



Support for Students Policy

Scope

This Policy is applicable to all prospective Kaplan Higher Education Pty Ltd, (KHE), pathway college (College) students and to individuals currently enrolled in College programs.

Definitions

Award	means programs that are Australian Qualification Framework (AQF) qualifications, and includes diplomas, associate degrees, bachelor degrees, graduate certificates, graduate diplomas or masters degrees.
ELICOS	means English Language Intensive Courses for Overseas Students (ELICOS) programs.
Non-Award	means programs that are non-AQF qualifications. Examples of Non-Award programs include Foudation 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 units of study and the support available to students to assist them with successfully completing their units of study, 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
- Course Progress Policy
- Critical Incident Policy
- Critical Incident Procedure
- Diversity, Inclusion and Equity Policy
- Electronic Media Policy
- Grievances, Complaints and Appeals Policy
- Health & Safety
- Learning Resources and Facilities
- Prevention of Bullying and Harassment Policy
- Prevention of Harassment, Sexual Assault, Sexual Harassment and Bullying Policy
- Reasonable Adjustment Policy

Policy Statement

The College will ensure that support is available to students to assist them with successfully completing their course 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 course:

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 course 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 course.
- 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 courses will be increased. Students will:

- be given clear and accurate information about courses, 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 course details including withdrawal dates for courses or courses.
- 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.



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 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

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)
- Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2011 (Cth)

Related Policies

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

- Admissions Policy
- Course Progress Policy
- Critical Incident Policy
- Critical Incident Procedure
- Diversity, Inclusion and Equity Policy
- Electronic Media Policy
- Grievances, Complaints and Appeals Policy
- Health & Safety Policy
- Learning Resources and Facilities Policy
- Prevention of Bullying and Harassment Policy
- Prevention of Harassment, Sexual Assault, Sexual Harassment and Bullying Policy
- Reasonable Adjustment Policy

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	College Director			
Implementation Officers	Director, Learning and Teaching, Head of College Services			
Review Date	December 2025			
Approved by:				
Vice President, Academic under a standing delegation from the KHE 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	Minor changes to align to Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023.	21.03.2024	25.03.2024
1.2	Quality, Regulations and Standards Team	Policy re-branded for new KHE college. Minor wording and formatting changes.	10.03.2025	11.03.2025