

Support for Students Policy

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Scope

1. This policy applies to all Nan Tien Institute (NTI) enrolled students, with the exception of students undertaking short courses (e.g. continuous professional development courses).

Purpose and Context

2. NTI is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.
3. This policy outlines how NTI 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 NTI's processes for ensuring that students are aware of these support options.
4. This policy is published in accordance with NTI's obligations under the Higher Education Support Act 2003 and supports compliance with the Higher Education Standards Framework (Threshold Standards) 2021, with particular reference to standards 1.3 Orientation and Progression, 2.3 Wellbeing and Safety, and 3.3 Learning Resources and Educational Support
5. This policy should be read in conjunction with the guidelines and procedures of other relevant policies, including:
 - a) Student Enrolment Policy
 - b) Student Academic Consideration Policy
 - c) Assessment Policy
 - d) Student Disability and Inclusion Policy
 - e) Student Grievance and Complaint Policy
 - f) Prevention of Sexual Assault and Sexual Harassment Policy

Definitions

At-risk student	Any identified student who needs additional support and who is not meeting or not expected to meet the academic performance requirements for successful progression with their studies.
Unit of study	A component of a higher education course of study with a designated unit code, title and credit point allocation in which students enrol and undertake assessment tasks in order to achieve specified learning outcomes. A unit of study at NTI is typically a subject.

Policy Statement

6. NTI will ensure that support is available to students to assist them with successfully completing their units of study and that students are made aware of these support services through orientation sessions and throughout their study.
7. Students are expected to be active partners in their own learning and to participate in decision making about their studies, where appropriate.

Systems and Procedures

STUDENTS AT RISK OF NOT SUCCESSFULLY COMPLETING SUBJECTS

8. NTI places emphasis on early monitoring of factors that may indicate an at-risk student. These factors may include:
 - a) Failure to access or reasonably engage with key student systems;
 - b) Failure to access or reasonably engage with subject materials;
 - c) Failure to attend scheduled classes and learning activities; or
 - d) Failure to submit assessment tasks.
9. NTI will undertake the following in order to identify students who are at risk of not successfully completing their unit of study:
 - a) Prior to the commencement of each subject, Student Services will email all enrolled students to notify them of the subject start date, invite them to review the Learning and Assessment Guide and remind them of the applicable census date.
 - b) At the commencement of each subject, Student Services will identify students who have not accessed the subject and email those students to offer support and assistance as required.
 - c) During the first week of each subject, Student Services will monitor student engagement and provide the Subject Coordinator with a list of students demonstrating low or no engagement. The Subject Coordinator must take and document appropriate follow-up actions for each identified student.
 - d) Academic staff members will continue monitoring students and identify students as being at risk of not meeting subject progress requirements due to factors such as lack of engagement, non-submission of assessments or poor academic practice.
 - e) Subject Coordinators will report on the students' progress in the subject to the relevant Head of Program at the end of Week 3 and Week 5 of each subject.
 - f) If a student is identified through the above process as being at risk of not successfully completing their subject, the Head of Program will email the student and invite them to a meeting to discuss their academic performance and to advise the student that they are at risk of not successfully

- completing their subject.
- g) The Head of Program will assist the student to identify academic performance issues and to develop a plan to address the potential issues.
 - h) The Head of Program will subsequently email the student outlining the process in place and advising the student of support services available.
 - i) The Director, Student Services will be notified of the plan in place, will save the plan on the student's file and will assist in facilitating student's access to the support services available.

SUPPORT AVAILABLE TO STUDENTS

- 10. NTI offers numerous academic and non-academic support options for students to assist in successful completion of their subjects, such as:
 - a) Library services, including online and print resources and study spaces
 - b) Online digital self-help resources
 - c) Access to individual academic support sessions with Academic Support Officers
 - d) Access to academic writing and academic literacy workshops
 - e) Orientation sessions for international students at the beginning of each semester
 - f) Individual orientation sessions for domestic students at the commencement of their enrolment
 - g) Monthly information drop-in sessions
 - h) Learning and Assessment Guides published for each subject
 - i) Access to academic processes, such as academic consideration and review of academic decisions
 - j) Access to free counselling sessions
 - k) Reasonable Adjustment Plans for students with disability, identified medical condition or other wellness concerns
- 11. Students may self-refer to the support options outlined in this Policy, or they may be referred by NTI staff where monitoring indicates students' disengagement from studies, or where concerns arise regarding academic progress or demonstrated academic skills.
- 12. All processes used to identify students who may have specific support needs will be conducted in accordance with NTI's privacy and confidentiality requirements.

COMMUNICATION AND REVIEW

- 13. NTI will publish this policy on its website and will include information regarding support for students in student information materials.
- 14. NTI will monitor the effectiveness of this policy and make adjustments as needed to improve the support provided to students at risk of not progressing with their studies and to ensure the Policy remains fit for purpose.

Legislation and Regulation

Higher Education Support Act 2003

Higher Education Standards Framework (Threshold Standards) 2021

Higher Education Provider Guidelines 2023

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Attachments

N/A