

## STUDENT SUPPORT POLICY

<b>Version</b>	1.01	<b>Number of pages</b>	5
<b>Responsible officer</b>	Vice-Principal (Students and Community)		
<b>Contact</b>	Director of Student Services, <a href="mailto:andrek@moring.edu.au">andrek@moring.edu.au</a>		
<b>Approving Authority</b>	Academic Board		
<b>Keywords</b>	Student support; Progression; Services; Help; At risk		
<b>Access level</b> <i>Select from the drop-down menu</i>	Public		
<b>Dissemination Range</b>	All Morling College staff and students		
<b>Approval date</b>	18 December 2023		
<b>Effective date</b>	18 December 2023		
<b>Review date</b>	December 2024		
<b>Superseded documents</b>	Overseas Student Progression Support Policy V1.01 Students at Academic Risk Policy: EDU; CCSC V1.01		
<b>Compliance References</b>	HES_1.3; 2.2; 2.3.1; 3.3.4 National Code Standard 6 & 8		
<b>Document classification</b> <i>Select from the drop-down menu</i>	Student Services and Administration		

### 1. PURPOSE

To detail Morling College's (MC) commitment to providing students with the support to facilitate satisfactory progression through their respective courses of study.

### 2. DEFINITIONS

The following definitions apply for the purpose of this policy:

Key Term or Acronym	Definition
ESOS	Education Services for Overseas Students Act 2000
MC	Morling College
National Code	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

### 3. SCOPE

This policy applies to:

- 3.1 Domestic students,
- 3.2 All overseas students on a student visa, enrolled in courses in MC,
- 3.3 Overseas students who have been issued with a package offer for more than one course, the principal course being the program of study at MC,
- 3.4 Those students completing a course whilst living outside Australia, and

### 3.5 MC staff.

For students enrolled in Bible and Theology courses, the policies of the Australian Theological College take precedent, where there is overlap with MC policies.

## 4. POLICY STATEMENT

Morling College commits to providing a quality educational experience for all students and to facilitate their on-time completion of their courses.

MC will exercise its duty of care by

- Endeavouring to identify early those students at risk, or at potential risk, of not progressing satisfactorily
- Reviewing each student's course progress at the conclusion of each enrolment period, and
- Timely intervention with appropriate academic support and pastoral care to facilitate satisfactory course progress.

## 5. PRINCIPLES

- 5.1 MC shall endeavour to identify students at risk, or at potential risk, as early in their candidature as possible, and provide them with appropriate, timely and customised support. Such interventions are an expression of pastoral care for students and an exercise of MC's moral and legal responsibilities.
- 5.2 Prior to commencing study at MC, enrolled students are required to complete a compulsory orientation unit, which provides a foundation for academic success, and introduces them to student support services and how to access them.
- 5.3 This policy and the accompanying *Student Support Guidelines* will be provided to students on enrolment and publicly available on the MC website.

### Identifying a student at risk

- 5.4 A student may be identified as 'at risk' of making unsatisfactory progress in their studies if one or more of the following factors are present:
- 5.4.1 medical illness, injury, psychological condition, or disability
  - 5.4.2 family or carer responsibilities
  - 5.4.3 behaviour which is consistently disruptive, volatile or otherwise in breach of the Student Code and is considered to be misconduct
  - 5.4.4 inadequate level of English language proficiency
  - 5.4.5 provisional enrolment or pattern of deferral
  - 5.4.6 change to a new field of study that may challenge previously successful approaches to learning
  - 5.4.7 failure to pass an assessment task
  - 5.4.8 failure to attend compulsory teaching and assessment components

- 5.4.9 failure to complete a required assessment element or practicum
- 5.4.10 unsatisfactory attendance
- 5.4.11 minimal class participation/engagement.
- 5.5 Students are ongoingly monitored on their progression
  - 5.5.1 Progress is monitored by faculty lecturers and administrators during the teaching weeks.
  - 5.5.2 Progress of each student is also monitored at the conclusion of each enrolment period by the DSS.  
  
Those students who are assessed as being at risk or potentially at risk of satisfactory progress are referred to the faculty and appropriate support service.
  - 5.5.3 Also see the *Course Progression Policy: Education; CCSC*.
- 5.6 As part of orientation information, students are provided details about who to contact if they encounter any difficulties during their candidature.

#### Support for students

- 5.7 The *Student Support Guidelines* will detail the services available to support students and how to access them.
- 5.8 MC will provide a range of support services to assist students who are struggling with their study demands. Including:
  - 5.8.1 Academic advisory support,
  - 5.8.2 Academic tutoring,
  - 5.8.3 Academic writing and study skills support,
  - 5.8.4 Library support,
  - 5.8.5 Pastoral and spiritual care,
  - 5.8.6 Counselling,
  - 5.8.7 Special circumstances provisions.
- 5.9 Support will be customised to the needs and circumstances of the student.
- 5.10 Academic and course adjustment will be considered proactively to support course completion.
- 5.11 Students who seek support before the census date for their unit of study will be assisted promptly and connected with support services, wherever reasonably possible, before that census date.
- 5.12 MC will provide appropriate specific arrangements for students such as:
  - 5.12.1 Aboriginal and Torres Strait Islander students, see the *Aboriginal and Torres Strait Islander Inclusion Policy*.
  - 5.12.2 Students with disabilities, see the *Students with Disabilities Policy*.

- 5.12.3 Students who may be considered a vulnerable person, see the *Vulnerable People Policy*.
- 5.13 MC will maintain a *Sexual Assault and Sexual Harassment Prevention and Response Policy* and procedure.

#### Student Initiated Requests

- 5.14 Students can seek support directly through their faculty teaching staff or via an online form accessible via Moodle. Referrals are made to the appropriate service.

#### Staff Training and Professional Development

- 5.15 Staff providing support services to Aboriginal or Torres Strait Islander will be up to date with their cultural awareness training to ensure appropriate support is provided.
- 5.16 Staff providing support services to Overseas students will be up to date with ESOS training.
- 5.17 Staff will be introduced to relevant policies and procedures as part of their induction.

#### Review

- 5.18 This policy will be reviewed annually.
- 5.19 The effectiveness of student services will be reviewed annually and reported to the Academic Board.

## 6. RELATED DOCUMENTS AND LEGISLATION

#### Internal

- Aboriginal and Torres Strait Islander Inclusion Policy
- Course Progression Policy: Education; Counselling, Chaplaincy and Spiritual Care
- Critical Incident Policy
- Overseas Student Extension, Deferment and Cancellation Policy CCSC
- Sexual Assault and Sexual Harassment Prevention and Response Policy
- Special Circumstances Policy
- Student Code
- Student Support Policy
- Students with Disabilities Policy
- Vulnerable People Policy
- <https://www.morling.edu.au/student-support-services>

#### External

- Education Services for Overseas Student Act 2000 (ESOS Act)
- Higher Education Provider Guidelines 2023
- Migration Act 1954
- Migration Regulations 1994
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

## 7. REFERENCES

Australia College of Theology Handbook

## 8. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1.01	Policy Coordinator	22 January 2024	22 January 2024	Removed Campus Chaplain from 5.14 to reflect change in organisational structure.
1.00	Academic Board	18 December 2023	18 December 2023	Policy created in response to legislative changes; and in conjunction with the <i>Student Support Guidelines</i> , incorporating provisions from the now superseded <i>Overseas Student Progression Support Policy V1.01</i> and <i>Students at Academic Risk Policy: EDU; CCSC V1.01</i>

*Download this policy anew with each use, as it may have changed.*