

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd operating as The University of Adelaide College (“**The College**”).

This policy applies to:

- students enrolled in Non-Award and ELICOS programs at The College.
- staff involved in the recruitment, admission, teaching, delivery, support services or administration of the Non-Award and ELICOS programs.

Students enrolled at the **Melbourne Campus** in The University of Adelaide **Award programs** delivered by The College, for example Bachelor of Information Technology and Master of Accounting, are bound by [The University of Adelaide policies](#).

Definitions

Award	means programs that are Australian Qualifications Framework (AQF) qualifications, and includes diplomas, associate degrees, bachelor degrees, graduate certificates, graduate diplomas or masters degrees.
ELICOS	English Language Intensive Courses for Overseas Students (ELICOS) Programs.
Non-Award	means programs that are non-AQF qualifications. Examples of Non-Award programs include Foundation Studies, Degree Transfer, Non-award Single Subject Enrolment and Pre-Masters Qualifying Program.

Purpose

The College 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 The College will identify students who are at risk of not successfully completing their program and the support available to students to assist them, including The College’s processes for ensuring that students are aware of these support options.

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

This policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies, including:

- [Admissions Policy](#)
- [Code of Conduct](#)
- [Compassionate and Compelling Circumstances Policy](#)
- [Counselling Support Confidentiality and Privacy Statement](#)
- [Course Progress Policy and Procedures](#)
- [Critical Incident Policy](#)
- [Critical Incident Procedure](#)
- [Diversity and Inclusion Policy](#)
- [Electronic Media Policy](#)
- [Grievances, Complaints and Appeals Policy](#)
- [Prevention of Bullying and Harassment Policy](#)
- [Prevention of Harassment SASH Bullying Policy](#)
- [Reasonable Adjustment Policy](#)
- [Special Consideration Policy](#)

Policy Statement

The College will ensure that support is available to students to assist them with successfully completing their program and that students are made aware of these support services throughout their study.

Support for Students to Complete Their Studies

The College will undertake the following to identify students who are at risk of not successfully completing their program:

Intervention Strategies

The College aims to have students be as successful as possible. Certain cohorts are more likely to have barriers to success, including:

- students in their first year of study in higher education.
- adult learners who have not attended a higher education program before or for some time.
- students from culturally diverse backgrounds or who are studying in a language other than their first language.
- students who are granted recognition of prior learning before commencing a program.
- students with a disability.
- students with significant family responsibilities and/or financial difficulties.

The more categories a student falls into, the greater the risk of not achieving academic success. The College will put in place preventative actions to address these risks so that all students are nurtured and their chances of successful completion of their programs will be increased. Students will:

- be given clear and accurate information about programs, allowing well informed choices by students.
- be given individual attention and academic progress will be monitored in a timely manner.

- be identified and contacted by student support staff where they are not involved, engaged or committed to their studies.
- be given additional support when they are experiencing difficulties in their studies.
- where necessary, be offered additional English language instruction, such as one-on-one consultations with a Student Advisor or enrolment in a course that specialises in communication skills.
- be proactively identified by the Academic Dean or delegate if they are experiencing difficulties in their studies, including poor attendance at classes or engagement with learning materials, low academic achievement, or reports from lectures and support staff.
- be informed of relevant program details including withdrawal dates for courses or programs.
- be given the opportunity to engage in courses that include training on relevant technologies, research methods and study skills to enhance their likelihood of success; and
- have appropriately qualified and experienced academic staff who are aware that they may have students who may be 'at risk' of making unsatisfactory academic progress.

The College will contact a student identified as potentially not making satisfactory academic progress to discuss the support options available.

Intervention strategies used to support students will be documented and may include:

- revising enrolment patterns, study load or course of enrolment.
- regular meetings with an identified staff member from The College to address key issues.
- English language support (where available or students will be directed to appropriate services)
- identifying individual areas in which students need additional study skills, such as numeracy or research skills, and ensuring students know how to access the relevant support services.
- academic counselling.
- referral to appropriate medical services and/or other appropriate support
- establishing a learning plan which outlines specific activities that are to be completed by the student.

The College will proactively communicate with students identified to ensure they are aware of support services available to assist them in successfully completing their course.

Students may also be managed under the Academic Progress for Coursework Students policy.

Support Services Available to Students

The College offers, either directly or through a third-party, support options for students to assist in successful completion of their course, such as:

- Assessment guides
- Disability support
- Library services
- Student Wellbeing and Welfare services
- Successful study strategies

The College 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.

Complaints and Appeals

Any grievance, complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Grievances, Complaints and Appeals Handling Policy located on The College website.

Review and Reporting

The College will review this Policy annually to ensure it is current. The review will include identifying improvement opportunities for student support as a result of student and staff feedback.

The review will also inform legislative reporting obligations.

Relevant Legislation and Policies

As a registered education provider, The College operates under legislation and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- Australian Human Rights Commission Act 1986 (Cth)
- Family Law Act 1975 (Cth)
- Work Health and Safety Act 2011 (Cth)
- Privacy Act 1988 (Cth)

Related Policies

This policy should be read in conjunction with the following policies:

- [Admissions Policy](#)
- [Code of Conduct](#)
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Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officers	VP, Academic			
Implementation Officers	College Director			
Review Date	December 2024			
Approved by:				
KHE Academic Board, UoAC Joint Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Quality, Regulations and Standards Team	New policy.	19.12.2023	01.01.2024
1.1	Quality, Regulations and Standards Team	Revised Scope to Non-award and ELICOS students.	19.04.2024	20.04.2024