Policy Document Owner	*Chief Operating Officer*
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Policy Document Approver	Academic Board
Responsible body/person	Academic Board
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Superseded documents	None
Related documents	*Languages Other Than English Policy* *Orientation Program Rules* *Sexual Assault and Sexual Harassment Policy* *Support for Students Policy* *Wellbeing and Safety Policy*
Related HE Standards	2.3.2, 3.3.4, 7.2.2
Student Lifecycle Stage/s	Pre-admission, Admission, Orientation, Enrolment

1. PURPOSE

To ensure consistency in the provision of information about support services to students of the Australian University of Theology (AUT).

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

The rules apply to all Affiliated Colleges of the AUT.

4. RULES

4.1. All Affiliated Colleges must provide students with information about the range of support services that are available to them, including those provided by staff of the college and those available by referral to an external service. In addition to these rules for Affiliated Colleges, the AUT website provides links to general student support services.

4.2. 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.

4.3. Further information about student support services must be provided during the Affiliated College's orientation program, as required by AUT's *Orientation Program Rules*. This should elaborate on the publicly available information, reinforce the way that students may access support, and where possible, introduce staff that provide services.

4.4. All Affiliated Colleges must implement documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study, ensuring access to learning support services consistent with course requirements and student needs.

4.5. The key staff to be contacted for the provision of support services and for referral to support services must be made known to students on the Affiliated College website. Where these staff are only available during certain hours this must be communicated on the webpage. The key staff contacts are also listed on the AUT's

Student Support webpage and are contactable by a contact form on that webpage.

4.6. Affiliated Colleges with CRICOS approved sites must specifically identify the key support person or persons to assist overseas students. The AUT refers to such staff as Overseas Student Liaison Officers.

4.7. The AUT sets the categories of student support services that must be available to all AUT students through Affiliated Colleges. These categories are primarily based on the requirements of the *Higher Education Standards Framework* and are listed and described in Appendix 1 against 'Available services'.

4.8. Information about available support services, and how they may be accessed, must be provided to students on a single publicly available webpage, identified by a title containing the words 'support services'. Appendix 1 provides a template as guidance for the provision of this information. Affiliated Colleges may apply their own style and formatting, and make minor modifications to the structure but must retain key elements including the support service categories, the distinction about services available internally and by referral, and the identification of the means of accessing each kind of service.

4.9. The webpage on support services must include emergency contact details for the police, ambulance service, and fire brigade.

4.10. If an Affiliated College wishes to include information on support services primarily in a handbook, information pack, or other document for prospective and current students, then there must be a publicly available webpage or section of a webpage entitled with the words 'support services' that refers to the document, states the relevant page numbers or section (if applicable), and provides a link to it. The document must be publicly accessible. The information contained in the document must be guided by Appendix 1.

4.11. Affiliated Colleges that offer courses in a Language other than English must provide the information about support services in the delivery language. For further information, see the *Languages Other Than English Policy.*

4.12. If the Affiliated College has a separate webpage with information for overseas students, which describes support services, this must be referenced and linked on the webpage on support services in general. Likewise, the webpage with information on support services in general must also be referenced and linked on the webpage for overseas students.

4.13. As with rule 4.11, if the Affiliated College has a separate webpage with information on Sexual Assault and Sexual Harassment (SASH), this must be referenced and linked on the webpage on support services in general. Likewise, the webpage with information on support services must also be referenced and linked on the SASH webpage. For further information, see the *Orientation Program Rules*, the *Sexual Assault and Sexual Harassment Policy* and the *Sexual Assault and Sexual Harassment Procedure.*

4.14. Where an Affiliated College operates at more than one campus, and the other campus or campuses have their own website with information for AUT students,

the information about the relevant support services and key contacts must be available through these websites in addition to the website of the main campus.

Quality assurance process

4.15. The AUT Office will conduct audits and monitor Affiliated College websites on an annual basis to check compliance with the rules of this document.

4.16. Noncompliance with the rules of this document will be reported to the Vice-Chancellor. The Quality Manager will monitor action required by Affiliated Colleges to address identified noncompliance and report outcomes to the Vice-Chancellor.

5. RELATED DOCUMENTS AND REFERENCES

Higher Education Standards Framework (Threshold Standards) 2021

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (ESOS Act 2000)

Sex Discrimination Act 1984 (Cth)

6. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1	Academic Board	12 March 2021	12 March 2021	New Rules documents
2	Academic Board	22 October 2021	22 October 2021	Section added on quality assurance (4.14, 4.15)
3	Academic Board	18 October 2024	18 October 2024	Policy review, minor amendments
4	Vice-Chancellor	June 2025	June 2025	New policy format, minor editorial updates to implement university status.
5	Academic Board	06 February 2026	06 February 2026	Added clause 4.4 to better comply with National Code Standard 6.3

Any hard copy of this electronic document may not be current as the AUT regularly reviews its rules. The latest version can be found online at myportal.aut.edu.au/Repository/Policy/Institutional Approval and Quality Assurance

APPENDIX 1: TEMPLATE FOR THE PROVISION OF INFORMATION ABOUT STUDENT SUPPORT SERVICES

Note: The wording of the content is suggested and may be freely adapted with statements that achieve an equivalent function.

Section	Content
Title	[The title must include 'Support Services']
Introductory comments	While studying at [college name], you may benefit from accessing support services to help you get the most out of your educational experience. A range of support services are available to you through staff at the college. We can also support you by referring you to appropriate services available in the community.
How to access support	To access support, the following member/s of staff is/are the key contact/s…..[Name and/or position]. You can contact or arrange a meeting with them by…[state process]. The standard days/hours they are available are ….Other contacts for specific kinds of services are given in the sections below.
Overseas students (for colleges with a CRICOS approved site)	[Name and/or position] is available to support overseas students in particular and can provide information about living and studying in Australia as well as the available support services.
Available services	The following support services are available to all students studying at [college name]. Note that there is no additional fee for services provided by the college, or for referral to external services. Students should enquire with external service providers about any costs involved. [Include all those that are available to students from the list in bold below, and for each provide: a) a brief description of the service, b) how it is accessed, including whether internally or by referral (The college may choose to state the names of government and public community services, though private services would only be stated where an arrangement had been made with the provider to do so), c) the name and/or position title of the staff contact if it is different to the staff member(s) named above, d) relevant links to external services or relevant information (optional).] • **Personal counselling** *Counselling can help you with a range of issues including mental health and emotional wellbeing, loss and grief, relationship issues, and life direction.*

	• **Academic support, including help with study skills and academic English** *Support is available in a range of academic areas including essay writing, proper referencing, study skills and time management, accessing library resources, and academic English.* • **Health and welfare services** *Health and welfare services cover a wide range of supports for issues including those related to physical health (i.e. medical), disability, financial, and tenancy.* • **Legal support** *While staff at the college cannot provide legal advice, you may be referred to services in the community that can help you with legal matters; such as traffic incidents, domestic violence matters, family law matters, immigration, and consumer rights.* • **Accommodation** *Support with accommodation will provide you with information about ways to find accommodation while you undertake your study.* • **Student advocacy** *The student advocacy service helps students understand policy and procedures and can assist with making appeals, grievances and complaints.* The college may also list any additional support services for students.
Emergencies	**Emergency contacts** Police / Fire / Ambulance - 000 If you need police, fire or ambulance in an emergency, call Triple Zero (000). Always call Triple Zero (000) in situations where a life is in danger, a crime is taking place, or in time critical situations.