

## Support for Students Policy

### 1 PURPOSE

This policy

- 1.1 sets out UTS College's responsibilities for supporting students' success.
- 1.2 states UTS College's commitment to ensure students are aware of both academic and non-academic support available and the principles that underpin those support services.
- 1.3 outlines the processes for identifying and supporting students at risk of not successfully completing their studies.
- 1.4 meets the requirements under the [Higher Education Support Act 2003 \(Cwth\)](#) (the Act), and
- 1.5 supports compliance with the [Higher Education Standards Framework \(Threshold Standards\) 2021](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#).

### 2 SCOPE

This policy applies to:

- all students who are enrolled in the courses offered by UTS College
- all staff and affiliates involved in the management and reporting of UTS College students' academic progress.

### 3 PRINCIPLES

- 3.1 UTS College seeks to ensure that all actions under this Policy:
  - a) are based on values consistent with the UTS College Code of Ethics.
  - b) are underpinned by principles of mutual respect and procedural fairness.
- 3.2 UTS College is committed to providing a supportive, collaborative environment for students and staff. All parties are treated equally and provided with academic and non-academic support underpinned by compassion and commitment to the wellbeing of all persons on site.

- 3.3 Students may at any time make a complaint to UTS College in line with [the Student Complaints and Appeals Policy](#), which includes the option for students to seek a review or appeal with a relevant external government agency.

## 4 POLICY STATEMENTS

- 4.1 Monitoring and recording students' academic progress.
- 4.1.1 UTS College assesses, monitors, and records students' progress and academic results throughout each study period and on completion of each subject.
- 4.1.2 UTS College monitors the progress of students at all times, to ensure students are in a position to complete the course in the time as specified in their offer letter. If a student is required to extend their study period, the student will gain additional support from the Student Success Adviser to ensure successful completion.
- 4.1.3 Students are expected to monitor their own progress throughout their studies and proactively contact their teachers and their dedicated Student Success Adviser when or if they require extra support.
- 4.1.4 If a student is identified as having an illness, condition, or disability that impacts their academic performance, UTS College is committed to offering Access and Inclusion support throughout their studies, including tailored provisions to facilitate their academic achievement.
- 4.2 Identifying students at risk of not achieving Satisfactory Academic Course Progress.
- 4.2.1 Students are sent an Academic Course Progress Policy reminder letter as soon as it is identified that they are 'at risk' of not achieving Satisfactory Academic Course Progress and reminded to contact their Student Success Adviser immediately for support and tailored guidance.
- 4.2.2 Students are sent an Academic Course Progress Policy warning letter when they are deemed at 'high risk' of not achieving Satisfactory Academic Course Progress and required to participate in the Academic Success Program with their Student Success Adviser and/or Academic Coordinator before the census date of the current study period.
- 4.3 Providing academic support.
- 4.3.1 The mandatory Welcome Week program for all new students provides essential information and resources to prepare them for a successful and engaging start to their studies.
- 4.3.2 Individual Education Access and Inclusion Plans for students with an illness/disability/ health condition. Eligible students are provided with reasonable,

personalised adjustments under the Education and Access Equity Policy to ensure equitable education for all.

- 4.3.3 Specialised support programs in collaboration with UTS for students who are on the Jumbunna scholarship and the Humanitarian scholarship.
- 4.3.4 An additional U18 care program for all international students who are under 18 years of age when they commence their course with UTS College.
- 4.3.5 In-Class Peer Helper support program.
- 4.3.6 Scheduled one-on-one consultation with the Academic/Academic English Coordinator outside of regular class hours.
- 4.3.7 HELPS Centre for students in need of targeted language and learning support including:
  - one-to-one consultations, online or in person
  - drop-in sessions
  - academic skills workshops
  - facilitated conversational English language programs
  - self-access online resources
  - physical resources such as books and computers.
- 4.3.8 24/7 online study feedback via Studiosity for all students to connect with a subject specialist to discuss English, Maths, or Science related questions. Studiosity also offers a writing feedback service to UTS College students.
- 4.3.9 Learning support to all students at risk of not achieving Satisfactory Academic Course Progress:
  - Intervention strategies are implemented once a student is identified as being 'at risk' of not achieving Satisfactory Academic Course Progress and are tailored to meet each student's individual needs.
  - Early identification of students 'at risk' occurs in the first five weeks of each study period.
  - Teachers and Student Success Advisers work with 'at risk' students to implement appropriate intervention strategies before Census date of each study period.

- Students who are identified as being 'at high risk' will also be placed on an Academic Success Program for the subsequent study period and will be required to meet the conditions as set out in the Academic Success Agreement to improve their academic performance and progress, including one-on-one meetings with the Student Success Adviser and regular discussions with Academic Coordinators regarding subject specific challenges.
- Students are provided with equivalent opportunities for successful academic course progress, irrespective of their backgrounds.

#### 4.4 The Academic Success Program consists of one-to-one consultations with the Student Success Adviser and/or a relevant Academic Coordinator to discuss:

- assessment of students' suitability to continue to undertake a unit of study, particularly, in relation to students that are at risk of not successfully completing their units of study.
- additional support available to assist students with overcoming issues that put them at risk of not successfully completing their units of study.
- processes for students to access and engage with the recommended support services which are available to access throughout the study period at UTS College.
- the possibility of academic adjustment arrangements, if eligible, under the special consideration or education access inclusion provision.
- the requirement that students sign their Academic Success Agreement to confirm their commitment to carry out the agreed action plan.
- how the Student Success Adviser will monitor students' attendance and progress in collaboration with their teachers and support teams to ensure the students follow up and complete the action plan as agreed in their signed Academic Success Agreement.

#### 4.5 Providing non-academic support

##### 4.5.1 The following non-academic support is available to all students at UTS College:

- The UTS College's International Student Peer Mentoring program.
- The UTS College's U18 Care program for international students.
- Access to the UTS Health services including General Practitioners and Counsellors.
- Access to the UTS Legal services.

- Access to Student Success Advisers for guidance and support for academic and non-academic matters.
- 24/7 on campus UTS Security.
- 24/7 online mental health support services.
- Access to the UTS College IT Service Desk Support
- Access to the UTS Library for all students other than AEL2 or AEL3 students

4.5.2 Mandatory Consent Matters and Respect Matters training module in line with the National Code to Prevent and Respond to Gender-Based Violence in Higher Education. UTS College is committed to responding to critical incidents involving students by:

- Providing appropriate support, ongoing help, and counselling services to those affected
- Publishing 'stay safe' tips in the form of workshops, informational posters around campus and on our website
- Ensuring appropriate infrastructures are in place for the provision of all necessary support services.
- Ensuring staff are prepared through appropriate, regular training from internal and external bodies including mandatory Child Protection Awareness Training for relevant staff members.
- Making appropriate resources available to staff
- Ensuring students under the age of 18 years are given specific assistance
- Documenting occurrences of critical incidents
- Informing the appropriate authorities in accordance with Australian law and UTS College Policies.

#### 4.6 Reporting and records management

4.6.1 This policy is informed by and will be reviewed annually against the Higher Education Provider Guidelines 2023.

4.6.2 UTS College reports on compliance with this policy to the government annually in line with the [Higher Education Support Act 2003 \(Cwlth\)](#) as required by the Higher Education Provider Guidelines.

- 4.6.3 Staff involved in identifying, communicating with and supporting students must ensure that records are managed in line with the Records Retention and Destruction Policy and the Privacy Policy. Information will be accessible on an as-needed basis to provide appropriate support, and/or as required by law.

## 5 RESPONSIBILITIES

### 5.1 UTS College is responsible for

- a) providing continuous training for both student support and academic staff on effective student support practices.
- b) providing services and systems to identify students at risk of not achieving satisfactory academic course progress
- c) providing appropriate support services for students and holistic care throughout their studies with emphasis on creating a safe learning environment
- d) communicating information about its student support systems and services:
  - to the public, through the College website
  - to students generally, through email; and
  - to students identified as being at risk, through direct contact via phone, SMS, email and one-on-one meetings.

### 5.2 Students are responsible for

- a) taking responsibility for their learning by actively engaging with their units of study and academic requirements
- b) dedicating an appropriate amount of time to complete all study related tasks including assessments, preparing for class and revising for exams
- c) asking for support as soon as required
- d) regularly checking their student email and responding in a timely manner when contact is requested
- e) engaging with support services when contacted by the College
- f) maintaining a cooperative and collaborative approach towards support services
- g) behaving in a manner that does not risk the safety or wellbeing of staff or students.

## 6 RELATED DOCUMENTS

### *UTS College Policies and Procedures*

- Academic Course Progress Procedure (Domestic and International Non-Student Visa Holders)
- Academic Course Progress Procedure (International Student Visa Holders)
- Critical Incident Policy – Student Management
- Education Access and Equity Policy
- Education Access and Inclusion Procedure
- Management of Student Incident Procedure
- Privacy Policy
- Records Retention and Destruction Policy
- Staff Code of Conduct
- Special Consideration Procedure
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Access Inclusion Guide
- UTS College (Student) Sexual Assault and Harassment Policy
- Humanitarian Scholarship Administration Procedure
- Jumbunna Scholarship Administration Procedure

### *Legislation*

- Higher Education Standards Framework (Threshold Standards) 2021
- Tertiary Education Quality and Standards Agency Act (TEQSA) 2011

## DEFINITIONS

24/7 online mental health support services	UTS College engages an external provider, TalkCampus, to provide 24/7 mental health support to students. The service brings the benefits of peer support to campus with a mental health community of millions of students supporting each other day and night, all around the world, with world-class clinical safeguarding.
Academic Success Agreement	An Academic Success Agreement is made between a 'high risk' student and their Student Success Adviser/Academic Coordinator and details specific performance improvement conditions and initiatives which a student must meet. See "at high risk".
Academic Success Program	An Academic Success Program is an agreed plan of intervention strategies put in place by a Student Success Adviser/Academic Coordinator to help improve an 'at high risk' student's academic performance.
Affiliates	UTS College Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
'at risk'	Students who fail an assessment in any given study period are deemed to be at risk of not meeting UTS College academic course progression requirements.
'at high risk'	Students who fail over 50% of their subjects in any study period, or students who fail any subject for a second time, are deemed to be at high risk of not meeting UTS College academic course progression requirements.
Census Date	The last day to withdraw from a semester without financial and academic penalty for a domestic student or without academic penalty for an international student.
Consent Matters	A fully interactive, evidence-based online course which helps students understand sexual consent and promotes positive change in the university community.
Compassionate or compelling circumstances	Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> <li>a) serious illness or injury, where a medical certificate states that the student was unable to attend classes; or</li> <li>b) bereavement of close family members such as parents or grandparents; or</li> </ul>



	<ul style="list-style-type: none"> <li>c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or</li> <li>d) a traumatic experience which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports) or</li> <li>e) Any other circumstance would require evidence to be considered as compassionate or compelling.</li> </ul>
Humanitarian scholarship	<p>The UTS Humanitarian Scholarship has been established to support undergraduate study for students holding Asylum Seeker Bridging Visas or Temporary Protection Visas (TPV) as a result of their arrival to Australia as asylum seekers.</p> <p>This is a whole of UTS College commitment, providing scholarships across all Diploma programs, to asylum seekers unable to access Commonwealth Supported places or government loan schemes.</p>
Individual Education Access and Inclusion Plan	<p>A formal document prepared by UTS College to record its decisions on the reasonable adjustments made that are appropriate to meet a student's access and inclusion requirements based on documentation provided as well as an agreement with the student that it will provide these adjustments to assist with their disability/illness/condition.</p>
International Peer Mentoring Program	<p>This program aims to improve new students' experiences and engagement at UTS College by arranging a group of brand new students (mentees) to meet regularly with a senior student (mentor) who has already successfully completed a UTS College program. In addition to providing study advice and assistance, peer mentors also support some student in settling into life in Sydney, understanding Australian culture and making new friends.</p>
Intervention Strategy	<p>The process of identifying and supporting students who, because of poor performance, are identified as being at risk of failing to make Satisfactory Academic Course Progress.</p> <p>Intervention strategies may include but are not limited to:</p> <ul style="list-style-type: none"> <li>a) Regular meetings with teachers/Student Success Advisers/ Academic Coordinators for study assistance</li> <li>b) Support with implementing effective study strategies and time management skills</li> <li>c) Granting of Special Consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit assignments or sit for assessments.</li> </ul>

	<p>d) Adding to the Access Inclusion register and developing of Individual Access and Inclusion Plan if student's needs comply with Education Access Inclusion policy</p> <p>e) Accessing learning support at UTS College</p> <p>f) Reducing course load (if before census date academic students can be advised to drop subjects)</p> <p>g) Accessing counselling support</p> <p>h) Referring to any other support services if and when required.</p> <p>i) A combination of the above.</p>
Jumbunna scholarship	<p>The UTS Jumbunna Pathways Program into University is open to recent-school leavers (with or without an ATAR); non-school leavers; people with TAFE, College or previous University qualifications.</p> <p>The Jumbunna Pathways Program offers Aboriginal and/or Torres Strait Islander students an opportunity to enter higher education based on factors including education, previous life and work experience.</p> <p>This is a whole of UTS College commitment, providing scholarships across all Diploma programs, to Jumbunna Scholarship students.</p>
Program	<p>Is the structure, sequencing of subjects and duration for a course for example a standard program or an accelerated program. See also "Course"</p>
Reduce study load	<p>An academic student can enrol in less than a 'full- time' load in any study period if:</p> <ul style="list-style-type: none"> <li>• there are compassionate or compelling reasons for reducing the load</li> <li>• the reduced load is part of UTS College's intervention strategy</li> <li>• the student is in the final stage of the course with 1 or 2 subjects to complete</li> <li>• prerequisite subjects are not available in that study period.</li> </ul> <p>Academic students must consult with the Student Success Adviser to reduce their study load.</p>
Respect Matters	<p>A unified training programme that will support the higher education sector in responding to the Australian National Higher Education Code on Gender-Based Violence by providing students and staff with evidence-based training on gender-based violence, consent, bystander intervention and creating a culture of safety and support.</p>
Satisfactory Academic Course Progress	<p>Satisfactory advancement within a course towards its completion, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course.</p> <p>The opposite of "Unsatisfactory Academic Course Progress" (see below)</p>

Special consideration	The term used when a student who is experiencing (or anticipates that he or she will experience) significant difficulty in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
Student	All students enrolled to study at UTS College.
Student Success Adviser	Student Success Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning support and other relevant support to students.
Study period	One semester in a course.
Teacher	Includes any class teacher, academic tutor, or lecturer.
U18 care program	The UTS College's U18 care program includes: <ul style="list-style-type: none"> <li>• Special U18 Orientation session tailored for the age group.</li> <li>• Peer mentoring program: each under-18 student is assigned a mentor who can provide support, encouragement and information to help the student with their study at UTS College and transition to study at UTS.</li> <li>• In-class support provided by teachers.</li> <li>• Dedicated Student Success Advisers for under-18 students perform regular welfare checks twice a semester on each student. Student Success Advisers also perform regular monitoring of student's progress and provide timely support.</li> <li>• End-of-semester academic and welfare report to parents or guardians.</li> <li>• 24/7 accommodation and welfare emergency phone line if students need urgent support.</li> </ul>
Unsatisfactory Academic Course Progress	Unsatisfactory academic course progress is defined by: <ol style="list-style-type: none"> <li>a) Failing 50% or more of subjects over two consecutive study periods; or</li> <li>b) Failing a subject more than twice; or</li> <li>c) When a student has more than five subject fail results on their entire academic record.</li> </ol>
UTS College	UTS College Limited, its representative offices and its controlled entities.

<p>UTS Health services</p>	<p>The UTS Health services offer a broad range of general practice services, including but not limited to:</p> <ul style="list-style-type: none"> <li>• General health and wellbeing</li> <li>• Women’s health</li> <li>• Men’s health</li> <li>• Sexual health</li> <li>• Travel medicine</li> <li>• Vaccinations for University placement compliance</li> <li>• Influenza vaccination, including government-supplied vaccines for vulnerable groups</li> <li>• Childhood vaccinations</li> </ul> <p>The UTS counselling services offers confidential counselling services to help with a wide range of personal, psychological, study-related and administrative difficulties.</p> <p>UTS College students can access the above services for free.</p>
<p>UTS Legal services</p>	<p>The UTS Student Legal Service can provide legal advice on a range of matters including tenancy, employment, traffic charges, criminal offences, civil matters, consumer claims, debts, family issues and business matters. The team can also certify documents as true copies and witness statutory declarations and other formal documents.</p> <p>UTS College students can access the above services for free.</p>

APPROVAL		
<b>Policy Title</b>	<b>Support for Students Policy</b>	
Policy ID	PO/EDUC/1/26	
Policy Category	Operational	
Policy Audience	Staff, Students, Affiliates and Third Parties	
Policy Owner	Student Support Manager	
Approval Authority	Academic Board	
Endorsed by	ASC	Date: 3 February 2026
<b>Approved by</b>	<b>Academic Board</b>	<b>Date: 12 February 2026</b>
Next Review Date	12/02/2027	

## VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0	Student Success Team Lead Student Support Manager	New Policy	February 2024
1.1	Student Success Advisor Student Support Manager	Updated to the new policy template to include additional policy principles and statements	February 2025
1.2	Student Support Manager	Updated the policy to include the new training materials and services	February 2026