

Support for Students Policy and Procedures

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Responsible person/s	Academic Director; Academic Administration Manger
Appendix A	List of amendments

1. Introduction

Adelaide Central School of Art (ACSA) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

ACSA recognises the importance of effective monitoring to ensure the early identification of unsatisfactory academic progress. Early intervention strategies and support services are the initial and primary mechanisms for supporting students at risk of not completing their units of study.

This policy should be read in conjunction with the *Academic Progression and Enrolment Policy and Procedures*, elements of which are duplicated here for convenience.

2. Purpose

This policy outlines how ACSA will identify students at risk of not successfully completing their units of study and the support available to student to successfully complete their units of study, including ACSA's processes for ensuring that students are aware of these support options.

3. Scope

This policy applies to students enrolled in ACSA's accredited courses.

4. Definitions

4.1 Academic progression: The process by which a student progresses through their course to meet the academic requirements of the program.

4.2 Course: A program of study that leads to a qualification.

4.3 Unit: An academic module in a subject area that forms part of a course. Units must be completed sequentially as per the specified course structure.

5. Policy

5.1 Students at Risk

5.1.1 At Risk – Unit Level

A student's progress in a unit of study is considered unsatisfactory if they fail to meet the attendance requirements and/or are failing to meet the unit learning outcomes during an enrolment period. In such a case, the student will be identified as 'at risk – unit level', as described in Item 7 Procedures.

5.1.2 At Risk – Course Level

A student's progress in a course of study is considered unsatisfactory if they fail to meet one or more of the Academic Progression Requirements outlined in the *Academic Progression and Enrolment Policy and Procedures*. This is determined at the conclusion of an enrolment period. In such a case the student will be identified as 'at risk – course level', as described in Item 7 Procedures.

5.1.3 Academic Counselling

Academic Counselling is an early intervention strategy that is initiated when a student is identified as at risk at the unit or course level. Academic Counselling is aimed at supporting the academic progress of students through the development of an Academic Progress Plan, which sets out the requirements for continuation and incorporates provisions for support, as described in Item 7 Procedures.

5.1.4 Further Measures

When a student is identified as at risk and has failed to engage in Academic Counselling and/or meet the requirements of an Academic Progress Plan, they may have conditions placed upon their

enrolment, or in repeat cases be subject to exclusion. These measures are outlined in the *Academic Progression and Enrolment Policy and Procedures*.

5.1.5 Support Services

ACSA will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study. These support services are listed in Item 8 Support Services Available to Students.

6. Responsibilities

- 6.1** The Academic Administration Manager is responsible for ensuring the Policy and Procedures are implemented by ACSA.
- 6.2** The Student Liaison Officer is responsible for monitoring academic progress at the unit level and identifying students at risk – unit level.
- 6.3** The Student Services Officer is responsible for monitoring academic progress at the course level and identifying students at risk – unit level.
- 6.4** The Academic Administration Manager and Academic Director are responsible for overseeing the management of students at risk – course level.

7. Procedures

7.1 Monitoring and Identifying Students 'At Risk'

Academic progress at the unit level is monitored throughout the enrolment period. The Student Liaison Officer:

- Monitors attendance and issues written reminders of the attendance policy to students who have been absent from an enrolled unit on more than two occasions.
- Identifies a student as 'at risk – unit level' when they have failed to meet the 80% attendance requirement and/or are failing to meet the learning outcomes in an enrolled unit (as reported by their lecturers).
- Records the 'at risk – unit level' status in the student's file on the Student Management System.
- Notifies the student of their status in writing and initiates the Academic Counselling process.

Academic progress at the course level is monitored at the conclusion of the enrolment period. The Student Services Officer:

- Identifies a student as 'at risk – course level' when they have failed to meet one or more of the Academic Progression Requirements outline in 5.1.
- Records the 'at risk – course level' status in the student's file on the Student Management System.
- Provides the Student Liaison Officer with a list of students identified as 'at risk – course level'.

The Student Liaison Officer notifies the student of their 'at risk – course level' status and initiates the Academic Counselling process.

Students at risk at the course level are reported to the Academic Administration Manager and Academic Director.

7.2 Academic Counselling

The Student Liaison Officer schedules the Academic Counselling sessions by email.

If a student or staff member cannot attend at the scheduled time, it is their responsibility to contact the Student Liaison Officer to arrange an alternative time.

Academic Counselling requires the following participants to attend:

- At risk – unit level: Student, Student Liaison Officer, Unit Lecturer
- At risk – course level: Student, Student Liaison Officer, Academic Director

The Academic Administration Manager may participate in place of the Student Liaison Officer as required. The Academic Director may participate in place of any academic or administration staff member as required.

During the Academic Counselling session, participants discuss the reasons for the 'at risk' status and develop an Academic Progress Plan, which outlines the steps required to progress and any provisions for support.

The Academic Progress Plan is signed by all participants and a copy is uploaded to the student's file.

7.3 Further Measures

A student who has been identified as 'at risk' and has failed to engage in Academic Counselling and/or meet the requirements of an Academic Progress Plan, may in future be subject to conditional enrolment or exclusion. These measures are outlined in the *Academic Progression and Enrolment Policy and Procedures*.

8. Support Services Available to Students

ACSA offers either directly or through a third-party numerous support options for students to assist in successful completion of their units of study, including:

8.1 Academic Support Services

In addition to the academic counselling process outlined in Item 7.2, the following academic support services are available to students:

a. Academic and Enrolment Guidance

The Student Support Team are available by appointment to discuss queries and concerns relating to enrolment, subject choices and workload and to provide general study advice, guidance and support.

b. Essay Writing and Research Support

The Student Liaison Officer provides essay writing and research support through group workshops and individual meetings. Students are referred for these services by a lecturer or may also self-refer, in which case the Student Liaison Officer will assess the support requirements.

c. Individual academic support

In certain cases ACSA approves one-on-one academic support from lecturers. Circumstances in which individual academic support may be approved include when a student has study support plan in place, is transitioning from secondary school directly into the BVA, or has experienced a disruption to your studies due to unforeseen and extenuating circumstances. Aboriginal and Torres Strait Islander students are also eligible for individual academic support, in line with ACSA's Strategy for Aboriginal and Torres Strait Islander Engagement.

d. Library

The on-campus library is open Monday to Friday and staff are available to assist students with research support. The Librarian also provides research workshops as part of course curriculum.

e. Peer Mentoring

The Peer Mentoring Program is a peer-led academic assistance program designed to help students understand key concepts and content within units and take steps towards study success.

f. Study Support Plans

ACSA is committed to making reasonable adjustments to support the full and equitable participation of people with disability. Study Support Plans are the primary mechanism for ACSA to work in partnership with students to determine and implement reasonable adjustments to support their study. This process is outlined in the *Students with Disability Policy and Procedures*.

8.2 Student Wellbeing Services

a. Counselling Service

ACSA provides a free and confidential qualified counselling services for students and staff through a third-party provider.

b. Service Referral

The Student Support Team can provide information on a range of external services available to students in the areas of health and medical, mental health, sexual assault and harassment, and emergency accommodation.

8.3 Communicating Support Services

These above support services will be communicated to all students through:

- a. Information on ACSA's website
- b. A dedicated Student Newsletter detailing support services within the first four weeks of every term (four terms per academic year)
- c. Email communication to students identified as 'at risk'

Related Documents:

- Aboriginal and Torres Strait Islander Strategy for Engagement
- Academic Progression and Enrolment Policy and Procedures

- Reassessment Policy and Procedures
- Students with Disability Policy and Procedures
- Student Grievance Policy and Procedures
- Supplementary Assessment Policy and Procedures