



Support for Students Policy

V1.1 March 2024

Contents

1	Purpose and Scope	3
1.1	Purpose	3
1.2	Scope	3
2	Policy Statement	3
3	Academic Support	3
4	Non-academic support	4
5	Reporting	4
6	Relevant Legislation & Reference Material	5
7	Review	5

1. Purpose and Scope

1.1. Purpose

The purpose of this policy is to outline various policies and processes available at Navitas Bundoora Pty Ltd trading as La Trobe College Australia (La Trobe College Australia/ LTCA) that cover a range of support available to students in accordance with section 238-10 of the *Higher Education Support Act 2003*, and *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*.

1.2 Scope

This policy applies to La Trobe College Australia students and staff located in the Melbourne and Sydney delivery sites.

2 Policy Statement

La Trobe College Australia is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy encompasses and is underpinned by a range academic and non-academic support mechanisms which sets out how the College complies with relevant regulations and reporting requirements. This policy should be read in conjunction with the guidelines and relevant policies available on the college website (<https://www.latrobecollegeaustralia.edu.au/current-students/resources/policies-procedures-forms>).

Students are made aware of the various support options that are available to students to assist them with successfully completing their units. Information is available on the College website, is provided at Orientation and is communicated to students during each study period. Additional information is also available within the Student Learning Management System (Moodle).

3 Academic Support

La Trobe College Australia systematically monitors student engagement and progression in order to identify students who are at risk of not successfully completing their units of study. The following policies outline the various academic related support strategies and mechanisms that are in place and available to students. Intervention Strategies are implemented with an individual focus that considers any contributing factors such as a disability or compassionate and compelling circumstances.

- [Academic Integrity Policy](#)
- [Access Equity And Equal Opportunity Policy](#)
- [Assessment Policy](#)
- [Attendance Policy \(ELICOS\)](#)
- [Attendance Policy \(FSDP\)](#)
- [Completion within Expected Duration of Study Policy](#)
- [Course Progression Policy and Procedure](#)
- [Course Review Policy and Procedure](#)
- [Credit Transfer Policy](#)
- [Deferment, Suspension or Cancellation Policy](#)
- [Deferment, Suspension or Cancellation Procedure](#)
- [English Language Standards Policy and Procedure - FSDP](#)

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- [Enrolment Policy](#)
- [Enrolment Procedure](#)
- [Examinations Policy](#)
- [Overseas Student Transfers Policy](#)
- [Recognition of Prior Learning Policy](#)
- [Review of Marks Policy](#)
- [Special Consideration and Deferred Assessment Policy](#)
- [Student Grievance Policy](#)
- [Student Support Services Policy](#)
- [Sexual Harassment Prevention and Response Policy](#)
- [Sexual Assault Prevention and Response Policy](#)

4 Non-academic support.

Various support mechanisms and options are available to students to assist them with successfully completing their units, such as and that students are made aware of these support services throughout their study, such as:

- Student Orientation Policy
- Student Counselling Policy
- [Care of International Students under the Age of 18 Policy](#)
- [Child Safe Policy and Standards](#)
- [Critical Incident Policy And Procedure](#)
- [Disability Services Policy](#)
- [Privacy Policy](#)
- [Staff capabilities educational resources and premises](#)

The Wellbeing page on the college website also provides information on support available to students. This includes counselling services, skills for good health, healthy body & mind, safety, and emergency support. Where it is identified that non-academic support is required, including but not limited to, mental health and well-being support, students may be referred to Student Learning Advisor and /or Student Counsellor.

In addition to the support services available, students are advised of how to seek assistance and advice for a variety of circumstances, such as emergency services and incident reporting.

5 Reporting

In accordance with section 238-10 of the Higher Education Support Act 2003, La Trobe College Australia will provide the Tertiary Education Quality and Standards Agency with a deidentified report on an annual basis.

La Trobe College Australia adheres to the Privacy Principles as set out in Schedule 1 of the Privacy Act 1988, in respect of student personal information to be obtained for the purposes of section 19-43 of the Act.

6 Relevant Legislation & Reference Material

La Trobe College Australia maintains compliance with legislation relating to student support:

Legislation/ Reference Material	Reference
Higher Education Support Act 2003	Section 19-65 and 238-10
Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023	Support for students' policy requirements: Section 49A (1.a – n) and (2.a – b) Requirements in relation to report given on support for students: Section 49B (1.a - j)

7 Review

This Policy is reviewed annually and at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. Any and all minor changes will be endorsed and approved by the Senior Management Team at the College. Major changes and amendments will be endorsed and approved by the relevant Academic Board.

Policy Title		Support for Students Policy	
Policy Owners		College Director and Principal, Quality Risk and Compliance Manager	
Contact Persons		Quality Risk and Compliance Manager	
Key Stakeholders		Students and Staff of La Trobe College Australia – Melbourne and Sydney.	
Approval Body		LTCA SMT	December 2023
		Academic Board	December 2023
		LTCA SMT	March 2024
Relevant Legislation		The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 Higher Education Support Act 2003	
File information		File number	Version number V1.0
Date Effective		19 December 2023	Next Review Date December 2024
Version Control and Amendment History			
Revision Date	Version	Summary of changes	Reviewer Name and Department
19/12/2023	1.0	Initial Release	QRC Manager - Compliance
08/03/2024	1.1	Updates made to the policy document based on legislative amends.	QRC Manager - Compliance