

Student Support Policy

Section 1 - Purpose and Scope

(1) This Policy provides a framework for supporting students throughout their studies with the University of New England (UNE) and how students experiencing difficulties in progressing through their studies are identified, assisted and where necessary, managed.

(2) This Policy applies to all students enrolled in coursework award courses offered by UNE.

(3) The Policy does not apply to:

- a. non-award courses;
- b. higher degree by research courses;
- c. award courses where UNE is not the conferring institution or there is a partnership-based policy;
- d. courses where UNE does not contribute towards teaching activities at that institution; and
- e. courses where teaching delivery is subject to partner policies (for example: UNE students undertaking study through another institution are subject to that institution's policy for the duration of that study).

(4) In the event of an inconsistency arising between this policy and/or related procedure and the [Education Services for Overseas Students Act 2000](#) (the 'ESOS' Act), the [ESOS](#) and its associated regulations will take precedence.

(5) Within this policy:

- a. Part A covers principles for student support;
- b. Part B covers UNE's student support model.

Section 2 - Policy

Part A - Principles for Student Support

(6) UNE is committed to supporting all students throughout their studies with UNE.

(7) Support services are evidenced based and available and accessible to all students, regardless of modality, to enable connection and success.

(8) UNE applies knowledge and expertise to target support services for particular cohorts.

(9) UNE delivers multiple means and modes of support to students, through academic skills development, academic adjustments and special assessment, wellbeing, career, financial and co-and extra-curricular. Support services are both self-service, and provided by academic and professional staff.

(10) UNE is committed to ensuring that students can reasonably access required services within a timeframe of fifteen (15) working days. This recognises the variety of services and complexity associated with those supports.

(11) UNE is committed to identifying and providing early, targeted assistance to students who are not meeting expected study outcomes. UNE provides academic and professional staff with the tools and options required to identify and assist students in need or at risk.

(12) UNE is committed to continuous improvement in student support. Services and models are regularly evaluated for improvement.

Part B - Student Support Model

(13) UNE supports students through their studies from enrolment through to graduation. To assist this process, UNE monitors student progression through their course and will offer relevant supports as required.

(14) Students are advised of support available to them through various channels, including during orientation, via UNE's Learning Management System and designated student support webpages, as well as via direct student communications during their study.

(15) Student progression is monitored at unit level and course level. At unit level, UNE monitors engagement with unit content and submission of, and results in, assessments tasks. At course level, UNE reviews progression at the end of each teaching period to determine patterns of results that may indicate student non-engagement or difficulties with successfully completing the course.

(16) UNE considers many factors in consideration of progression and support including, but not limited to: previous and current results, level of engagement in the learning management system and with unit content, relevant discipline issues, equity or other identified cohort, pathways, the number of units being taken, and previous or current support arrangements (including Study Access Plans).

(17) The processes governing satisfactory progression through courses are detailed in the Student Support Procedures.

(18) Monitoring, support and management of student progression is conducted through a tiered student support model.

(19) Tier 1 (Early intervention – unit level):

- a. Unit Coordinators and other relevant teaching staff are notified prior to the commencement of each teaching period of students enrolled in their respective units who have been identified as meeting criteria for early intervention. This advance notification enables teaching staff to tailor pedagogy and engagement.
- b. Unit Coordinators and relevant staff should monitor (particularly before census date) for signs of non-engagement or difficulties with study such as non-engagement with unit material, challenges with unit material (self-reported by the student or clarified as a result of dis-engagement), failure to submit assessments tasks or unsuccessful results in assessment tasks.
- c. Where non- engagement or difficulties with study are identified, students are made aware of the availability of support options including:
 - i. direct contact with the student by the Unit Coordinator or other relevant teaching staff; and/or
 - ii. extensions or special assessment (see [Assessment Policy](#)); and/or
 - iii. referral to relevant UNE support services.

(20) Tier 2 (At risk – initial intervention – course level):

- a. Following results release for each teaching period, Student Services will identify students who are at risk of not maintaining successful progression. This may include students who:

- i. have a successful completion rate below 75% over their course or below 50% in a single teaching period;
 - ii. have failed a barrier unit of study, compulsory unit of study, field work, clinical work, practicum or other professional experience specified in the course rules;
 - iii. have a Grade Point Average below 2 over their course; and
 - iv. have a reported or detected pattern of non-engagement.
- b. Where support needs are identified, students will be made aware of the availability of support options including:
- i. an opportunity to discuss issues impacting performance;
 - ii. availability of special assessment;
 - iii. referral to relevant UNE support services; and/or
 - iv. voluntary involvement in an Academic Support Plan.

(21) Tier 3 (At risk – mandatory intervention – course level):

- a. Following results release for each teaching period, Student Services will identify students who are identified as at-risk of not maintaining successful progression and require mandatory support. This may include students who:
- i. have a successful completion rate below 75% over their course or below 50% in a single teaching period for a second (or subsequent) teaching period;
 - ii. have failed a barrier unit of study, compulsory unit of study, field work, clinical work, practicum or other professional experience specified in the course more than once;
 - iii. are at risk of not being able to meet the requirements of the award within the maximum allowable timeframe (candidature);
 - iv. have a Grade Point Average below 2 over their course for a second (or subsequent) teaching period; and
 - v. have a reported or detected pattern of non-engagement for a second (or subsequent) teaching period.
- b. While students will generally only be provided with Tier 3 support after support needs have been identified for a second (or subsequent) time, UNE reserves the right to provide students with Tier 3 support where it is considered that such support is necessary to assist a student's progression.
- c. Where support needs are identified, intervention will occur, with students made aware of the availability of support options, including:
- i. referral to relevant UNE support services; and
 - ii. requirement to undertake an Academic Improvement Plan. The Plan may require students to reduce study load or enrol in a specific number of units in a set teaching period (or periods) or successfully complete specific units or value of credit points in a set teaching period (or periods).

(22) Tier 4 (Unsuccessful progression – course level):

- a. Following results release for each teaching period, Student Services will identify students who are not maintaining successful progression. This may include students who:
- i. have attempted eight or more units (four in AQF 6 or lower awards) and have a successful completion rate below 50%;
 - ii. have failed a barrier unit of study, compulsory unit of study, field work, clinical work, practicum or other professional experience specified in the course rules which the student has previously failed, and no further attempts are permitted;
 - iii. cannot meet the requirements of the award within the maximum allowable timeframe (candidature);
 - iv. have failed to comply with or complete the requirements of a mandatory Academic Improvement Plan;
 - v. have attempted eight or more units (four in AQF 6 or lower awards) and have a Grade Point Average below 2;

vi. have a reported or detected pattern of non-engagement or inability to progress.

- b. Student Services will progress interventions as outlined in the Student Support Procedures. Appeals against a decision of exclusion under the Procedures can be made in accordance with the Assessment Appeals Policy.

(23) For international students, UNE International will be advised of at-risk students identified at each tier by the Student Experience Portfolio.

Section 3 - Authority & Compliance

Authority

(24) The Vice-Chancellor and Chief Executive Officer (VC&CEO), consistent with the [Vice-Chancellor Functions Rule](#), makes this policy.

(25) The Deputy Vice-Chancellor is authorised to make procedures and processes for the effective implementation and operation of this policy, and to publish as associated documents any tool that will assist with compliance.

Compliance

(26) Students and UNE Representatives must observe this policy.

(27) This policy operates as and from the Effective Date. The assessment of unit attempts and tier escalation will commence from the Effective Date and is not retrospective. Previous policies on progression are replaced and have no further operation from the Effective Date.

(28) To provide for exceptional circumstances arising from any particular case, the Deputy Vice-Chancellor, on the recommendation of a Executive Dean, may relax any provisions of this Policy.

(29) Notwithstanding other provisions of this policy, the VC&CEO may approve an exception to this policy where the VC&CEO determines the application of this policy would otherwise lead to an unfair, unreasonable or absurd outcome. Approvals by the VC&CEO under this clause must:

- a. be documented in writing;
- b. state the reason for the exception; and
- c. be registered in the approved UNE electronic Records Management System in accordance with the Records Management Rule.

Section 4 - Quality Assurance

(30) The implementation of this policy will be supported by regularly monitoring of student outcomes and through the provision of an annual report to the Teaching and Learning Committee and Academic Board by the Deputy Vice-Chancellor on the operation of, and compliance with, this policy.

(31) This report and any recommended amendment to the policy will serve to inform the annual update to this policy required by the Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023.

Status and Details

Status	Current
Effective Date	19th December 2023
Review Date	19th December 2024
Approval Authority	Vice-Chancellor and Chief Executive Officer
Approval Date	19th December 2023
Expiry Date	To Be Advised
Unit Head	Richard Dobek Executive Principal Student Experience
Enquiries Contact	Richard Dobek Director Student Services <hr/> Student Experience +61 2 6773 1795

Glossary Terms and Definitions

"UNE Representative" - Means a University employee (casual, fixed term and permanent), contractor, agent, appointee, UNE Council member, adjunct, visiting academic and any other person engaged by the University to undertake some activity for or on behalf of the University. It includes corporations and other bodies falling into one or more of these categories.

"Student" - Is an admitted student or an enrolled student, at the relevant time: 1. an admitted student is a student who has been admitted to a UNE course of study and who is entitled to enrol in a unit of study or who has completed all of the units in the UNE course of study; 2. an enrolled student is a student who is enrolled in a unit of study at UNE.