



Support for Students Procedures

1. COMPLIANCE OBLIGATION SUPPORTED

[Higher Education Support Act 2003 \(Cth\)](#)

[Support for Students Policy](#)

2. PROCEDURAL DETAILS

These procedures establish how the University provides academic and non-academic support services to students to support successful course progression and completion. The University has specific arrangements for academic and non-academic support for Aboriginal and Torres Strait Islander students, students with disabilities, and international students in addition to specific support for students who have experienced family and domestic violence and other traumatic events.

- 2.1. Student Life and Community will inform all students of academic and non-academic support services and census date at the start of each study period via email.
 - 2.1.1. Student Life and Community will also provide this information:
 - a) on [Curtin Current Students website](#)
 - b) at Orientation
 - 2.1.2. Support services will be delivered either online or face to face as appointments and workshops. Online resources may also be available for some services.
- 2.2. Student Services will identify a student as at risk of not successfully completing a unit if a student meets one or more of the following criteria:
 - 2.2.1. have not accessed each of their scheduled unit Learning Management System sites by week 2 of the study period.
 - 2.2.2. have failed a unit in their previous study period.
 - 2.2.3. are on conditional status.
 - 2.2.4. have failed to engage with support previously offered.
- 2.3. Individual students at-risk of not successfully completing a unit in which they are enrolled will be notified either by Student Services or by an area authorised by the Chief Student Services Officer (CSSO) to issue student notifications.
- 2.4. Data used to identify at-risk students will be obtained from Student One, the Customer Relationship Management system, (CRM), and the Learning Management System (LMS).
- 2.5. Student Services and Student Life and Community will provide at-risk students a Student Support Notification. A Student Support Notification will contain information about census dates and access to available support services and activities that may assist students in successfully completing a unit. These may include services and/or support from the following areas:
 - a) Curtin University Library
 - b) Counselling
 - c) Wellbeing
 - d) Areas, Faculties and Schools
 - e) AccessAbility
 - f) Curtin Student Guild
 - g) Curtin Connect
- 2.6. Academic suitability for continuing study will be monitored as per the [Academic Status and Progression Procedure](#).
- 2.7. Provision of a Student Support Notification is not considered a Documented Intervention Strategy as outlined in the [Academic Status and Progression Procedure](#).

- 2.7.1. If required, a Documented Intervention Strategy regarding course progress, as per the [Academic Status and Progression Procedure](#), may be implemented in addition to the provision of a Student Support Notification to monitor a student's suitability to continue study.
- 2.8. Student Services will record Student Support Notifications in accordance with the [Information Management Procedures](#) and ensure that they are available upon request to support provider compliance reporting.
- 2.9. Where a student does not engage with support services as offered in the Student Support Notification, Student Services and Student Life and Community will seek to contact the student directly and may recommend further academic or non-academic supports to assist the student to succeed.
 - 2.9.1. Engagement will be captured for services recorded in the CRM.
- 2.10. Where an international student does not engage with support services offered and has not complied with the student visa requirements or the [Education Services for Overseas Students \(ESOS\) Act 2000 \(Cth\)](#), the student may be reported via PRISMS.

3. RESPONSIBILITIES

Responsibilities are as set out in Section 2. In addition:

- 3.1. Director, Student Life and Community is responsible for:
 - (a) Determining the correct or intended interpretation and scope of this procedure; and
 - (b) Deciding cases where an issue is not clearly dealt with in these procedures.

4. SCOPE OF PROCEDURES

These procedures apply to employees, students, adjunct, University Associates, Council members, contractors and visitor in any location or campus within Australia. This procedure also applies to the University's global campuses and locations to the extent that it is compatible with relevant legislation of each respective jurisdiction.

5. DEFINITIONS

(Note: Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Academic Student Support

Academic student support services primarily focus on enhancing a student's academic performance and learning experience.

These services include tutoring, study skills workshops, peer academic mentoring, academic counselling, and assistance with course selection

Non-Academic Student Support

Non-academic student support services address various aspects of a student's life outside of the classroom that can impact their overall well-being and success.

These services encompass a broad range of areas such as mental health counselling, career counselling, financial aid advising, housing assistance, disability support services, health services, diversity and inclusion programs, childcare services, and extracurricular activities.

At-Risk Student

A student identified by Student Services according to section 2.2 of these procedures. The definition of 'at risk' described above does not apply to [Higher Degree by Research](#) students, due to the nature of their enrolment.

Census date

The census date is the date at which an enrolment is considered final. The date is set to comply with legislation.

6. SCHEDULES

Nil

7. RELATED DOCUMENTS/LINKS/FORMS

Internal

- [Curtin Current Students Website](#)
- [Academic Status and Progression Procedures \(Assessment and Student Progression Manual\)](#)
- [Accessible Information Procedures](#)
- [Admission and Enrolment Manual](#)
- [Awards and Graduation Manual](#)
- [Course Quality Assurance Manual](#)
- [Code of Conduct](#)
- [Course Quality Assurance Manual](#)
- [Credit for Recognised Learning Policy](#)
- [Credit for Recognised Learning Procedure](#)
- [Curtin University Enterprise Bargaining Agreement 2022-2025](#)
- [Curtin Values](#)
- [Disability Inclusion Policy](#)
- [Discrimination and Harassment Prevention Procedures](#)
- [Diversity, Inclusion and Belonging Policy](#)
- [Emergency Student Loans Procedures](#)
- [Financial Advice Website](#)
- [Higher Education Standards Framework \(HESF\): 1.3.4, 2.3.1,2.3.2,7.2.2,7.3.3](#)
- [Incident and Hazard Reporting and Investigation Procedures](#)
- [Inclusive Language Guidelines](#)
- [Indigenous Governance Policy](#)
- [Information Management Procedures](#)
- [Official Communication Channel \(OCC\) Procedures](#)
- [Physical Security Policy](#)
- [Privacy Statement](#)
- [Sexual Assault and Sexual Harassment Policy](#)
- [Scholarships and Financial Assistance Policy](#)
- [Scholarships for International Undergraduate and Postgraduate Coursework Procedures](#)
- [Scholarships for Undergraduate and Postgraduate Coursework Procedures](#)
- [Statutes, rules and by-laws](#)
- [Students with Disability Procedures](#)
- [Student Charter](#)
- [Under 18 International Student Management Procedures](#)

External

- [Higher Education Support Act \(2003\) \(Cth\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(National Code 2018\)](#)
- [Education Services for Overseas Students \(ESOS\) Act \(Cth\)](#)
- [Higher Education Provider Guidelines](#)

Policy Compliance Officer	Linda Adnyana , Director Student Life and Community
Policy Manager	Deputy Vice-Chancellor, Academic
Approval Authority	Deputy Vice-Chancellor, Academic
Review Date	1 st April 2028

REVISION HISTORY (filled out by Risk, Compliance and Audit)

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes & Notes
New	Approved	09/05/2024	Deputy Vice-Chancellor, Academic	EM2414	