

# Policy: Support for students

## Purpose

To outline the support provided to assist students successfully complete the courses and program in which they are enrolled.

## Overview

As required under the [Higher Education Support Act \(2003\)](#), this policy sets out the principles for academic and non-academic support provided to assist all students successfully complete their courses and program in which they are enrolled.

## Scope

This policy applies to all students, and staff of the University involved in providing support to students.

## Definitions

For definitions of terms in this policy, please refer to the [Glossary: Student policies and procedures](#).

## Policy statement

### Principles

1. The University is committed to:
  - a. providing appropriate academic and non-academic support to assist students to successfully complete the courses and program in which they are enrolled;
  - b. providing a distinctively inclusive environment for students from diverse backgrounds as per the [ANU Strategic Plan](#);
  - c. using student communication channels to actively promote the support services available to students.
2. The University will proactively identify students' needs for academic and non-academic support.
3. Students who are identified by University staff as requiring support will be referred to appropriate support services.
4. This policy is a requirement of the [Higher Education Support Act \(2003\)](#).

5. The University manages all personal information in accordance with the [Information Privacy Act 2014](#) and the [Privacy Policy](#).

### **Identification of Students at Risk of Not Successfully Completing a Course**

6. The University considers a student to be at risk of not successfully completing a course where the student:

a. in the particular course:

i. has not engaged in relevant learning activities by:

- \* 5pm AEST/AEDT on the last working day of Week 2 of a standard session course;  
or
- \* 5pm AEST/AEDT on the third working day from the class start date of a non-standard session course.
- \* A student has not engaged in relevant learning activities if they have not:
- \* accessed the [Learning Management System](#) (LMS); and/or
- \* allocated themselves to activities, such as tutorials, laboratory sessions, workshops; and/or

ii. enrolls after:

- \* 5pm AEST/AEDT on the last working day of Week 2 of a standard session course;  
or
- \* 5pm AEST/AEDT on the third working day from the class start date of a non-standard session course; and/or

iii. has not submitted an assessment item that was due before 50% of a teaching period has elapsed, either as per the original due date or as per adjustments resulting from an [Extenuating Circumstances Application](#) or assessment extension; and/or

iv. has failed an assessment item in the [LMS Gradebook](#) that was due before 50% of a teaching period has elapsed; and/or

- b. has received a failing grade (N, NCN) for one or more courses in the previous teaching period; and/or
- c. has withdrawn (WD, WN) from one or more courses after census date in the previous teaching period; and/or
- d. has self-identified as requiring support to an ANU staff member.

7. Information Technology Services are responsible for providing reports to the Division of Student Administration and Academic Services to identify students at risk of not successfully completing a course through students’:

- a. enrolments in teaching activities through MyTimetable; and
- b. engagement in relevant learning activities per LMS access logs; and
- c. performance in assessments as recorded in the LMS Gradebook; and
- d. performance in final course grades in the [Student Administration System](#); and
- e. withdrawals after census date in the Student Administration System.

### **Informing and referring students to support services**

8. Students who are identified or self-identify as at risk of not successfully completing a course receive targeted communication from the Division of Student Administration and Academic Services about academic and non-academic support services that are available to them.

9. Students at risk of not successfully completing a course may be referred to support services in a timely manner via a triage system.

### **Academic support services**

10. Academic support services available to students include:

- a. Learning resources provided through [Academic Skills](#) and the [Library](#);
- b. [English language support](#);
- c. Support for [Higher Degree by Research \(HDR\) candidates](#);
- d. Support for [Australian Indigenous students](#);
- e. [Class representatives](#) as a mechanism to provide real time student feedback for particular course offerings;
- f. Academic and research integrity training, as per the Student academic integrity [procedure](#);
- g. [Dean of Students](#);
- h. Academic advice and College support:
  - \* [ANU College of Arts & Social Sciences](#) (CASS)
  - \* [ANU College of Asia & the Pacific](#) (CAP)
  - \* [ANU College of Business and Economics](#) (CBE)
  - \* [ANU College of Engineering, Computing & Cybernetics](#) (CECC)

\* [ANU College of Health & Medicine](#) (CHM)

\* [ANU College of Law](#) (ANU CoL)

\* [ANU College of Science](#) (CoS)

11. Academic support services for students with non-academic issues that put them at risk of not successfully completing their studies include:

a. Adjustments to assessment arrangements for coursework students as per the Student Assessment (Coursework) Policy and Procedure including:

\* Assessment task extensions;

\* Special assessment arrangements for students from language backgrounds other than English as per the [Policy: Student assessment \(coursework\)](#);

\* Extenuating circumstances application.

b. [Adjustments for students who disclose a disability](#);

c. Academic progress interventions for [coursework students](#) and [HDR candidates](#);

d. [Late withdrawal due to special circumstances](#).

12. In addition to clauses (10) and (11), academic support is provided:

a. By [teaching staff](#) for coursework students;

b. By [supervisors](#) for Higher Degree by Research candidates;

c. For students in the defence reserves as per the Student reservist support [policy](#) and [procedure](#);

d. For [elite athletes](#).

### **Non-academic support services**

13. Non-academic support services provided by the University include:

a. Physical and mental wellbeing:

\* [ANU Chaplaincy](#);

\* [ANU Counselling](#);

\* [ANU Medical Centre](#);

\* [Respectful Relationships Unit](#);

\* [Student Safety and Wellbeing](#);

\* [Underage student management](#);

b. Community engagement, development and resources:

- \* [Accessibility](#);
  - \* [Accommodation](#);
  - \* [Career Advice and Assistance](#);
  - \* [Short term financial assistance](#) and [financial advice](#);
  - \* [Griffin Hall](#) community for non-residential students;
  - \* [International student services](#);
  - \* [Leadership and volunteering](#);
  - \* [Tjabal Indigenous Higher Education Centre](#);
14. The University provides critical harm response arrangements for:
- a. [Sexual harassment and sexual assault response and support](#) in accordance with the [Sexual misconduct policy](#) and [Sexual misconduct response \(student\) procedure](#);
  - b. Students needing after hours support through the [24/7 ANU Wellbeing and Support Line](#).
15. The University works closely with [community services](#) for emergency and after hours crisis support.
16. Critical incidents are managed in accordance with the Student critical incident [policy](#) and [procedure](#).
17. The University engages other providers for specific non-academic support for students, including:
- a. ANU Sport;
  - b. The Australian National University Students Association (ANUSA);
18. Students can raise concerns or provide feedback regarding the University services they have received in accordance with the:
- a. Student grievance and complaint resolution [policy](#) and [procedure](#);
  - b. University services feedback [policy](#) and [procedure](#).
19. This policy is reviewed annually.

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