



Support for Students Policy

Approved by	Council
Approval date	10 April 2024
Previous approval date(s)	N/A
Date for Review	June 2025
Responsible Officer and Committee	Dean Council
Related documents	Higher Education Support Act (2003) SCD Policies: Assessment Moderation and Monitoring Procedure Critical Incident Policy and Procedures Health and Wellbeing Policy and Procedures Monitoring Course Progress of Overseas Students Policy and Procedures Orientation Policy and Procedures Policies Policy Privacy Policy Students at Academic Risk Policy and Procedures Student Disability Policy Student Support and Welfare Policy Student Support Form Template
Higher Education Standards (2021)	1.3 Orientation and Progression 2.1 Facilities and Infrastructure (2.1.3) 2.2 Diversity and Equity 2.3 Wellbeing and Safety 2.4 Student Grievances and Complaints 3.2 Staffing 3.3 Learning Resources and Educational Support 4.2 Research Training 5.3 Monitoring, Review and Improvement 6.1 Corporate Governance (6.1.4) 6.2 Corporate Monitoring and Accountability (6.2.1g)

Higher Education Standards (2021)	7.2 Information for Prospective and Current Students
National Code (2018)	<p>Standard 2: Recruitment of an Overseas Student</p> <p>Standard 3: Formalisation of Enrolment and Written Agreement</p> <p>Standard 6: Overseas student support services</p> <p>Standard 10: Complaints and Appeal</p>

1. Purpose

- 1.1 As required under the *Higher Education Support Act (2003)*, *Sydney College of Divinity* is required to provide a policy that sets out the principles for academic and non-academic support provided to assist all students to successfully complete their courses of study in which they are enrolled.
- 1.2 This Policy serves as a single overarching policy that consolidates and clearly references, other existing SCD policies which together meet the requirements. Taken together these policies outline how *Sydney College of Divinity* and its Member Institutions:
 - (a) identify students who are at risk of not successfully completing their units of study;
 - (b) the support available to students; and
 - (c) SCD's processes for ensuring that students are award of these support options.

2. Scope

- 2.1 This policy applies to all students, and staff of SCD and its Member Institutions involved in providing support to students, identifying students at risk, and responsible for the communication of this information to students and/or reporting of that information as per the SCD governance processes.

3. Definitions

- 3.1 The Policy Document Glossary applies to this policy.
- 3.2 The following definitions also apply to this policy:

Term	Definition
<i>Overarching Policy</i>	A single document that consolidates and clearly references, other existing policies which together meet the requirements of the required deliverable.

4. Statements and Objectives

- 4.1 *Sydney College of Divinity* is committed to ensuring that its students are provided with the support and resources required to assist them to be successful in the courses and programs in which they are enrolled. As such SCD will:
 - a. proactively identify students who are at risk of not successfully completing their units of study whether for academic or non-academic reasons;
 - b. refer those identified students to the appropriate students services person within their primary Member Institution;
 - c. manage all personal information in accordance with the *SCD Privacy Policy*; and
 - d. make students aware of the various academic and non-academic support services available to them throughout their study.
- 4.2 Communicating support available to students occurs throughout the student study journey with information available on the SCD and its Member Institutions websites, and through key documentation and their processes including the following policies:
 - a. Orientation Policy and Procedures
 - b. Students at Academic Risk Policy and Procedures
 - c. Monitoring Course Progress of Overseas Students Policy
 - d. Student Disability Policy
 - e. Health and Wellbeing Policy and Procedures
 - f. Student Support and Welfare Policy
 - g. SCD Student Handbook
- 4.3 Support services provided to students (whether academic or non-academic) are made available within their enrolled Member Institution and can be accessed via the identified pathways or by speaking directly to the MI Registrar, Academic Dean, Principal, Supervisor or Lecturer.
- 4.4 Identifying students at risk of not successfully completing their units of study whether for academic or non-academic reasons occurs at SCD through key documentation and their processes including the following policies:
 - a. Students at Academic Risk Policy and Procedures
 - b. Monitoring Course Progress of Overseas Students Policy
 - c. Assessment Moderation and Monitoring Procedure
 - d. Student Disability Policy
- 4.5 Academic support is made available to students including a variety of options which is outlined on the SCD and its Member Institutions websites and through key documentation and their processes including the following policies:
 - a. Orientation Policy and Procedures
 - b. Students at Academic Risk Policy and Procedures
 - c. Monitoring Course Progress of Overseas Students Policy
 - d. Student Disability Policy
 - e. Student Support and Welfare Policy
 - f. SCD Student Handbook

4.6 Non-Academic Support is made available to students enrolled which is outlined on the SCD and its Member Institutions websites and through key documentation and their processes including the following policies:

- a. Orientation Policy and Procedures
- b. Student Disability Policy
- c. Health and Wellbeing Policy and Procedures
- d. Brochure-Health-and-Safety-SCD
- e. Student Support and Welfare Policy
- f. Critical Incidents Policy and Procedures
- g. Sexual Assault and Sexual Harm

4.7 Additional external support programs for both academic and non-academic matters are made available to all students including the use of *Studiosity* and *TalkCampus* with information provided to the students during the regular communication avenues and/or through their enrolled Member Institution.

4.8 Additional internal support programs for both academic and non-academic matters are made available to all students through their enrolled Member Institution and include:

- a. Library support
- b. Academic skills writing
- c. IT support (as relevant to the student or learning management systems)
- d. Pastoral support and access to counselling services
- e. Information on medical services, accommodation, or other basic necessities

4.9 SCD policies are regularly reviewed on a cyclical calendar of no more than 5 years but may be reviewed and revised at any time and as required. This process is outlined in the *SCD Policies Policy*.

4.10 SCD processes associated with the policies are reviewed and managed on an annual basis but may be reviewed and revised at any time and as required.

4.11 Reporting elements for each SCD Policy occurs as the policy outlines but occurs no less than annually but mostly they have a bi-annual reporting schedule.