Support for Students Policy

Scope

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

Purpose

Kaplan 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 Kaplan 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 Kaplan's processes for ensuring that students are aware of these support options.

This policy is published in accordance with Kaplan'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
- 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

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

Students At Risk of Not Successfully Completing Subjects

Kaplan will undertake the following to identify students who are at risk of not successfully completing their units of study:

Intervention Strategies

Kaplan aims to keep attrition at a minimum in all its programs. It is aware that attrition may be potentially high in certain cohorts, 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 who are studying in a language other than their first language and students who are granted recognition of prior learning before commencing a program, students with significant family responsibilities and/or financial difficulties, etc.

The higher the number of these categories that a student falls into, the greater the risk of attrition is. Accordingly, Kaplan will put in place preventative actions to address these risks so that students are, as much as possible, nurtured so that their chances of becoming 'at risk' are lessened. Therefore, students will:

- be given sufficient information about programs allowing well informed course choices by students.

- be given individual attention and the timely tracking of academic progress.

- be identified and followed up 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 because of poor academic performance or some other cause.

- where necessary, be offered additional English language instruction, such as one-on-one consultations with a Student Advisor or enrolment in a subject that specialises in communication skills.

- be identified by the General Manager Teaching and Learning or delegate and followed up on, where results, or lecturer or support staff reports indicate that students are experiencing difficulties in their studies.

- be informed of relevant program details including withdrawal dates for subjects or programs.

- be given the opportunity to engage in subjects that include training on relevant technologies, research methods and study skills so as 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.

For specific measures for individual students, Kaplan will contact a student identified as potentially not making satisfactory academic progress to discuss the support options available.

Intervention strategies used to address individual academic progress matters will be documented and may include:

- Revising enrolment patterns, study load or course of enrolment

- Regular meetings with an identified Kaplan staff member to address key issues.

- English language support (where available or students will be directed to appropriate services)

- Study skills and/or study plan

- 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.

Kaplan will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study.

Support Services Available to Students

Kaplan offers either directly or through a third-party numerous support options for students to assist in successful completion of their units of study, such as:

a) Assessment guides
b) Disability support
c) Library services
d) Student Wellbeing services
e) Successful study strategies

Kaplan 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 Kaplan website.

Relevant Legislation and Policies

As a registered education provider, Kaplan 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
- Compassionate and Compelling Circumstances Policy
- Counselling Support Confidentiality and Privacy Statement
- 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

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:	
VP, Academic	

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