STUDENT SUPPORT POLICY

1. OVERVIEW
Bond University aims to provide a personalised, innovative teaching and supportive learning environment in which students receive a valuable educational experience. This occurs within a partnership framework in which students are responsible for their own learning, while being actively supported by the University, with the intention of fostering their independence and identifying and responding to individual student needs. Bond University seeks to support each student to achieve their potential through early identification of, and response to, personal and academic issues which may have the potential to adversely affect their educational achievement.

2. THE POLICY
This Policy provides staff and students guidance regarding their responsibilities to ensure that adequate support is provided to meet student needs. The Policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realise their full academic potential. The scope of the Policy includes students in all programs, including undergraduate, postgraduate or higher degree by research program, study abroad subjects, exchange programs, or the Student for a Semester program.

2.1. Bond University Responsibilities
The University will endeavour to identify students needing additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair.

The University will:

- have in place strategies to identify students who require additional support to achieve their academic potential.
- support the mental health and well-being of its student body through a range of educational and support initiatives;
- make available information about support services to University staff and students, which can be readily accessed;
- encourage students with academic or personal support needs to access support from relevant internal and external support services;
- improve staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support;
• have effective procedures in place for the disclosure of information about students with academic or personal support requirements, which comply with Privacy legislation;
• have in place effective procedures for dealing with student incidents

Whilst the University is committed to providing a supportive environment, there are limits to the extent of the support which can be provided and it is not the responsibility of the University to replicate services that already exist in the community. The University has its own policies and procedures for the maintenance of good conduct and safeguarding academic standards that apply to all students studying at Bond University, irrespective of their specific support needs.

2.2. Faculty Responsibilities
The Faculty will implement processes for the monitoring of the progression of students, including:

• progression rate;
• overall progress towards completion of degree;
• fail to complete subjects;
• English language proficiency;
• fail to complete subject assessment;
• allegations of misconduct;
• attendance.

2.3. Student Responsibilities
Students are expected to:

• consider carefully their choice of subjects;
• have an awareness of student conduct issues;
• seek relevant support/professional assistance where a psychological issue is having or is likely to have an impact upon their academic progress;
• seek and follow advice from their Academic Advisor or from academic staff teaching them;
• fulfil academic requirements, including registration or other requirements by the due date(s);
• achieve at least the minimum progression rate as defined in the Bond University regulations and by the Faculty;
• pass the minimum of subjects as required by the Faculty, including practical placements and clinical placements or other units of study as set down by the Faculty;
• make the University aware of any impediments to completing their academic requirements in a timely fashion; and
• make contact as soon as possible with the Faculty should they receive any formal notifications regarding concerns for their progress.

2.4. Personal Support
2.4.1. Identification of Students Requiring Personal Support
Bond University will seek to identify students requiring additional personal support, ensuring that early intervention is provided in a timely, equitable and consistent manner.

Staff and students are encouraged to be alert to the possibility of unstable psychological states and aggressive behaviours or tendencies of Bond University students.

A student may be identified as requiring personal support and intervention, for the purposes of this policy, where their psychological or medical welfare is reasonably considered to warrant some form of intervention by the University. See Student Support Procedures clause 1.1.

2.4.2. Management of Students who are Identified as Requiring Additional Personal Support
While all University staff should take action in cases where students are exhibiting possible signs of distress, how staff respond to the individual student will depend upon the nature and level of their distress. Staff should be aware of their own personal and professional limitations. Academic and professional staff members are encouraged to consult with Psychological Services staff for advice about the appropriate management of any student.

Students can be referred to the following support areas:
• Bond University Psychological Services;
• Student and Staff Medical Clinic;
• Disability Support;
• International Student Support;
• Residential Student Support;
• For part-time Work Support, the Career Development Centre (CDC).
If, following an encounter a staff member is concerned about the welfare of a student, it is recommended that they notify the Pro Vice-Chancellor (Students & Academic Support) by email of the circumstances. Security will also complete an incident form if they have been contacted regarding the incident. See Section 2 Student Support Services in the Student Support Procedures for more details.

2.5. Academic Support

2.5.1. Identification of Students Requiring Academic Support

A student may be identified as requiring additional academic support if they are not progressing satisfactorily in their studies, are potentially at risk of exclusion, or where their emotional or medical welfare is reasonably considered to warrant some form of intervention by the University. See Section 1.1 of the Student Support Services in the Student Support Procedures for more details.

A student may require additional academic support due to a number of factors. These might include but are not limited to:

- a medical illness, injury, health or psychological condition or disability;
- a significant life stressor;
- behaviour which is consistently disruptive, volatile or otherwise in breach of the Bond University Student Code of Conduct and is considered to be academic misconduct;
- English language proficiency;
- Family or carer responsibilities;
- questionable academic behaviour, capacity or achievement which might be reflected by:
  - provisional enrolment or pattern of deferral;
  - unapproved over-enrolment;
  - change to a new field of study that may challenge previously successful approaches to learning;
  - student fails at least 50% of credit points attempted in the semester just completed;
  - failure to attend compulsory teaching and assessment components of a subject;
  - failure to complete a mandated assessment element, field or clinical work, or practicum in a subject;
  - failure in the same subject twice;
  - an unsatisfactory attendance record;
  - minimal class participation;
  - the inability to complete the program within a reasonable timeframe;
  - pattern of seeking medical certificates or psychological counselling referrals around the examination period.

2.5.2. Academic Support Identification Systems

Students requiring additional academic support may be identified by:

- Standard Student One Reports made available to SASQ Managers in Faculties, such as:
  - Provisional students;
  - Overload students;
  - Students with disabilities;
  - Students requesting multiple deferred exams;
  - Probationary students;
  - Academic Action list (Students placed on warning);
  - Students in the Student for a Semester program;
- Academic Progress Reports submitted by relevant academic staff every semester;
- Informal Means such as advice from via academic staff, based on, for example:
  - class attendance reports;
  - requests for extensions or failure to submit work for assessment;
  - declining grades;
  - low level of engagement with subject iLearn site;
- Student self-reporting:

Students who are aware that they are academically struggling and require additional academic support are expected to seek relevant assistance at their earliest convenience.

2.5.3. Management of Students who are Identified as Requiring Additional Academic Support

2.5.3.1. Referral to Academic Support Services

Bond University provide a range of academic support services to assist students who are struggling with the study demands. Academic Support Services include:
- Academic Advisory Support (SBC);
- Student Learning Support (SLS);
- Faculty Specialist Academic Support Staff;
- Study Support (Psychological Services);
- Computing Support (Library Services);
- Library Support (Library Services);
- Research Support (Faculty Research Development Manager);
- Misconduct Advisory Support (Academic Secretariat).

Students may be referred by a staff member or be a self-referral.

### 2.5.3.2. Faculty Monitoring

Once a student has been identified as requiring personal or academic support through the abovementioned identification systems the Faculty will contact the student and follow University intervention protocols. It is important that students obtain academic support as quickly as possible once a need has been identified or the Faculty has been in contact so that appropriate strategies can be implemented before the student becomes at risk of academic failure.

### 3. DEFINITIONS

**Academic Advisor:** An Academic Advisor is a staff member appointed to provide academic or program advice to students. Academic Advisors are located in the Student Business Centre.

**Faculty Student Affairs & Service Quality Manager (SASQ Manager):** Faculty Manager who works closely with Faculty Associate Dean, Student Affairs & Service Quality in each Faculty.

### 4. RELATED PROCEDURES

[Link to Bond University Emergency Procedures]

### 5. RELATED GUIDELINES AND FORMS

Student Support Procedures (staff use only)

[Link to Bond University Student Code of Conduct]

Student Personal Support Brochure

Student Academic Support Brochure