Support For Students Policy

Section 1 - Purpose

(1) Macquarie University (the University) is committed to supporting all students so that they can be successful.

(2) The aims of this Policy are to:

a. outline the principles, policy documents, and responsibilities that govern the provision of academic and non-academic support services that assist students to complete their study successfully; and
b. meet the requirements under section 19 – 43(2)(b) of the Higher Education Support Act 2003 (Cth) for compliance with the Higher Education Standards Framework (Threshold Standards) 2021 (Cth) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth).

(3) This Policy should be read in conjunction with the:

a. Academic Progression Policy; and
b. Graduate Research Continuation Policy and Graduate Research Continuation Procedure.

Scope

(4) This Policy applies to:

a. all coursework students enrolled in an undergraduate or postgraduate Award Course;
b. all Graduate Research students; and
c. all Macquarie University College students enrolled in one of the following non-award programs not otherwise covered in clause 4a:
    i. Standard Foundation or Intensive Program;
    ii. UniReady; or
    iii. Masters Qualifying Program.

(5) This Policy does not apply to:

a. Macquarie University College students enrolled in a non-award program not listed in clause 4(c);
b. students enrolled in their primary course at another institution who are undertaking exchange, study abroad or cross-institutional study at Macquarie University; and
c. students or participants enrolled or participating in any other Macquarie University non-award course, program or educational activity.

(6) This Policy applies to all academic and professional staff employed by the University who provide academic and/or non-academic services to students enrolled in those courses or programs outlined in clause 4.

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Section 2 - Policy

Students at risk

(7) The University will identify students who are at risk of not successfully passing a unit of study by monitoring risk indicators. A student may be considered at risk if they:

a. have failed a unit of study previously within their current course of study;
b. have not logged on to iLearn within the first two weeks of a study period;
c. do not login to iLearn regularly during a study session;
d. receive a fail grade on an assessment;
e. do not submit assessments, including those that are not weighted;
f. frequently submit applications for special consideration; and/or
g. frequently seek to withdraw from units following census date.

(8) The University will undertake regular data analysis to ensure the most significant risk indicators, including for different student cohorts, are identified.

(9) Students identified as being at risk are referred to and encouraged to access appropriate support services.

Support services for students

(10) The University recognises students as unique individuals with diverse support needs and, where appropriate, provides tailored support services.

(11) The University will provide and/or facilitate access to a comprehensive suite of academic and non-academic support services (Refer to Schedule A: Support services for students).

(12) The Policy and available supports (defined in Schedule A) are published on the University website.

(13) All personal information will be managed in accordance with the Privacy Policy.

(14) In certain circumstances, support may be delivered by external providers in accordance with relevant legislative or regulatory frameworks and University policy.

Responsibilities

(15) Academic and/or professional staff who interact with students are responsible for providing appropriate support and care within the scope of their role, and for informing students of the available support services when it is appropriate to do so.

(16) Students are responsible for directing and managing their own learning, understanding and meeting their course requirements, achieving required academic and non-academic standards, recognising census date implications, and utilising relevant University support services when appropriate to successfully complete their studies.

(17) International students are responsible for maintaining compliance with the requirements of their visa as determined by the Department of Home Affairs.

Quality assurance and reporting

(18) The Policy, and associated documents and/or websites, will be reviewed annually to ensure that it remains fit for purpose and to identify any opportunities for improvement.

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(19) The Deputy Vice-Chancellor (Academic) will report annually to the Commonwealth Government on relevant matters as required.

Section 3 - Procedures

(20) Monitoring for students at risk by utilising relevant risk indicators commences at the start of each study session/term and continues through to the end of the session/term.

(21) Data generation and analysis to support identification of students at risk will be undertaken by the Business Intelligence and Reporting Unit, with data provided to relevant Faculty/College and central portfolio teams as appropriate.

(22) The Office of the Pro Vice-Chancellor (Dean of Students) will work with Student Shared Services and relevant Faculty/College teams to ensure students at risk are communicated with about relevant support services in a timely and appropriate fashion.

Section 4 - Guidelines

(23) Nil.

Section 5 - Definitions

(24) Nil.

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Status and Details

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Responsible Executive	Rorden Wilkinson Deputy Vice-Chancellor (Academic)
Responsible Officer	Leanne Piggott Pro Vice-Chancellor (Dean of Students)
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