

## SUPPORT FOR STUDENTS POLICY

Document ID	3.23
Related Documents	<p>UBSS Course Admission Policy</p> <p>UBSS Academic Progression, Monitoring and Intervention Policy</p> <p>UBSS Equity and Diversity Policy</p> <p>UBSS Indigenous Education Policy</p> <p>UBSS Student Code of Conduct</p> <p>UBSS Examination Policy &amp; Guidelines</p> <p>UBSS Wellbeing and Safety Policy</p> <p>UBSS Grievance and Appeals Policy (Academic)</p> <p>UBSS Grievance Policy (Non-Academic)</p> <p>UBSS Student Handbook</p> <p>GCA Refund Policy</p> <p>GCA Critical Incident Policy</p> <p>GCA Workplace Discrimination and Harassment Policy</p> <p>GCA Sexual Misconduct Prevention and Response Policy</p>
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Approved by	Executive Management Team (EMT)
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Responsible Officer	Deputy Vice Chancellor
References and Legislation	<p>Education Services for Overseas Students Act 2000 (Cth)</p> <p>Education Services for Overseas Students Regulations 2001</p> <p>The Higher Education Support Act (HESA) 2003</p> <p>Higher Education Standards Framework (Threshold Standards) 2021</p> <p>Migration Act 1958 (Cth)</p> <p>National Code of Practice for Registration Authorities and Providers of Higher Education Support Act 2003 (Cth)</p> <p>Privacy Act 1988 (Cth)</p> <p>Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)</p>

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# 1 Purpose

## 1.1 Context

UBSS is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy outlines how UBSS will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units of study, including the UBSS's processes for ensuring that students are aware of these support options.

This policy is published in accordance with the UBSS's obligations under the Higher Education Support Act 2003 (Cth).

# 2 Scope

## 2.1 Rationale

UBSS is required to establish a clear policy and set of procedures to support students to successfully complete units of study in which they are enrolled. This policy applies to all students enrolled in an award course at UBSS.

## 2.2 Legislative Context

- Section 19-43 of the Higher Education Support Act 2003
- Education Services for Overseas Students Act (ESOS) 2000 (Cth)
- Education Services for Overseas Students Regulations 2001 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2021(Cth)
- Higher Education Support Act 2003 (Cth)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)

## 3 Policy Statement

### 3.1 Students At Risk of Not Successfully Completing Subjects

UBSS actively monitors student progress and identifies those students at risk of not successfully completing their studies, and will contact students based on the following policy:

[Academic Progression, Monitoring and Intervention Policy](#)

UBSS communicates with students identified as at risk of not successfully completing their studies to ensure they are informed about and have access to the support services made available.

### 3.2 Support Services Available to Students

UBSS provides a variety of support services for students to assist in the successful completion of their studies.

**Academic Support Services include:**

- [Academic Monitoring and Intervention Management](#)
- Access to Learning Support Officers: At UBSS, our Learning Support Officers help ensure every student receives tailored support, promoting equitable access to academic resources and enhancing the overall learning experience at UBSS.
- [Learning Resources/ Student Central](#)
- [Reading Subjects](#)
- Video recordings of class lectures via Moodle
- [E-libraries](#)
- [MBA TV](#) for subject content support.

**Non-Academic Support Services include:**

- [Wellness Support](#)
- [Student Orientations / Student Orientation Policy](#)
- [Equity and Diversity](#)

- [Diversity, Equity and Inclusion of First Nations Students](#)
- [Wellbeing and Safety](#)

UBSS provides information on support services to:

- commencing students as part of their orientation; and
- commencing and continuing students via the University webpages, via email bulletins and other communication media.

UBSS will publish this Support for Students Policy as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.

### 3.3 Supporting Instruments

This policy should be read in conjunction with the guidelines, procedures, and other relevant UBSS policies, found on the UBSS website in the [Policies and Procedures section](#), including:

- Student Code of Conduct
- UBSS Student Handbook
- Grievance and Appeals Policy (Academic)
- Grievance Policy (Non-Academic)

## 4. Document Change Control

Version	Change Description	Date	Author
V1	Creation of Policy	January 2024	Carlos Munoz

### Appendix A

#### Benchmarking

The following policies were consulted in the creation of this document.

Institution	Name of Policy	Link	TEQSA Registration Status
University of Newcastle	SUPPORT FOR STUDENTS POLICY	<a href="https://policies.newcastle.edu.au/document/view-current.php?id=359">https://policies.newcastle.edu.au/document/view-current.php?id=359</a>	Registered
Charles Sturt University	SUPPORT FOR STUDENTS POLICY	<a href="https://policy.csu.edu.au/document/view-current.php?id=575&amp;version=1">https://policy.csu.edu.au/document/view-current.php?id=575&amp;version=1</a>	Registered
Western Sydney University	SUPPORT FOR STUDENTS POLICY	<a href="https://policies.westernsydney.edu.au/document/view-current.php?id=377">https://policies.westernsydney.edu.au/document/view-current.php?id=377</a>	Registered
UTS	SUPPORT FOR STUDENTS POLICY	<a href="https://www.uts.edu.au/about/uts-governance/policies/uts-policy/support-students-policy">https://www.uts.edu.au/about/uts-governance/policies/uts-policy/support-students-policy</a>	Registered