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 Academic 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 Support Team is responsible for monitoring academic progress at the unit level and identifying students at risk – unit level.

6.3 The Student Support Team is responsible for monitoring academic progress at the course level and identifying students at risk – course 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 Academic Risk

Academic progress at the unit level is monitored throughout the enrolment period. The Student Support Team:

- 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).
- Notifies the unit lecturer of the at-risk status and request they complete the Student Intervention Form. The Student Intervention Form requires unit lecturers to provide an overview of a student at-risk's academic progress, outstanding work, and recommended support/interventions (if required).
- Notifies the student of their status in writing through the Student Management System and initiates the Academic Counselling process.

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

- Identifies a student as 'at risk – course level' when they have failed to meet one or more of the Academic Progression Requirements outlined in the *Academic Progression and Enrolment Policy & Procedures.*.
- Records the 'at risk – course level' status in the Students at Risk Register.
- Works with the Academic Director and Academic Administration Manager to determine the appropriate intervention strategies as per the *Academic Progression and Enrolment Policy and Procedures.*

Notifies the student of their 'at risk – course level' status and corresponding intervention/support strategies, if any.

7.2 Academic Counselling

The Student Support Team 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 Support Team to arrange an alternative time.

Academic Counselling requires the following participants to attend:

- At risk – unit level: Student, Student Support Staff Member, and the Unit Lecturer (if required). It may be determined that the Unit Lecturer is not required if they have provided sufficient information to Student Support Staff in the Student Intervention Form.
- At risk – course level: Student, Student Support Staff, Academic Director

The student may bring a support person to the Academic Counselling session. The Academic Administration Manager may participate in place of Student Support Staff or the Academic Director 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 academic 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 Academic Support 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 Support Team 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 Participation and 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

APPENDIX A

- Updated position titles to reflect current student support staffing. Updates to Item 7 Procedures to reflect changes to procedures for monitoring students at risk and support interventions. Approved by the Academic Board 20 January 2026.