



Purpose

1. This Policy sets out the principles that underpin the University's commitment and approach to the provision of support for coursework students.

Scope

2. This policy applies to:
 - domestic and international students enrolled in UniSA courses;
 - University academic staff teaching and supporting students enrolled in UniSA courses; and
 - University professional staff whose role requires them to provide advice or support to students.
3. The scope of this policy is confined to coursework students to align with [Commonwealth Government requirements](#). The University is equally committed to providing support for research degree students (refer to the [Research Degrees Policy](#)).

Responsibilities

4. Academic Board is the approving authority for this Policy.
5. The Provost and Chief Academic Officer is the officer responsible for organisation-wide adherence to this Policy.
6. Students, and all staff associated with the support, coordination and leadership of coursework programs, are responsible for understanding and complying with this policy and related procedures.

Policy Principles

7. The University is committed to supporting students to successfully complete their studies in accordance with its [Academic Review Procedure](#). It will focus on early identification of students at risk of failing their chosen courses and communicate with these students to ensure they are aware of appropriate supports, including, where relevant, appropriate non-academic supports.
8. Recognising that supporting students is the responsibility of all staff, the University will ensure that staff have the appropriate knowledge and resources, as relevant to their role, to assist students who require support.
9. The University is committed to ensuring there is equity in accessing support services for all students and that these services are inclusive, recognising cultural, social, and personal circumstances that may impact on the support that a student may need.

10. The University will structure and resource its support processes so that it maximises opportunities to proactively offer support to students in a targeted manner. Students will be encouraged to take shared responsibility for identifying areas where they require support.
11. Students in need of non-academic support, such as mental health support, will also be offered academic adjustment arrangements where appropriate.
12. The University's [Student Critical Incident Policy and Procedure](#) and [Sexual Assault and Sexual Harassment Policy and Procedure](#) will be applied whenever required and support will be provided to affected students as detailed in these documents.
13. The University's [Students with Disabilities Policy and Procedures](#) will be applied to ensure that appropriate support is provided to all students who disclose their disability or pre-existing medical condition.
14. The University will ensure that specific support arrangements are available for Aboriginal students, in line with its ongoing commitment to improving the recruitment, support and success of Aboriginal students.
15. The University will undertake regular review and evaluation of its student support processes and take timely action in response to identified opportunities for improvement.
16. The University will meet its obligations related to support for students in accordance with relevant legislation including reporting on compliance with this Policy.

Definitions

See [Glossary of University Terms](#)

Associated Documentation

[Academic Review Procedure](#)

[Required Medical Leave](#)

[Student Critical Incident Policy and Procedure](#)

[Sexual Assault and Sexual Harassment Policy and Procedure](#)

[Students with Disabilities Policy and Procedures](#)

Officer Responsible for Update and Review: Registrar and Director: Student and Academic Services

Approval Authority: Academic Board

Commencement Date: 1 January 2024

Review Date: 1 January 2025

History: This is a new policy to comply with amendments to the Higher Education Support Act, 6 November 2023.