



Student Support Policy

Policy Number:	COR 4.01 (Incorporating 4.03)
Name of Policy:	Student Support Policy (Issue Four)
Applicability:	All Bond University Staff and Students
Contact Person:	Pro Vice-Chancellor (Students & Academic Support)
Policy Status:	Approved Policy
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Related policies:	COR 1.01 Privacy Policy COR 1.07 Disability Policy HRP 4.01 Workplace Health and Safety Policy Part 2 Academic Regulations Part 3 Discipline Regulations

1. Overview

Bond University aims to provide a personalised, innovative teaching and supportive learning environment in which students receive a valuable educational experience. This occurs within a partnership framework in which students are responsible for their learning, proactively supported by the University, with the intention of fostering their independence and identifying and responding to individual student needs. Bond University seeks to support each student to achieve their potential through early identification of, and response to, personal and academic issues which have the potential to adversely affect their educational achievement.

2. Definitions

Academic Advisor: An Academic Advisor can be a Program Advisor, a Higher Degree Research Supervisor or Faculty/Institute delegate who assists students in defining and reaching their academic goals at Bond University.

3. The Policy

This policy is intended to provide staff and students with information regarding their responsibilities to ensure that adequate support is provided to meet the needs of the student. The policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable a student to realise their full academic potential to successfully complete their studies. The scope of the policy includes students who are enrolled in an undergraduate, postgraduate or higher degree by research program, study abroad subjects or in an exchange program.

3.1. Bond University Responsibilities

The University will endeavour to identify students needing additional support so that the intervention is respectful, timely, equitable, consistent and a procedurally fair process.

The University will:

- have in place operational strategies to identify students who require additional support to increase the likelihood of completion of their academic studies.
- promote positive mental health and well-being of its student body through a range of educational and support initiatives;
- communicate clearly, information about support services to University staff and students;
- encourage students with academic or personal support needs to access support from relevant internal and external support services;
- educate staff to develop informed views, behaviours and attitudes towards students requiring additional academic or personal support;
- have effective procedures in place for the disclosure of information in respect to students with academic or personal support requirements;
- have in place effective procedures for dealing with student incidents (refer to the Student Support Procedures and the Bond University Emergency Action Guides).

Whilst the University is committed to providing a supportive environment, there are, of necessity, limits to the extent of the support which can be provided and it is not the responsibility of the University to replicate services that already exist in the community. The University has its own policies and procedures for the maintenance of good conduct and safeguarding academic standards that apply to all students studying at Bond University irrespective of their specific supportive needs.

3.1.2 Faculty/Institute Responsibilities

The Faculty/Institute will implement a process by which students' progression is monitored including, but not limited to:

- progression rate;
- overall progress towards completion of their degree;
- failure to complete subjects;
- English language proficiency;
- failure to complete subject assessment;
- allegations of misconduct
- attendance

3.2. Student Responsibilities

Students are expected to:

- carefully consider their choice of subjects;
- have an awareness of student conduct issues;
- seek relevant support/professional assistance where a psychological issue is having an impact, or has the capacity to impact, upon their academic progress;
- seek and follow advice from their Academic Advisor or relevant staff member;
- fulfil academic requirements, including any enrolments;
- achieve the minimum progression rate as defined in the Bond University regulations and by the Faculty/Institute;
- pass the minimum of subjects as required by the Faculty/Institute, including practical placements and clinical placements or other units of study as set down by the Faculty/Institute;
- make the University aware of any impediments to completing their academic requirements in a timely fashion;
- undertake the English Language Skills Assessment (ELSA) test if they are concerned that their English language proficiency might not be sufficient to achieve their full potential or if they are directed by a staff member and seek relevant support if required; and

- make contact as soon as possible with the Faculty/Institute should they receive any formal notifications regarding concerns for their progress.

3.3. Personal Support

3.3.1. Identification of students requiring personal support

Bond University will seek to identify students requiring additional personal support, ensuring that early intervention is provided in a timely, equitable and consistent manner.

Staff and students are encouraged to be alert to the possibility of unstable psychological states and aggressive behaviours or tendencies of Bond University students.

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

A student may require additional personal support due to a number of factors. These might include but are not limited to:

- A medical condition or disability
- A psychological predisposition or condition or disability
- Aversive childhood conditions or personal life events
- Social isolation, social anxiety or loneliness
- Being a victim of bullying
- Emotional instability following a physical or psychological trauma or event
- Difficulty sustaining academic workload and multiple competing tasks
- Poor resilience or maladaptive coping mechanisms
- Substance abuse or addiction
- Financial debt and or enduring financial hardship
- Difficulty in transitioning to Bond University or Australia

A student may demonstrate a need for personal intervention in a number of ways. These might include but are not limited to:

- Unpredictable or irrational thoughts, moods, attitudes and or behaviours
- Persistent low mood, low motivation and or loss of interests
- Disorientation, delusional, dissociated thoughts and or behaviours
- Withdrawal from social situations and communication with others
- Acute stress or anxiety or panic attacks
- Extreme, distorted thinking or excessive, unwarranted worrying
- Persistent disruptive volatile physical or verbal behaviour
- Violent tendencies or threatening to act upon violent thoughts towards another person, animal or property
- Marked change in hygiene and general appearance
- Being under the influence of drugs or alcohol
- Marked change in academic performance or attendance
- Alarming material presented in a student's written work or class presentation
- Persistently late to class or in turning in assessments and being highly disorganised

3.3.2. Personal Support Identification Systems

Students requiring added support may be identified by:

- a) Students Services Counselling Staff with reporting methods such as:
 - Faculty/Institute email advice or internal memo sent to Academic Advisors

- b) Disability Officer with reporting methods such as:
- Personal referral for recommended counselling
 - Confidential application for special requirements
 - Specialist Supporting Certificate Application for Special Requirements
 - Faculty/Institute Letter of Introduction and Recommendation
 - Faculty/Institute email advice sent to Academic Advisors.

c) Bond University Staff and Students:

Bond University staff and students have a responsibility for reporting indications of students possibly 'at personal risk' and must not be subjected to any acts of retaliation for reporting concerns.

d) Self-reporting:

Students who are aware that they are personally struggling and require additional support are expected to seek relevant assistance and or professional counselling support at their earliest convenience, where a known physical or psychological impediment is likely to impact on their ability to successfully complete their academic studies at Bond University.

3.3.3 Management of Students who are identified as requiring additional personal support

Staff may encounter students who are experiencing a good deal of stress as they try to balance the demands of study with other issues in their lives such as relationships, family, work, health, social or money matters. All University staff should respond to students who are exhibiting possible signs of distress, though how staff respond to the individual student will depend upon the nature and level of their distress. All staff members should be aware of their own personal and professional limitations. Academic and general staff members are encouraged to consult with Student Services Counsellors if they are unsure about the appropriate management of any student.

Bond University offers a range of personal support services where students may be referred such as:

- Bond University Counselling Services
- Student and Staff Medical Clinic
- Disability Support
- Pastoral Care Support
- International Student Support
- Residential Student Support
- Part-time Work Support
- Financial Support
- Advocacy support

Please refer to the Student Support Procedures and Student Support brochures for further information on support services and responding to distressed students.

Following an incident, it is recommended that the staff member involved notify the Pro Vice-Chancellor (Students & Academic Support) by email of the circumstances of the incident or, when physical injury has occurred to a person, complete a WH&S incident report. .. Security will also complete an incident form if they have been contacted regarding the incident.

3.4. Academic Support

3.4.1. Identification of students requiring academic support

A student may be identified as requiring additional academic support if they are not progressing in their studies, are potentially at risk of exclusion, or where their emotional or medical welfare is reasonably considered to warrant some form of intervention by the University.

A student may require additional academic support due to a number of factors. These might include but are not limited to:

- a medical illness, injury, health or psychological condition or disability
- a significant life stressor
- behaviour which is consistently disruptive, volatile or otherwise in breach of the Bond University Student Code of Conduct and is considered to be academic misconduct
- English language proficiency
- questionable academic behaviour, capacity or achievement which might be reflected by:
 - provisional enrolment or pattern of deferral
 - unapproved over-enrolment
 - change to a new field of study that may challenge previously successful approaches to learning
 - student fails at least 50% of credit points attempted in the semester just completed
 - failure to attend compulsory teaching and assessment components of a subject
 - failure to complete a mandated assessment element, field or clinical work, or practicum in a subject
 - failure in the same subject twice
 - an unsatisfactory attendance record
 - minimal class participation
 - the inability to complete the program within a reasonable timeframe
 - pattern of seeking medical certificates or counselling referrals around the examination period

3.4.2. Academic Support Identification Systems

Students requiring additional academic support may be identified by:

a) Student One Reports such as:

- Provisional Students
- Overload students
- Students with Disabilities
- Students requesting multiple deferred exams
- Probationary students
- Academic Action list (Students placed on warning)

b) Academic Progress Reports submitted by relevant academic staff every semester

c) Informal Means such as:

- via Academic staff
 - attendance reports
 - requests for extensions
 - declining grades

d) Student self-reporting

Students who are aware that they are academically struggling and require additional academic support are expected to seek relevant assistance at their earliest convenience.

3.4.3 Management of Students who are identified as requiring additional academic support

3.4.3.1 Referral to Academic Support Services

Bond University provide a range of academic support services to assist students who are struggling with the study demands. Academic Support Services include:

- Academic Advisory Support
- Student Learning Support

- Study Support
- Computing Support
- Library Support
- Research Support
- Misconduct Advisory Support

Students may be referred by a staff member or be a self-referral.

Please refer to the Student Support Procedures and Student Support brochures for further information on support services and responding to distressed students.

3.4.3.2 Faculty/Institute Monitoring

Once a student has been identified as requiring personal or academic support through the abovementioned identification systems the Faculty/Institute will contact the student and follow the University Intervention Protocols as set out in the Student Support Procedures.

It is important that students obtain academic support as quickly as possible once a need has been identified or the Faculty/Institute has been in contact so appropriate strategies can be implemented before the student becomes at risk of academic failure.

4. Related Procedures

Bond University Emergency Action Guides

5. Related Guidelines and Forms

Student Support Procedures

Bond University Student Code of Conduct

Student Personal Support Brochure

Student Academic Support Brochure