



Support for Students Policy

1. Purpose

Western Sydney College International College (WSUIC) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies in accordance with section 238-10 of the *Higher Education Support Act 2003*, the *Higher Education Standards Framework 2021* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

2. Scope

- 2.1 This policy applies to all WSUIC students, regardless of study mode or award category.

3. Definitions

Academic Support

Academic Support refers to the learning support provided to enrolled students. This includes academic advice provided within individual units of study (eg. advice related to unit content and assessments), along with advice provided to students about their course progression, academic skills and access to peer-to-peer academic activities.

Non-Academic Support

Non-Academic Support refers to activities and programs designed to support student wellbeing, ensure they are engaged with their studies and the College and have a positive overall College experience. This includes general assistance, mental health services, disability and welfare services, career counselling, non-academic related peer programs and extracurricular activities.

4. Policy Statement

- 4.1 WSUIC will ensure that it provides support to students to assist them in successfully completing their studies at WSUIC, making sure that they are made aware of, and encouraged to use, these support services.



4.2 WSUIC acknowledges that a student's lived experience and life circumstances impact on their learning journey and provides a range of academic and non-academic support services to assist students to manage challenges and develop the academic, study and life skills they need to be successful in their studies.

5. Policies Underpinning Student Support at WSUIC

5.1 WSUIC acknowledges that student success is maintained by support services that foster student engagement, academic success, health & wellbeing and overall College experience. These are outlined in WSUIC's:

- POL 03 English Language Proficiency and Support Policy
- POL 04 Assessment and Moderation Policy
- POL 08 Academic Progress Policy
- POL 08 Special Consideration Policy
- POL 11 Critical Incident Management Policy
- POL 24 Wellness Health and Safety Policy
- POL 31 Sexual Assault and Sexual Harassment Prevention and Response Policy
- POL 33 Mental Health and Wellbeing Response Policy
- POL 53 Reasonable Adjustment Policy
- WSUIC Emergency Response Guidelines

5.2 WSUIC has processes to review and adjust its resourcing and management of student support services (both academic and non-academic) to ensure it meets demand and responds to identified gaps.

5.3 Where appropriate, WSUIC may engage third parties to provide support services to meet its legislative obligations or to respond to student needs in accordance with relevant College policies.

5.4 WSUIC will actively and regularly communicate information about these policies and the range of support services available to students. This includes both general and targeted communications



across a range of channels, for example, emails, text messages and in-classroom promotion.

6. Student Support Provided

- 6.1 WSUIC teaching staff, Course Convenors and Student Services staff work together to proactively identify students in need of support with strong processes in place to assist and support students.
- 6.2 WSUIC Course Convenors and teaching staff monitor class attendance, assessment submission and outcomes, student progression and students' general engagement and interactions on campus, as described in POL 08 Academic Progress Policy. Any student not meeting WSUIC's expectations for one or more of these academic metrics are identified as requiring additional support. Data analytics and the Learning Management System are used to track student performance in real time.
- 6.3 WSUIC's Academic and Student Services teams regularly remind students of the Academic and Non-Academic Support options available to them. These services are introduced to students at New Student Orientation sessions and then followed by reminder emails throughout each study term.
- 6.4 WSUIC offers the following Academic Support options for students:
- (a) English and Mathematics Diagnostic Testing at Orientation to help teaching staff understand where a student may require additional support and the type of guidance required.
 - (b) Weekly English and Mathematics Support Classes offered at no cost to the students.
 - (c) Low-stake formative assessments to help students engage early with unit content.
 - (d) Scheduled teaching staff consultation times for each unit where students can make individual appointments.
 - (e) Availability of Course Convenors for individual consultations with student
 - (f) Detailed and quality feedback from teaching staff and markers on individual assessment tasks along with advice on overall progress and attainment within units as described in POL 04 Assessment and Moderation Policy.
 - (g) Academic Reasonable Adjustment Plans (ARAP) in accordance with POL 53 Reasonable



Adjustment Policy.

- (h) Additional time or opportunity to complete assessment items where compassionate or compelling circumstances apply in accordance with POL 08 Special Consideration Policy.
 - (i) A supportive social and academic environment which promotes student's oral, reading and written English language development in accordance with WSUIC's POL 03 English Language Proficiency and Support Policy.
- 6.5 Personalised support plans are developed for at risk students, to address specific needs, including counselling services.
- 6.6 Peer mentoring programs are in place to provide students with additional support from Alumni who have successfully completed their studies.
- 6.7 Continuous training and professional development is provided to WSUIC staff to ensure that they are well equipped to support at risk students effectively.
- 6.8 WSUIC offers the following Non-Academic Support options for students:
- (a) [Student Welfare and Wellbeing Services](#)
 - (b) [Support for students impacted by Sexual Assault and Sexual Harassment](#)
 - (c) [Free Student Legal Services](#)
 - (d) Jobs on Campus and Careers Services ([Western Careers and Employability](#))
 - (e) Alumni and Mentorship Workshops
 - (f) [TalkCampus](#) (24/7 Peer Mental Health Support)
 - (g) A diverse range of services to support and promote diversity and equity which are cohort and culturally appropriate, including services through the Student Welfare Service.
 - (h) A 24-hour campus security emergency response service in accordance with WSUIC's Emergency Response Guidelines.
 - (i) Providing students with information on what to do in case of an accident, illness or emergency on WSUIC's website. This includes information on reporting incidents on campus.



- 6.9 Employment contracts for WSUIC staff explicitly outline their responsibilities in relation to student welfare.
- 6.10 The WSU Student Support webpage provides students with information on how to access student support, including study help, support, wellbeing, careers, social life, campus safety and security as well as contact details to speak with support staff directly. This includes support provided by WSUIC, WSU and Navitas.

7. Student Responsibilities

- 7.1 WSUIC will work in partnership with students to ensure their success. To enable WSUIC to provide appropriate support, students are expected and encouraged to:
- (a) Ensure their contact details are kept up to date in WSUIC systems and monitor their student emails regularly.
 - (b) Contact their Academic/teaching staff, Student Services, Student Wellbeing services (including Welfare Service, Disability Service and Counselling Service) to get advice and information about available support options.
 - (c) Take action to avail themselves of support options recommended to them.
 - (d) Seek advice and support in a timely manner when they encounter circumstances beyond their control.
 - (e) Actively engage in their studies.
 - (f) Make informed decisions about their unit and program enrolment.
 - (g) Understand all requirements of their units (as provided in the Unit Outlines) and their overall program (as described in the Student Handbook), including meeting inherent and special requirements.

8. Quality and Compliance

- 8.1 This policy is reviewed periodically (at a minimum every two years) to ensure regulatory compliance, operational currency, the identification of continuous improvement opportunities and risk identification and mitigation. This review is reflected in WSUIC's Risk Management



Framework.

- 8.2 This policy will be available on the WSUIC website for students and the WSUIC SharePoint site for staff access.
- 8.3 Emails will be issued to all staff to inform and update them on any changes to the policy and/or procedures and guidelines.
- 8.4 New staff will receive policy information during the induction process where it relates to their position.

9. Policy Source

This policy has been developed and informed by the following sources:

- WSU – Support for Students Policy

10. Related Forms and Documents

N/A

11. Related Policies, Procedures, Guidelines and Legislations

- WSUIC Admissions Policy
- WSUIC English Language Proficiency and Support Policy
- WSUIC Assessment and Moderation Policy
- WSUIC Recognition of Prior Learning and Awarding of Course Credit Policy
- WSUIC Special Consideration Policy
- WSUIC Course Design, Approval, Review and Discontinuation Policy
- WSUIC Academic Progress Policy
- WSUIC Reasonable Adjustment Policy
- WSUIC Wellness Health and Safety Policy
- WSUIC Sexual Assault and Sexual Harassment Prevention and Response Policy
- WSUIC Mental Health and Wellbeing Response Policy
- WSUIC Equal Opportunity and Diversity Policy
- WSUIC Facilities and Safety Provision



- WSUIC Critical Incident Management Policy and Guidelines
- WSUIC Emergency Response Guidelines
- WSUIC At Risk Procedure
- WSUIC Procedure for Identifying and Managing 'At Risk' Students

Approval and Amendment History

Approval Authority:	Western Sydney College International College Board of Directors
Policy Owner:	College Director and Principal
Approval Date:	6 th September 2024
Date for Next Review:	6 th September 2026

Amendments		
Revision Date	Version	Summary of changes
6th September 2024	1	New Policy approved by Board of Directors