

## **Student Support policy**

1. Nisibis College will oversee and support all students enrolled in its academic programs, whether face to face or on-line and whether full-time or part-time.
2. Nisibis College will ensure quality support of its students in respect both of the delivery of academic programs and of provisions for the students' general welfare, as set out below.

### *Academic Programs and Student Support*

1. Prior to enrolment and throughout their studies, Nisibis College will ensure that its students are adequately informed about their relationship with the College in respect of the rights and obligations of both Nisibis College and the student.
2. Nisibis College will provide accurate and consistent information about its awards in its website, printed material and other forms of publications.
3. Through its Registrar, Nisibis College will apply clear and appropriate policies and procedures for granting credit and recognizing prior learning as stipulated by the SCD.
4. Nisibis College will pursue best practice in learning and teaching support, including:
  - (a) satisfactory facilities and resources for both face-to-face and online delivery;
  - (b) appropriately trained and accredited lecturers and research-active supervisors;
  - (c) insistence on free intellectual inquiry;
  - (d) appropriate provision of library and other learning resources including IT assistance;
  - (e) assistance with study skills;
  - (f) assistance with English proficiency;
  - (g) satisfactory support for students with disabilities;
  - (h) provision for student feedback and staff response;
  - (i) staff availability for consultation;
  - (j) timely identification of students at academic risk and provision of suitable assistance;
  - (k) consistency of assessment in line with assessment policy, taking account of predicated learning outcomes;
  - (l) prompt response to queries and return of results;
  - (m) provision for appeals;
  - (n) provision for addressing academic misconduct, in fairness to all students;
  - (o) satisfactory grievance processing in line with SCD policy;

- (p) satisfactory record-keeping to safeguard student records;
- (q) appropriate special consideration in circumstances of student illness or misadventure.

*For the general welfare of its students, in line with the Higher Education Standards:*

1. Nisibis College will ensure observation of Government regulations for delivery sites, including Workplace, Health and Safety matters.
2. Nisibis College will ensure provision of adequate learning and leisure spaces with appropriate equipment.
3. Nisibis College will ensure that there are adequate security arrangements for all its locations and that appropriate advice is offered to students regarding personal safety.
4. Nisibis College will promote a safe and inclusive culture with regard to relationships with staff and other students.
5. Nisibis College will oversee the provision of counselling and relevant chaplaincy services, and will encourage relevant and viable provision of such other services as may assist students in regard to health, social services, legal advice, and general living.

Associate Professor Matthew Del Nevo

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