



Australian  
Chiropractic  
College

## AUSTRALIAN CHIROPRACTIC COLLEGE (ACC) STUDENT SUPPORT POLICY

Governing authority	Board of Directors (in consultation with the Academic Board)
Responsible officer	Academic Registrar
Date of Endorsement (Academic Board)	15 <sup>th</sup> January 2018
Date of Approval (Board of Directors)	16 <sup>th</sup> January 2018
Date of effect	16 <sup>th</sup> November 2016
Review date	November 2018

### 1. Purpose

This Policy establishes the ACC's approach and commitment to student support services that help enable students to realise their full academic potential.

The *Student Support Policy* provides staff and students with guidance on their responsibilities and to ensure adequate support for students with additional academic or personal needs. It aims to assist with the identification of students who may require additional support and ensure appropriate interventions are implemented.

### 2. Overview

The ACC is committed to providing a nurturing educational environment that places student engagement as a priority. This commitment is embedded in the ACC's *Strategic Plan*. The ACC's commitment to quality experiences and outcomes for students underpins its *Student Support Policy* and related policies and services. The resourcing of dedicated in-house student support positions is a key part of the ACC's operational planning to achieve its objectives.

The ACC's approach to student support operates within the context of a mutual responsibility framework. Students are responsible for their own learning, with active support from the ACC where appropriate. The ACC aims to foster an environment that encourages student independence in learning, while taking steps to identify and respond to personal and academic issues that may negatively impact students' educational outcomes.

### 3. Principles

Principles guiding the ACC's *Student Support Policy* and approach include:

- Students are responsible for their own learning, while the ACC seeks to actively support student needs.
- Strategies aim to identify and respond to potential barriers to learning as early as possible.

- Information about available support is promoted and made readily accessible to students.
- A range of initiatives operates to promote the wellbeing of the ACC's student body.
- Staff are supported to inform and promote understanding and awareness of effective practices in relation to student support.
- Effective policies and procedures are in place to address student incidents.
- Interventions to provide additional support are respectful, timely, equitable, consistent and procedurally fair.
- All mechanisms used to identify and manage students who may have specific support needs must comply with privacy and confidentiality requirements.

The ACC notes that while it is committed to providing a supportive environment, there are limits to the extent of the support that can be provided by the ACC and that a range of services already exists in the community.

The ACC has policies and procedures for good conduct and to safeguard academic standards that apply to all students, regardless of individual support needs or circumstances.

#### **4. Student responsibilities**

Students at the ACC are expected to:

- Be aware of student conduct and behavior requirements;
- Make informed and considered choices in relation to course and subject selection;
- Seek out relevant support where a personal issue is impacting or is likely to impact their educational progress;
- Seek and follow advice from academic staff teaching them and fulfill academic requirements, including expectations for progression;
- Inform the ACC of any impediments to completing their academic requirements in a timely way; and
- Contact the ACC in a timely manner if they receive any formal notifications from the ACC concerning their progress and/or meeting requirements.

#### **5. Identification and provision of additional academic support**

Information about ACC's approach to identifying and supporting students at risk is set out below and, for clarity, in the *Student At Risk Policy* which is governed by the Academic Board. A student may be identified as requiring additional academic support if they are not progressing satisfactorily in their studies (or are at significant risk of not progressing satisfactorily), or where their welfare is reasonably considered to warrant some form of intervention by the ACC.

A student may require additional academic support due to a number of factors, such as:

- Medical illness, injury, psychological condition or disability;
- Family or carer responsibilities;
- Behaviour which is consistently disruptive, volatile or otherwise in breach of the ACC Values and codes of conduct and is considered to be academic misconduct;
- English language proficiency;
- Concerns regarding academic capacity or achievement which might be reflected by:
  - Provisional enrolment or pattern of deferral;
  - Change to a new field of study that may challenge previously successful approaches to learning;
  - Failure of 50% or more of credit points attempted in the semester;

- Failure to attend compulsory teaching and assessment components;
- Failure to complete a mandated assessment element or practicum;
- Unsatisfactory attendance record; or
- Minimal class participation/engagement.

The ACC systems for identifying students requiring additional academic support may include:

- Standard student reports upon enrolment, such as:
  - Students with disabilities
  - Provisional or probationary students
  - 'Overload' students
- Student reports throughout course enrolment that support identification include:
  - Academic action lists /students placed on warning.
  - Academic progress reports collated, reported and reviewed every semester.
- Surveys or diagnostic tools, including first year diagnostic tasks and English Language assessment.
- Informal mechanisms such as advice from teaching staff based on multiple requests for extensions, absences, and low levels of class engagement.
- Student self-reporting - students who are aware that they are finding it difficult and need additional academic support and bring this to the attention of staff.

The ACC provides a range of academic support services to assist students who are struggling with their study demands. These include:

- Academic advisory support (an academic adviser appointed by the Dean)
- Computing support (Library services)
- Library support (Library services)
- Misconduct advisory support

Students may be referred by a staff member or be a self-referral. Students who are identified as potentially benefitting from additional support based on academic performance are not compelled to access particular support services.

The ACC's *Student Academic Progress Policy* provides criteria for unsatisfactory academic progression as well as structured procedures available and circumstances in which the Academic Board may discontinue enrolment based on continuous unsatisfactory progress.

## **6. Identification and provision of additional personal support**

A student may be identified as requiring personal support and intervention where their psychological or medical welfare is reasonably considered to warrant some form of intervention by the ACC.

All staff and students are encouraged to be alert to the possibility of unstable psychological states and behaviours of ACC students.

Students identified as requiring additional personal support can be referred to ACC Student Services who can provide support and/or advice on referral pathways for the following support areas:

- Counselling and psychological services;
- Medical services;
- Disability support;
- International student support;
- Career development services (for part time/ casual work); and

- Student housing and financial aid.

If a staff member is seriously concerned about the personal welfare/ mental health of a student after an interaction, it is recommended that they notify the Head of Corporate Services. Security will also complete an incident form if they have been contacted regarding the incident.

All staff should take action in cases where students are exhibiting signs of distress. However, how staff members respond to an 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.

## **7. Roles**

The Board has responsibility for overseeing the Student Support Policy and its review.

The Academic Board oversees the Student Academic Progress Policy and implementation of structured academic support for students at risk.

The Academic Registrar is responsible for leading the development and review of the Student Support Policy and for overall management of student support services, systems and processes for the college. The ACC has resourced in-house positions to lead the coordination and/or provision of academic and wellbeing support for students.

The Dean and Subject Coordinators will include an early assessment component or other diagnostic task in all first-year undergraduate subjects. Subject Coordinators will identify students who may benefit from additional support based on performance in assessment or other diagnostic tasks. These students will be contacted by the Subject Coordinator, a member of the teaching staff for the subject, or, at the request of teaching staff, a relevant professional staff member to ensure they are aware of support services they may find useful to access.

Academic staff are expected to implement processes for monitoring the progress of students including:

- English language proficiency;
- Progression rates;
- Overall progress towards completion of course;
- Failure to attend or to complete subjects, practical placements, assessments; and
- Allegations of misconduct.

Teaching staff in any subject who form the view that a student may benefit from additional support due to factors such as poor class attendance, participation, progress or behaviour, or due to issues raised by the student, will ensure that the student is aware of support services available to assist the student.

## **8. Review**

The ACC's Student Support Policy is reviewed by both the Board of Directors and the Academic Board annually.

Date	Description of amendment
1 November	Include reference to Student At Risk Policy

## 10. Related policies / documents

- Student At Risk Policy
- Student Academic Progress Policy and Procedure
- Grievance Management – Students
- Ethics and Code of Conduct
- Academic Integrity Policy and Procedure