Policy Document Administrator	Registrar
Policy Document Approver	Council
Responsible Body/Person	Academic Board
Next Review date	March 2027
Superseded documents	None
Related documents	Aboriginal and Torres Strait Islander Student Support Policy Academic Integrity Policy for Coursework Awards Assessment Policy Assessment Feedback Guidelines Assessment Guidelines Course Progress Policy Coursework Course Enrolment Policy Grievance Resolution Policy – Students Information on Support Services Rules Orientation Program Rules Research Integrity Policy Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Tuition Fee Refund Policy Wellbeing and Safety Policy Whistleblower Policy
Related HE Standards	1.3.3, 2.3, 2.2.1, 2.4, 5.3.5, 6.1, 6.2, 7.2 and 7.3.3
Related National Code Standards	N/A

1. PURPOSE

To outline the supports that the University and its **Affiliated Colleges** provide to **students**, in order that students are equipped to continue and successfully complete the **units** and **courses** they are enrolled in.

2. DEFINITIONS

Definitions for any words in **Bold** in this document can be found in the [Policy Glossary](#). The first instance of each defined term has been outlined in bold.

3. SCOPE

This policy applies to **AUT staff**, **academic staff** of AUT and **Affiliated Colleges** involved in the delivery of AUT **courses**, and all **students** enrolled in accredited awards of the University.

4. POLICY STATEMENT

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

This policy outlines how AUT and its Affiliated Colleges identifies students who are at risk of not successfully completing their courses and their enrolled unit(s) of study, and the support available to students to assist them with successfully completing their units of study, including processes for ensuring that students are aware of these support options.

This policy is published in accordance with AUT's obligations under the Higher Education Support Act 2003.

5. POLICY APPLICATION

Related documents

5.1 This policy should be read in conjunction with each of the following related documents:

a) Academic Integrity Policy for Coursework Awards

b) Assessment Policy

c) Assessment Feedback Guidelines

d) Assessment Guidelines

e) Course Progress Policy

f) Coursework Course Enrolment Policy

g) Grievance Resolution Policy – Students

h) Orientation Program Rules

i) Research Integrity Policy

j) Sexual Assault and Sexual Harassment Policy

k) Sexual Assault and Sexual Harassment Procedure

l) Wellbeing and Safety Policy

m) Whistleblower Policy

Summary of student support principles

5.2 AUT and its Affiliated Colleges are committed to making available appropriate support services to students to equip them to continue and successfully complete the units and courses they are enrolled in. Some support services are provided directly by the University and/or its Affiliated Colleges, while for other supports, information about how students can access those services is provided. The **AUT Office** provides access to some supports to students directly via published information on its website and through its orientation material distributed to all enrolled students. Other support services, and information on where to access support services, are provided by the Affiliated Colleges at which students enrol for AUT units and courses.

5.3 The *Assessment Policy* and associated *Assessment Guidelines* require that in all foundational units of study ("Category A" units – see *Unit Categories Policy* for further detail), as well as in any other unit of study wherever pedagogically appropriate, an early formative assessment will be provided which is intended to identify any students who may need additional support.

5.4 In accordance with **HESF (2021)**, 1.3.3, timely feedback will accompany formative assessment tasks and inform students about their current level of achievement and guide future learning, including targeted support programs as required.

5.5 This formative assessment is intended to be undertaken as early as possible within the **unit of study**, with a view that students can be identified and provided with opportunities for supports, in order to be able to make informed decisions about whether or not they choose to continue in a unit of

study beyond the **census date**.

5.6   Students are to be aware of the census date for their units, given the financial and academic impact of continuing past this date. Wherever possible, AUT and its Affiliated Colleges will try to ensure that students at risk are identified and offered support before this date.

5.7   Candidates enrolled in a Higher Degree by Research are to undergo a formal annual progress review to ensure that these candidates are satisfied with the levels of support being provided and to ensure that the candidates are not at risk of unsatisfactory course progress.

6. SUPPORT SERVICES

Support Services Available to Students

6.1   AUT provides information about support services available to students. In some cases, these will be provided by the student's college, and in others, the information about support services will be referrals to known, accessible, and reliable external services. Information is published on the University's *Student Support Services* webpage.

6.2   Affiliated Colleges are required to provide details of support services available to students. Information about student support services must be publicly available so it can be accessed by prospective students as well as to admitted and enrolled students, as required by the *Information on Support Services Rules.* Provision of information on available support services is also required in the college's student orientation program, as outlined in the *Orientation Program Rules*. This is audited on an annual basis via the *Affiliated College Risk and Compliance Reporting Framework* process. In addition to the required support services, several Affiliated Colleges offer informal additional support services to students such as peer support groups and personal and pastoral support networks.

6.3   Support services information and referrals on the University's *Student Support Services* webpage includes information about support services for the following matters:

a)   Sexual Assault & Sexual Harassment; and Domestic & Family Violence

b)   Personal counselling

c)   Academic support, including help with study skills and academic English

d)   Academic integrity, including several resources related to the use of generative artificial intelligence and its relationship to academic integrity

e)   Aboriginal and Torres Strait Islander students

f)   Mental health and wellbeing

g)   Legal support

h)   Accommodation

i)   Bullying

j)   Medical

k)   Disability

l)   Online safety

m)   Financial support

n)   Addiction and substance abuse

o)   career planning and employability support

p)   Specific support for overseas students through a designated Overseas Student Liaison Officer

q)   Specific support for Chinese-speaking students

r)   Information about the designated student support officers at each affiliated college

6.4   The University has crisis and critical harm response arrangements for students. Impacted students are advised to first review the Student Support Services webpage of the AUT website, which provides contact details for seeking support from AUT staff directly, or from a designated Student Support Officer at any Affiliated College. The webpage also has contact details for support services available 24/7 for students facing an urgent crisis. The webpage also has information and links for students seeking to lodge a report of a critical incident related to Sexual Assault or Sexual Harassment, with reference to the *Sexual Assault and Sexual Harassment Policy*.

6.5   Wherever possible, the University seeks to ensure that the academic and non-academic supports are culturally appropriate. The Disability Reference Group and Aboriginal and Torres Strait Islander Consultation Group advises the University on specific policy matters, including supports for people with a disability and people from a First Nations background. The *Wellbeing and Safety Policy* provides a commitment to ensuring that supports are culturally relevant. The *Aboriginal and Torres Strait Islander Student Support Policy* details this further for First Nations students.

6.6   In order to address the potential for any financial burdens being a barrier to studies, particularly in relation to off-campus learning, the *AUT Consortium IT Support Policy* document outlines that students will have timely access to electronic resources and the learning management system, and that training is available in the use of systems. The *Library Standards* outlines that prescribed resources are to be made freely available to students through the library, preferably in electronic/online format.

7.   STUDENT PROGRESS

Identification of students at risk

7.1   There are a number of risk factors which can indicate that a student might be at risk of not successfully completing their enrolled units. These include:

a)   a student has previously failed units in their course;

b)   a student demonstrates low levels of participation in the unit, such as no attendance at classes (where relevant), or no engagement with any of the unit content online.

7.2   The **Academic Dean** of an Affiliated College is responsible for identifying students who are at risk of unsatisfactory progress within their enrolled units taught at that affiliated college. The Academic Dean will use the above risk factors, using information provided to them, by academic staff or other means, regarding students' participation and engagement within their enrolled units.

7.3   To assist the Academic Dean in identifying students at risk of unsatisfactory progress within their enrolled units, academic staff are responsible for informing the Academic Dean of instances where a student's lack of participation in a unit (such as no attendance at a class for a unit or no engagement with any of the unit content online) would indicate that they are at risk of not successfully completing their enrolled unit of study.

   a)   Academic support to students can be provided by academic staff at any point in time without having to formalise the supports. It is only when an academic staff member believes that a student's non-engagement indicates that they are at risk of not successfully completing their enrolled unit that a referral to the Academic Dean is required.

   b)   Affiliated Colleges are encouraged to utilise relevant tools in monitoring the participation and engagement of students in their units.

7.4   Students are encouraged to seek support where needed. A list of Student Support Officers is available on the University website. Where a student requests support from a college Support Officer, and where the particular request indicates that the student is at risk of not successfully completing their enrolled unit of study, the College Student Support Officer is responsible for informing the Academic Dean.

   a)   In such cases, if the student requests support prior to the census date of their enrolled unit of study, the Academic Dean, or an authorised delegate, is responsible for reminding the student that the census date is the date they will incur the tuition fees for the unit (including a FEE-HELP debt where relevant). The Academic Dean is responsible for ensuring that the requested support is available to students in a timely manner.

7.5   Students who have successfully completed less than 50% of **units undertaken** are deemed under the *Course Progress Policy* to be maintaining unsatisfactory course progress for that enrolment period and placed on "conditional enrolment". As outlined in the *Course Progress Policy*, these students on conditional enrolment require specific intervention strategies to support their next enrolment period, including reporting to the AUT Office on the conditions of enrolment for these students. This is further defined under this policy as a Support Plan.

7.6   Students who lodge a Tuition Fee Refund application will be assessed for the need for a Support Plan. If a student has been unable to complete the requirements of a unit of study and the student believes that this was due to special circumstances, the *Tuition Fee Refund Policy* outlines the process for students applying to have their tuition fees refunded (up-front paying students) or their FEE-HELP balance re-credited (FEE-HELP students). In the assessment of a Tuition Fee Refund application, regardless of the outcome of the Tuition Fee Refund application, the University may consider that the

student is at risk of unsuccessful progress in subsequent units of study, based on the circumstances applicable to the case. Where this is the case, the University may impose a requirement that the student be placed on a Support Plan prior to further studies being undertaken.

Management of students at risk

7.7   If a student is identified as at risk of not successfully completing their units of study through being placed on conditional enrolment under the *Course Progress Policy*, a support plan must be implemented. A support plan describes the nature of intervention or supports needed and actions taken to address this for a student at risk of unsatisfactory progress within their enrolled units. An example of the information recorded in a Support Plan is available at Appendix A.

7.8   Colleges may also implement support plans for students in other instances at the discretion of the Academic Dean.

7.9   Specific interventions in a support plan may include, but are not limited to:

a)   limiting the enrolment load of a student, with consideration of possible extensions on course candidature periods accordingly

b)   restricting the delivery mode of units that the student may enrol in

c)   requiring that the student undergo academic support training

d)   requiring that the student meet regularly with a tutor or course adviser

e)   requiring that the student participate in an English support program

f)   requiring that the student submit all assessments on time

g)   referring the student to the support services available to them which are relevant to their individual circumstances

h)   a listing of measures to be taken by the student to improve outcomes, such as allocating more time to study, improving study efficiency, seeking assistance from academic staff

i)   any other mechanism to closely monitor the student's progress

7.10   Students may provide feedback on the establishment and implementation of a support plan or support services.

AUT responsibilities under this policy

7.11   AUT is responsible for:

a)   assisting affiliated college staff in the implementation of this policy;

b)   development and distribution of the support plan template to affiliated colleges, and monitoring of support plans for students on Conditional Enrolment

c)   identifying students who successfully completed less than 50% of units undertaken in the most recent enrolment period identified under the *Course Progress Policy* as on "conditional enrolment", who are deemed at risk of unsatisfactory progress in their next enrolment

d)   informing students on "conditional enrolment" of their obligation to meet with their college to implement a support plan.

e)   informing affiliated colleges of the list of students being placed on "conditional enrolment" for whom a support plan needs to be developed.

f)   annual reporting to the federal government in line with requirements of section 48B of the *Higher Education Support Guidelines 2023.*

Affiliated College responsibilities under this policy

7.12   The Academic Dean is responsible for identifying students at risk of unsatisfactory progress in their enrolled units based on:

a)   reports of student's lack of participation in a unit would indicate that they are at risk of not successfully completing their enrolled unit of study;

b)   student requests for access to support services where the particular request indicates that the student is at risk of not successfully completing their enrolled unit of study;

7.13   The Academic Dean is to establish, implement and oversee the reporting of a support plan for students on conditional enrolment.

7.14   Affiliated Colleges are to report on student support activities to the AUT Office in line with the requirements of the *Affiliated College Risk and Compliance Reporting Framework,* and any additional reporting requested by AUT in order to facilitate the annual reporting to the federal government in line with requirements of section 48B of the *Higher Education Support Guidelines 2023.*

Student responsibilities under this policy

7.15   Students are to:

a)   participate in orientation activities provided by their affiliated college and AUT;

b)   ensure that their affiliated college is aware of their needs;

c)   avail themselves of support services recommended by staff of AUT or staff of an affiliated college;

d)   respond to all correspondence from an affiliated college or AUT, including but not limited to the establishing a support plan;

e)   adhere to the requirements of an established support plan.

Students At Risk of Not Maintaining Satisfactory Progress in a Course

7.16   The *Course Progress Policy* is intended to outline student progress expectations in coursework awards, and outline support strategies that AUT and Affiliated Colleges will put in place where students are deemed to not be maintaining satisfactory progress in their course of study. The support plan implemented for each individual identified as not maintaining satisfactory

course progress and placed on "conditional enrolment" is personalised to the circumstances of the individual student and the circumstances surrounding their under-performance in the course.

7.17   The AUT Office will communicate with all students who have been identified as not maintaining satisfactory course progress, in line with the processes outlined in the *Course Progress Policy.*

8.   POLICY MANAGEMENT

Communication

8.1   AUT will publish this *Support for Students Policy* as well as related information regarding support for students on its website.

8.2   Any AUT policies, support services provided or support services referred to in this policy will be available via the AUT website. All relevant policies are available at https://aut.edu.au/documents, and all relevant support services and information about supports is available at https://www.aut.edu.au/students/student-support-services/.

Policy review

8.3   This Policy first took effect on 1 January 2024, in line with the obligations of the HESA (2003). It was further reviewed and revised in March 2024, including amendments in line with the requirements of the *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*, which commenced on 1 April 2024. In accordance with the requirements of the Higher Education Provider Guidelines, a review of this policy is to be conducted annually for quality assurance, to identify opportunities for improvement to the policy, and to ensure it remains fit for purpose and consistent with the requirements of the Provider Guidelines.

9. RELATED DOCUMENTS AND LEGISLATION

Higher Education Standards Framework 2021

Higher Education Support Act 2003

Higher Education Provider Guidelines 2023

10. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1	Chair of Board and CEO on behalf of the Board of Directors	21 December 2023	1 January 2024	New policy
2	Board of Directors	25 March 2024	1 April 2024	Policy review and revisions to align with new requirements of the Higher Education Provider Guidelines 2023; delegating Academic Board with responsibility for management of the policy.

3	Academic Board	7 March 2025	7 March 2025	Policy review in accordance with requirements of the Higher Education Provider Guidelines; implement support plan consideration for all students who apply for a Tuition Fee Refund; minor editorial updates.
4	Academic Board	March 2026	March 2026	Policy review in accordance with requirements of the Higher Education Provider Guidelines; refer to other policies requiring Affiliated College to make course resources freely available to students and information about available student support services.

Any hard copy of this electronic document may not be current as the University regularly reviews its policies. The latest version can be found online at aut.edu.au/documents.

Appendix A – Support Plan Examples:

Student #	Identification of support needs	Status	Initial communication to student about support plan:	Support plan details	How long is support plan proposed for?	Is continued enrolment conditional on engagement with support plan?	Other Notes (including student feedback)
201944213	Conditional enrolment	Active	22/12/2023	Student met with Academic Dean to discuss reasons for unsuccessful performance last semester. Workload and time management when starting new job October 2023. This has now been resolved, student is on track for successful semester 2024 and is taking a lighter enrolment load. Formal plan: take limit of 2 units in Sem 1 2024	Sem 1 2024	Yes	
202264212	Conditional enrolment	Inactive	22/12/2023	Limit enrolment to one unit per semester based on poor performance when enrolling in a full-time load	Sem 1 2024	Yes	Student comment: *Don't want support plan. Life is too busy for FT study at the moment, so I am taking an early exit from my course.* Student withdrew from course (early exit) so support plan is inactive.
202439924	Academic Dean determined student at risk based on lack of engagement in unit	Draft	12/3/2024	Student to meet with Academic Dean to develop plan for catching up missed content; Student to submit all assessments on time	Sem 1 2024	Yes	Student has not submitted any work for the unit. College Support Officer reminded student of the census date 31/3/2024 in an email on 14/3/24 and proactively provided a list of available support services. No response from student yet.