifaceted approach is in addition to providing an inclusive and safe campus environment. AGE is proactive and committed to encouraging students utilise both academic and non-academic support services.

3.4 MONITORING SUCCESS: Student Engagement & Participation and Academic Success are actively monitored so that students *at risk* of not successfully completing units can be identified. Students that are identified as being at risk are provided with targeted support including but not limited to Academic Support, and Wellbeing Support. Students that are receiving these services are monitored to ensure that the targeted support that they are receiving is making a meaningful difference to assist them in achieving successful unit completion and academic goals. Reports pertaining to Student Engagement & Participation and Academic Success as well as *at risk* student progress are provided to the Executive Management Committee, the Quality and Risk Committee and the Academic Board.

3.5 EDUCATION ACCESS PLANS (EAP) and SUPPORT PLANS: Students that disclose that they experience disability, disadvantage or a medical hindrance either permanently or for a period of no less than six weeks are encouraged to apply for an EAP that provides targeted ongoing individual support to assist them to successfully engage with their studies and successfully complete their units. Students that are identified by AGE's monitoring of Student Engagement & Participation and Academic Success as requiring support and those that voluntarily disclose that they are experiencing disadvantage or a medical condition for a period of no longer than six weeks, are provided with a Support Plan targeted to their individual needs to assist them to successfully complete their units.

4. Responsibilities

4.1 The following are responsible for the implementation and monitoring of this policy.

- Executive Management Committee
 - Quality and Risk Committee
 - Academic Board
 - Student Representative Council
 - Board of Directors
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5. Relevant Legislation

5.1 Higher Education Support Act 2003

5.2 Higher Education Standards Framework 2021

6. Related Documents

Student Handbook

Special Consideration Policy and Procedure

Diversity, Equity and Inclusion Policy

Academic Progress Policy and Procedure

8. Document Control

Approval Review	Details
Governing authority	Board of Directors
Responsible officer	Academic Director
Authorised by	CEO
Date of approval	22 December 2023
Date of effect	1 January 2024
Formatting Update	NA
Review date	3 Year Review cycle with annual Fit for Purpose check