SUPPORT FOR STUDENTS
POLICY FRAMEWORK

PURPOSE

CG Spectrum Institute (CGSI) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

To achieve this important goal, the policy framework outlined below has been designed to:

- help both staff and students understand how the current CGSI student support policies and procedures (both academic and non-academic) work together;
- clearly articulate processes for identifying students who are at risk of not successfully completing their units of study;
- outline processes for providing support to students to assist them with successfully completing their units of study;
- ensure that both staff and students are fully aware of these support options.

This policy framework is published in accordance with CGSI's obligations under the *Higher Education Support Act 2003* (Cth).

SCOPE

CGSI's approach to identifying and supporting students at risk of not successfully completing their units of study and to determining the types and level of support required to reduce this risk, is based on the premise that early engagement is a good indicator of later success. With this in mind, this policy framework is focused on students who have a pattern of failure in, or non-completion of, the assessment components of their enrolled subjects, together with those who are generally struggling academically and need additional support.

The framework applies Institute-wide to all staff members and all students, both prospective and current.

DEFINITIONS

Definitions relevant to this policy framework are set out in the individual policies and procedures that comprise the Framework (see below).

ROLES AND RESPONSIBILITIES

Roles and responsibilities relevant to this policy framework are set out in the individual policies and procedures that comprise the framework (see below). However, in general terms:

- All CGSI staff members are responsible for identifying and referring students who may need additional support to the Faculty Dean or Course Coordinator, as appropriate.

- The Course Director is responsible for active follow up with students who are showing 'at risk' indicators, including those students who are failing to attend class, log on or access the LMS regularly and/or failing to submit assessment tasks on time.
- The Dean Learning and Teaching is responsible for ensuring that staff actively complete the required follow up and for supporting these processes.

POLICY FRAMEWORK

General Principles

- CGSI is committed to providing students with an exceptional student experience. Every student will feel that CGSI staff members genuinely care about their welfare and safety and are able to respond positively to their identified needs, including those that are both academic and non-academic .
- Students have access to a range of support strategies (academic, personal and social), to assist them with their studies and to promote a balanced lifestyle.
- Students will be provided with up-to-date information on how to access support services via the following mechanisms:
  - the Institute Website
  - the Learning Management System
  - the Student Handbook
  - the Orientation Program
  - Subject Outlines.
- All students are encouraged to discuss any academic issues with the Faculty Dean and/or Course Director via email, phone or in person (including virtually).
- The efficiency and effectiveness of academic intervention strategies and other elements of this Framework and accompanying procedures are reviewed at the conclusion of each trimester by the Learning and Teaching Committee. A report (including recommendations) will be prepared by the Chair of the Learning and Teaching Committee for presentation at each Academic Board meeting.
- CGSI has monitoring mechanisms in place to enable the Faculty Dean and/or Course Director to engage with students who are experiencing difficulties in a timely manner.
- The policy framework includes support for students with disabilities.

POLICIES AND PROCEDURES

- Access to Staff and Student Feedback Policy and Procedure
- Assessment and Moderation Policy
- Assessment and Moderation Procedure
- Critical Incident Policy
- Critical Incident Procedure
- Diversity and Equity Policy
- E Library and Digital Learning Resources Policy
- Student Grievance, Complaints and Appeals Policy
- Student Grievance, Complaints and Appeals Procedure

- [Student Transition and Orientation Policy](#)
- [Students at Risk Policy](#)
- [Students at Risk Procedure](#)
- [Student Welfare and Support Policy](#)
- [Student Welfare and Support Procedure](#)
- [Well-Being and Safety in the Learning Environment Policy and Procedure](#)

Version Control

Document:	Support for Students Policy Framework		
Approved by:	Academic Board	Date:	January 2024
Version: 1		Next Review:	March 2024