STUDENT SUPPORT POLICY

Policy Number	COR 4.01
Name of Policy:	Student Support Policy (Issue Seven)
Applicability:	All Bond University and Bond University College Staff and Students
Policy Owner	Deputy Vice-Chancellor (Students and Support Services)
Contact Person:	Director, Student and Academic Services
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Related policies, Regulations and legislation:	Privacy Policy (COR 1.01) Disability Policy (COR 1.07) Work Health and Safety Policy (HRP 4.01) Higher Degree by Research Support Policy (TLR 5.10) Management of Individual Student Debt Policy (FIN 1.05) Academic Regulations Discipline Regulations Queensland Anti-discrimination Act 1991

1.   OVERVIEW

Bond University aims to provide a personalised, innovative teaching and supportive learning environment in which students receive a valuable educational and student experience. This occurs within a partnership framework in which students are responsible for their own learning, while being actively supported by the University. While fostering 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 potential. The scope of the Policy includes students in all programs, including undergraduate, postgraduate, higher degree by research, and non-award non-degree including study abroad, exchange, and Student for a Semester.

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 information available 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 Faculties will implement processes for the monitoring of the progression of students considering matters such as:

- progression rate;
- overall progress towards completion of degree;
- previous failure to complete subjects;
- English language proficiency;
- failure to complete subject assessment;
- allegations of academic misconduct; and
- attendance where it is a requirement.

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 physical or mental health issue is having or is likely to have an impact upon their academic progress;
- seek and follow advice from Enrolment Advisors, Faculty Student Affairs and Service Quality Manager, or from academic staff;
- fulfil academic requirements, including enrolment, class registration and any other requirements by the relevant due date(s);
- achieve the minimum progression requirements as defined in the Academic Regulations (Section 59 Academic Progress) and by the Faculty;
- pass the minimum number of subjects as required and identified in the Academic Regulations (Section 59 Academic Progress) 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 relevant Department should they receive any formal notifications regarding concerns for their progress or wellbeing.

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 students who are consistently disruptive, aggressive, intimidating or otherwise in breach of the Bond University Student Code of Conduct (Schedule B in the Discipline Regulations).

A student may be identified as requiring personal support and intervention, for the purposes of this Policy, where their physical or mental welfare is reasonably considered to warrant some form of intervention by the University. Please refer to Section 1.1 of the Student Support Procedures for details.

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 Medical, Psychological and Disability Services;
- Student Learning Support;
- International Student Support;
- Research Development Managers (for research students);

- ▪ Residential Fellows for residential student support;
- ▪ Career Development Centre.

Staff members who are concerned about the welfare of a student, should notify the Associate Dean, Student Affairs & Service Quality who may refer the matter to the Deputy Vice-Chancellor (Students & Support Services). Security will complete an incident form if they have been contacted regarding the incident. Refer to Section 2 of the Student Support Procedures.

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, are potentially at risk of exclusion, or where their physical or mental wellbeing is reasonably considered to warrant some form of intervention by the University. Refer to Section 1.1 of the Student Support Procedures.

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

- ▪ a physical and/or mental health condition
- ▪ disability;
- ▪ a significant life stressor;
- ▪ English language proficiency;
- ▪ family or carer responsibilities;
- ▪ behaviour, capacity or achievement such as:

  - o pattern of deferral;
  - o unapproved over- or under-enrolment;
  - o change to a new field of study that may challenge previously successful approaches to learning;
  - o failure of at least 50% of credit points attempted in the semester just completed;
  - o failure of a compulsory subject, program requirement or CORE curriculum subject;
  - o failure to attend compulsory teaching and assessment components of a subject;
  - o failure to complete a mandated assessment component, field or clinical work, or practicum in a subject;
  - o failure in the same subject twice;
  - o unsatisfactory attendance record;
  - o minimal class participation;
  - o inability to complete the program within a reasonable timeframe;
  - o 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:

a) Standard Student One Reports that are available to SASQ Managers in Faculties, such as:
- ▪ overload students;
- ▪ under-enrolled students;
- ▪ students with disability plans;
- ▪ deferred examination history;
- ▪ probationary student results;
- ▪ academic action list (students placed on warning);
- ▪ student for a Semester;

b) Academic Progress Reports submitted by relevant academic staff every semester;

c) Informal feedback from academic staff including:
- ▪ class attendance reports;
- ▪ requests for extensions or failure to submit work for assessment;
- ▪ declining grades;
- ▪ low level of engagement with subject iLearn site;

d) Student self-reporting:
Students experiencing academic difficulty who require additional 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 support services to assist students who are struggling with study demands. These include:

- Program and enrolment advice (Student Business Centre - 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).
- Academic Integrity Module.

2.5.3.2. Faculty Monitoring

Students requiring personal or academic support will be contacted by the Faculty. It is important that students obtain appropriate timely support once a need has been identified so that support strategies can be implemented prior to students becoming at risk of academic failure.

2.5.3.3. Additional Bond University College Monitoring

Due to the shorter duration of Bond University College programs, appropriate early intervention strategies will be implemented. If a student does not respond to the communication/invitation from the University regarding additional support, enrolment restrictions may be initiated for the following semester to avoid the student becoming at risk of academic failure.

3. DEFINITIONS

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

Faculty: For the purposes of this Policy, Faculty includes Bond Business School, Office of Core Curriculum and Bond University College.

Faculty Student Affairs & Service Quality Manager (SASQ Manager): Faculty Manager who works closely with Faculty Associate Dean, Student Affairs & Service Quality in each Faculty. Office of Core Curriculum and Bond University College have a designated support person for this role.

4. RELATED PROCEDURES, RELATED GUIDELINES AND FORMS

Bond University Emergency Procedures
Student Support Procedures (staff use only)
Bond University Student Code of Conduct