

STUDENT SUPPORT GUIDELINES

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1. PURPOSE

To specify the support provided to all students to facilitate their on-time completion of their respective courses of study at Morling College (MC).

2. DEFINITIONS

The following definitions apply for the purpose of this guideline:

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

3. SCOPE

These guidelines apply 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 courses in Bible and Theology, the policies of the Australian College of Theology take precedence over Morling policies where they overlap.

4. SUPPORT PERSONNEL

- 4.1 In addition to the course coordinator, unit lecturers and tutors, the following personnel provide support to students:
 - 4.1.1 Vice-Principal (Students and Community), who is responsible for the overall wellbeing of students, and the support services provided by MC.
 - 4.1.2 Director of Student Services (DSS) and the Student Services team members, who aim to support all areas of student wellbeing in partnership with other support personnel: spiritual, academic, emotional and mental, physical, relational and community.
 - 4.1.3 The DSS is the Overseas Liaison Officer and the first contact for overseas students.
 - 4.1.4 Course Advisors and Administrators overseeing specific programs or courses, who provide support regarding academic progress and refer students to appropriate support.
 - 4.1.5 Academic Tutors, who provide individual academic support throughout students' candidature, including for English language and academic writing.
 - 4.1.6 Librarians, who provide support with learning and resources.
 - 4.1.7 Accredited counsellors, who support the social, emotional, and spiritual wellbeing of students.

5. ORIENTATION

- 5.1 MC provides a compulsory orientation program for all new students with modules covering:
 - 5.1.1 Morling's values and the Student Code
 - 5.1.2 The academic and wellbeing support services available and how to access them.
 - 5.1.3 The range of learning resources available and how to access them.
 - 5.1.4 An introduction to the learning management system (i.e. Moodle) they use, how to access and navigate it and where to go for help.
 - 5.1.5 Information about technical requirements for online learning and where to go for help.
 - 5.1.6 An introduction to academic integrity.
 - 5.1.7 Sexual assault and sexual harassment prevention and response policies and procedures
 - 5.1.8 Emergency procedures and how to respond to critical incidents that may arise.

6. STUDENTS SEEKING SUPPORT

- 6.1 A student who identifies that they may need academic support or have personal pastoral needs is encouraged to make **early** contact by completing the StudentHelpdesk form. The request will be forwarded to the relevant support person.
- 6.2 Student can contact the DSS directly:
Andre Kurniawan, andrek@morling.edu.au, 08 6313 6200
- 6.3 An overseas student who identifies that they may need support can also contact the Overseas Liaison Officer, directly:
- 6.4 Andre Kurniawan, andrek@morling.edu.au, 08 6313 6200.
- 6.5 Concerned students are recommended to seek support **as soon as possible**, to facilitate prompt connection to appropriate support and minimise any possible adverse consequences (such as non-refundable fees).

7. ACADEMIC TUTORING

- 7.1 Academic tutoring is available to all persons with both in-person and online (telephone, Zoom, email) support.
- 7.2 Academic tutoring includes support around expectations and processes in Australian higher education, support with academic research and writing skills, and specific reviews of assessment plans and drafts.
- 7.3 Contact: academictutor@morling.edu.au

8. LIBRARY SUPPORT

- 8.1 Library support is available to explain processes in research and resource selection.
- 8.2 The Library also hosts a range of general and faculty-specific LibGuides about referencing styles and expectations regarding academic integrity. These are found via the Library's home page.
- 8.3 Contact: libraryhelpdesk@morling.edu.au

9. STAFF INITIATED PASTORAL SUPPORT AND SPIRITUAL CARE

- 9.1 Under the Staff Code and the Student Code, there is an obligation to care for one another.
- 9.2 It is possible for staff to raise a pastoral concern about a student via the online *Student in Need Alert* form.

10. COUNSELLING

- 10.1 The Ezra Centre is located at the MC Macquarie Park Campus and provides in-person and online counselling by qualified counsellors.
- 10.2 The Ezra Centre provides reduced-fee counselling for students.
- 10.3 The following can refer students to Ezra services.

10.3.1 DSS: Andre Kurniawan, andrek@morling.edu.au, and

10.3.2 Academic Tutor: Wendy Noble, academictutor@morling.edu.au.

11. SPECIAL CIRCUMSTANCES PROVISION

11.1 MC may, where deemed necessary and appropriate, and where needs and altered circumstances have been sufficiently communicated, approve a special circumstances provision, such as:

11.1.1 Deferral of an exam or assessment

11.1.2 Suspension or extension of candidature

11.1.3 Leave of absence

11.1.4 Tuition Fee Refund

11.2 Contact: studenthelpdesk@morling.edu.au

12. 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 CCSC EDU
- Staff Code
- Student Code
- Student Support Policy
- Students with Disabilities Policy
- Vulnerable People Policy
- <https://www.morling.edu.au/student-support-services>

External

- [Australian College of Theology Policies](#)
- 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

13. REFERENCES

Nil

14.VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1.01	Vice-Principal (Students and Community)	7 February 2024	7 February 2024	Minor amendments to remove reference to Campus Chaplain.
1.00	Vice-Principal (Students and Community)	18 December 2023	18 December 2023	Created as a companion document to the Student Support Policy and in response to legislative changes

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