

Support for Students Policy

1. Purpose

This policy outlines the support provided to all UNSW students to assist them to successfully complete the courses and programs in which they are enrolled. This policy also meets the requirements of the [Higher Education Support Amendment \(Response to the Australian Universities Accord Interim Report\) Act 2023](#).

2. Scope

This Policy is intended to support the academic success of all students enrolled at UNSW. It applies to all employees and students of the University.

3. Principles and objectives

- 3.1 The University aims to provide an equitable studying and learning environment for all students.
- 3.2 The University is committed to ensuring that all students are offered appropriate academic and non-academic support and will be afforded a fair opportunity to participate in the support services outlined in this policy.
- 3.3 The University and staff teaching at the Course and Program level seek to proactively identify students at academic risk (including the use of learning analytics and propensity modelling pre-census) and providing staff and students with clearly defined avenues to raise academic risk concerns.
- 3.4 Students who might be at risk of not successfully completing their course/s will be offered in a timely manner the most appropriate support available.
- 3.5 The processes in place to support the academic success of our students are underpinned by compassion and a commitment to act in a timely, professional and, insofar as possible, an inclusive manner.
- 3.6 The University treats students as unique individuals with diverse learning styles and support needs and, where relevant, identifies alternatives to the models of academic support offered or provided.
- 3.7 Personal information is managed in accordance with the [University's Privacy Policy](#).

4. Academic Support for Students

The University notes that factors contributing to academic risk may include low levels of engagement and a record of previously incomplete units of study.

The University provides information to students in other languages where appropriate, offering interpreting services if a student requires this for any meetings, and ensuring that any Equitable Learning Plan and/or advice about the impact of a disability or condition where appropriate is taken into account in any decisions made as part of the support offered or provided to students.

Academic support services **for all students** include:

- Developing [academic skills](#)
- [24/7 online academic support](#)
- The Library's [ELISE Informing Your Studies Tutorial](#)
- [Student Support via Student Support Advisors](#)
- [Nura Gili Centre for Indigenous Programs](#)
- [Equitable Learning Services](#) are available for students to discuss confidentially disabilities or conditions that impact their study, including neurodivergency, a physical or mental health condition, or carer responsibilities so that reasonable adjustments may be considered and approved.
- [Special Consideration](#) when illness or circumstances might impact on assessment performance.
- [Academic Improvement Module](#).

Additional academic support services for **UNSW Sydney** students include:

- [Support to improve academic performance](#)
- [Peer Assisted Study Sessions \(PASS\)](#)
- Faculty academic support programs and resources:
 - [Arts, Design and Architecture](#)
 - [Business School](#)
 - [Engineering](#)
 - [Law and Justice](#)
 - [Medicine & Health](#)
 - [Science](#).

Additional academic support services for **UNSW Canberra** students can be accessed at [Learning Support](#).

4.4 Communicating our support for students is undertaken through:

- [University-wide and Faculty-based Orientation Programs](#)
- Specific welcome information for [International students](#)
- [Weekly student newsletter](#) during term time, including faculty and cohort-specific editions

- Connections to the Student Communications team to [request ad-hoc support information to students](#)
- Regular student email communications, (including cohort specific), throughout the term with timely reminders of support programs
- [Peer Support Programs](#).

5. Support for students identified to be at academic risk:

When a student is identified as being at academic risk in a particular course and requests access to support services before census date, the respective support service will provide that support in a timely manner and communicate that the census date is the date the student will incur a HECS-HELP or FEE-HELP debt.

Coursework students at **UNSW Sydney** who are identified as being at academic risk or not successfully completing courses and require academic advice should be directed in a timely manner (before census date where relevant) to the Program Specialist Team within [The Nucleus: Student Hub](#).

5.1.1 The Hub Team will provide guidance and support and will triage to other UNSW student support services including [academic advising](#), other [academic support](#), and/or academic staff as required.

5.1.2 Further details for undergraduate students can be found at [Undergraduate Guidelines to Academic Standing](#) and [support for improving academic standing](#).

5.1.3 Further details for postgraduate coursework students can be found at [Postgraduate Guide to Academic Standing](#) and [support for improving academic standing](#).

Coursework students at **UNSW Canberra** who are identified as being at academic risk or not successfully completing courses and require academic advice should be directed in a timely manner (before census date where relevant) to [Learning Support](#).

5.3 Academic support services for students impacted by non-academic issues that put them at risk of not successfully completing their studies include:

- Reasonable adjustments as approved by [Equitable Learning Services](#) to support an equitable studying and learning environment.
- A process for applying for [Special Consideration](#) when illness or circumstances might impact on assessment performance.

5.4 Academic support for Higher Degree by Research (HDR) candidates:

5.4.1 Higher Degree by Research (HDR) candidates have an annual review to monitor progress towards completion as set out in the [Research Progress Review and Confirmation of Research Candidates Procedure](#).

5.4.2 HDR candidates undertaking compulsory coursework who are identified as being at academic risk or not successfully completing courses and require academic advice should be directed in a timely manner (before census date where relevant) to the Program Specialist Team within [The Nucleus: Student Hub](#).

6. Non-academic Support for Students

The University's support for student wellbeing and safety is detailed in the [Student Wellbeing and Safety Policy](#). Non-academic support for students includes the following services:

6.1 For **UNSW Sydney** students:

- General [health, safety & wellbeing](#) support
- Information about [mental health assistance and support](#), including [24/7 mental health help and support](#)
- [Student Support Advisors](#).

6.2 For **UNSW Canberra** students:

- [Student Counselling Services](#)
- [Arc Canberra](#).

Other non-academic support services designed to assist students in broadening and deepening their academic success include:

- [UNSW Employability Services](#)
- [UNSW Advantage Programs for volunteering and professional development opportunities](#) and the [Australian Higher Education Graduate Statement \(AHEGS\)](#)
- [Learning Abroad](#) outbound Exchange and Short Courses
- [Arc at UNSW Sydney](#) and [Arc at UNSW Canberra](#)
- [The Student Representative Council](#)
- [The Postgraduate Council](#)
- [Student Accommodation & Housing](#)
- [Financial support](#)
- [Support for Under 18 international students](#)
- The [Ally@UNSW](#) Network aims to ensure UNSW is a safe and welcoming place for all LGBTIQ+ students and staff
- [First Responders for trauma informed Gendered Violence prevention and support](#)
- [Psychology and Wellness counselling for students](#)
- [UNSW Health Service](#)
- In Australia call afterhours, UNSW Mental Health Support Line 1300 787 026 from 5pm to 9am.

7. Associated and Supporting Documents

- [Student Wellbeing and Safety Policy](#)
- [Student Fee Policy](#)
- [Sexual Misconduct Prevention and Response Policy](#)

- [Assessment Policy](#)
- [Equity Diversity and Inclusion Policy](#)
- [Anti-Racism Policy](#)
- [Child Protection Policy](#)
- [Student Code of Conduct](#)
- [Student Complaint Procedure.](#)

Effective: 1 January 2024

Responsible: Deputy Vice-Chancellor, Education and Student Experience

Review Process: This Policy will be reviewed annually.

Lead: Pro Vice-Chancellor, Student Success

Appendix 1: Roles and Responsibilities

8. Authority for procedures and instructions

All staff and students are responsible for ensuring that they conduct themselves in accordance with this Policy.

The Deputy Vice-Chancellor, Education and Student Experience, is responsible for managing the resources in the Division required to support the implementation of this Policy.

The Faculty Deans are responsible for managing the resources in their Faculties required to support the implementation of this Policy.

Changes to this Policy are approved by the Vice-Chancellor. Changes to the implementation of this policy are approved by the Deputy Vice-Chancellor, Education and Student Experience.

Legislative compliance

This policy is a requirement of the [*Higher Education Support Amendment \(Response to the Australian Universities Accord Interim Report\) Act 2023*](#)

This Policy is also intended to ensure that UNSW complies with the:

- [*Higher Education Support Act \(2003\)*](#)
- [*Higher Education Standards Framework \(Threshold Standards\)*](#) (2015, 2021)
- [*Education Services for Overseas Students Act \(2000\)*](#) with its associated [*National Code of Practice for Providers of Education and Training to Overseas Students*](#) (2018)