Student Support Services Policy – HE

Policy code: STU-064

Version: 8.0

Effective date: 12 February 2024

Purpose

The purpose of this policy is to provide details of the resources, information, processes and assistance available to all students in terms of access to services that support a student's experience at the College.

Scope

- All campuses

- All higher education students (domestic and international)

- All Student Support Officers and Student Success Advisers

- All Academic Supervisors

- All staff (including sessionals) when relating to higher education students

- All governing bodies

Policy Statement

The College is committed to providing a personalised, innovative and engaging environment in which students receive a valuable educational and supportive student experience throughout their time studying with the College. The intent of student support at the College is that it occurs within a partnership framework, in which students are responsible for their own learning, time management and balancing life and study commitments to support course completion, while being actively supported by the College.

This policy document has been developed to provide a clear statement of the various internal and external support services available to all students. The College is committed to students' safety, wellbeing and a student experience that supports an active, harmonious, ethical and positive experience centred on academic learning, research and professional and personal growth. International students are included in the scope of this policy and should also refer to the *Student Support Services Policy - International.*

Access to Information

The College provides a range of student support services to all students throughout their time studying at the College. Students will be provided with up-to-date information on support options offered by the College through internal communication channels which include but are not limited to the College website, the LMS (Learning Management System), Student Portal, Student Hub, on-campus signage, student email correspondence via eWeb, written notifications and social media communication channels used at the College.

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Student Orientation

The Student Orientation is scheduled one week prior to the start of each study / teaching period and is delivered via a Virtual Orientation session, designed to assist commencing students with their transition to higher education study. This program introduces students to support teams across departments including Student Support Officers, Student Success Advisers, Student Partners, Academic Support, and completes an introduction into what to expect in your studies with the College. The 'Welcome to Orientation Essentials' is available for all students to access via the LMS (Learning Management System) > Learning Resources > Orientation Module. On admission to the College all students are enrolled into this module which provides information and links on how to access the support services and resources available to all students as they start their learning journey with the College.

The College offers a range of information brochures on campus and via the College website in the Student FAQs section that includes information on how to access student support resources at the College.

For further information refer to the following resources:

- *Student Handbook – Higher Education*

- *Student Consultation Policy – Higher Education*

- *Student Hub -* a digital resource for FAQS and support resources.

Campus Tours

The College has six campus locations in Australia and runs monthly campus tours; students are encouraged to book via the College website. A campus orientation 'guide to campus life' is available for each location at Student Support desks and via the website https://www.endeavour.edu.au/About-Us/Campuses.

The Campus guides are available on the Student Hub, and have been designed to assist students in discovering important information about each campus location.

Learning Management System

The Learning Management System (LMS) is where the teaching and learning resources are located. Through the LMS students can access course materials, submit assignments, view subject outlines and access a wide range of support tools including learning resource modules, library catalogue and online exam training modules. The LMS Help option allows students to book consultations with Student Support Officers, Student Success, and Academics. and International

- Access the LMS via https://learn.endeavour.edu.au.

Student Portal

The Student Portal is where students can manage the administration side of studies, such as finances, timetabling, student requests and overall course administration (e.g. FEE-HELP applications and subject payments, subject enrolments including adding or withdrawing from a subject, viewing credit points, subject results, GPA and connecting with support teams at the College). Students are able to submit requests via the Forms tile and/or Case Management tiles for Health and Wellbeing > Access and Equity applications, Fees Remissions and Refunds,

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Special Consideration and Academic Appeals, and Complaints and Appeals. All College communications will be viewable in the Interactions and Communications tab and all communications sent to the student's eWeb account.

An overview of the Student Portal, including 'How To' videos and student support documents are available for support via the Student Hub.

- Access the Student Portal via https://portal.endeavour.edu.au/

- Access the Student Hub via https://ecnh.sharepoint.com/sites/Stu

Student eWeb

The student eWeb account is a student's email address; once enrolled, all College communications will be sent via the student eWeb address, i.e. official communication regarding changes to classes, fees, academic progression, student portal interactions, forms, case submissions or student support contacts.

- Access and set up your Endeavour eWeb address via eweb.endeavour.edu.au

Student Hub

The Student Hub is a support platform that is designed to support students in navigating their studies with answers to FAQs, training resources and video libraries for the Student Portal, re-enrolment and timetable information, links to Systems and Portals and Campus pages and socials.

- Access the Student Hub via https://ecnh.sharepoint.com/sites/Stu

- Student Support Services

Student Support Officers

The College has Student Support Officers at each campus (part of the Student Operations team) who students can contact directly via the following methods:

- during business hours on campus, 9am to 4pm.

- by telephone on 1300 462 887 - select student support

- by submitting a ticket via the Student Help Hub > Student Services https://help.endeavour.edu.au/

Alternatively, students can arrange a specific time to meet with a Student Support Officer for a consultation in person to seek support throughout their time studying with the College. These can be booked through LMS > Learning Resources > Help > Consultations > Student Support Officers.

- The Student Support team will be able to assist students with their enquires from orientation to graduation. All students are able to access the Student Hub which is designed to provide valuable information and support for students with sections / tabs to support the Latest Updates, FAQS, Link to Support tabs, Re-enrol and Systems & Portals Links. The *Student Handbook – Higher Education* is also available for students.

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Student Success Advisers

As students onboard to the College they will be assigned a Student Success Adviser. The Success Adviser role is to support students with study and course progression advice that includes planning, enrolling and managing studies towards course completion outcomes.

The College recognises that during the course of study a student's circumstances may change and impact their study plans, and all students are encouraged to connect and seek assistance by:

- booking a consultation via the LMS > Help > Consultation > Student Success Consultations.

- submitting a ticket via the Student Help Hub > Success (https://help.endeavour.edu.au/)

- calling 1300 462 887 select reenrolment support to speak to student support teams and / or request a call back.

All students are encouraged to connect with a Success Adviser to support progression planning that aligns with meeting academic progression and following course outlines to support course completion.

- For further details refer to Course Outlines and the *Academic Progression Policy – HE*.
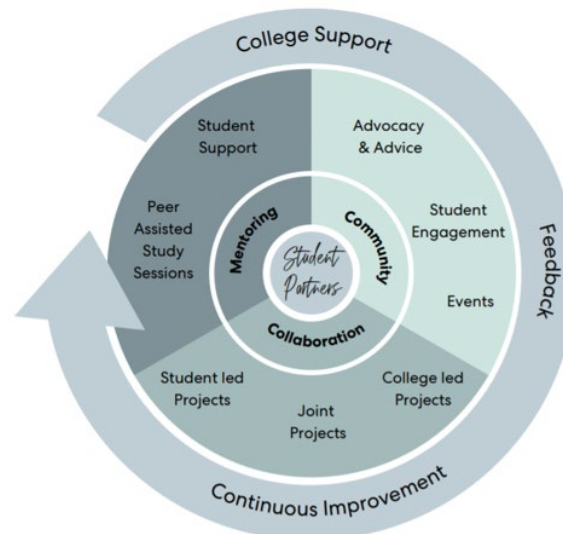
Student Partners

The College provides students with an opportunity to represent the student body in an ongoing partnership with staff and the broader College community, supporting open channels of communication between students, operational and academic departments across each of the campuses. The Student Partners roles are designed to support the student experience and are underpinned by the *Student Code of Conduct - HE* that defines the relationship that exists between students, the staff who teach them and the broader College community.

The Student Partners model has been developed with three key focus areas identified for ongoing initiatives:

- Community - Advocacy and Advice, Student Engagement and Events

- Collaboration – Student-led Projects, College-led Projects, Joint Projects

- Mentoring - Student Support, Peer Assisted Study Sessions.

Students that have an interest in becoming actively involved in College life are encouraged to join the Student Partners Program; an expression of interest form can be completed via the Student Hub : Student Partners and / or the LMS > Campus > Student Life > Student Partners or connect via student.partners@eweb.endeavour.edu.au

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Student Partners Model

Student PASS Program

The Peer Assisted Study Sessions (PASS) program is supported by the College across selected first year subjects.

The PASS program is led by Student Partners and is a voluntary study assistance program that utilises peer-led group study to help students succeed in traditionally difficult subjects or those that are perceived as difficult by students. PASS targets tough disciplines / subjects which over time have demonstrated their difficulty; these subjects can be challenging for many students as they onboard with their studies e.g. Biosciences.

In tutorials, Academics or Tutors typically cover a set of work and assessments; PASS differs from regular tutorials as each PASS session has an agenda determined by the PASS Leader and the students attending for that week.

Each week, PASS Leaders:

- offer regularly scheduled, one hour PASS sessions

- promote their sessions as "guaranteed study time" because by attending PASS, students have an opportunity to meet with classmates outside of 'class' and engage with the subject material

- support students to compare and clarify class notes, review textbook readings, and discuss key course concepts

- provide an opportunity for students to complete learning activities while developing study skills for that subject, all under the guidance of a more senior student who has been specifically trained for the role.

The Student Partners are supported by PASS registered training and resources. The subjects that are included in PASS have a tab on the LMS > Subject dashboard for student registration.

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Student Feedback

The College welcomes and supports feedback from students, as this allows the College the opportunity to continuously review and improve service offerings and support provided to students during their time with the College. The forums for such feedback are:

- to approach a member of Student Support, Success or operational staff

- to use regular student feedback surveys via the LMS, administered for every subject at the end of each study / teaching period

- to provide feedback via ad hoc student feedback surveys sent via marketing communication channels

- to provide feedback through the Student Portal > Student Assistance > Provide Feedback

- to provide feedback via the Student Help Hub > Provide Feedback link

- to provide informal and formal feedback through the Student Portal > Complaints and Appeals

- to provide feedback at the end of each subject via the Provide Feedback survey

- to provide feedback via the Student Experience QILT (Quality Indicators for Learning and Teaching) Higher Education annual survey https://www.qilt.edu.au/

All students are encouraged to speak with student support staff and/or an academic staff member about feedback, or submit feedback via the support options listed above. In some cases, students or potential students may feel that they have experienced unfair or unreasonable treatment, disadvantage or distress and may wish to pursue feedback through a more formal process.

For further details refer to the *Complaints and Appeals Policy – Domestic Students – HE.*

Fee Support

All students studying at the College and enrolled within a higher education course are expected to pay the enrolled tuition fees in full by the census date of the relevant subject. This can be undertaken using the FEE-HELP loan scheme (subject to eligibility), or by full upfront payment of fees upon enrolment.

- All students are responsible for the timely and deadline-driven submission of Government FEE-HELP application forms and the management of their FEE-HELP via Study Assist > https://www.studyassist.gov.au and the ATO government portals.

- All students are expected to manage their subject enrolments to align with census dates which are available to view via the Student Portal and the Student Calendars available for each study / teaching period, and on the Student Hub > Re-enrol tab and / or the Re-Enrolment section of the website

In cases where students may be struggling to pay fees, students can contact a Student Support Officer or email feehelp@endeavour.edu.au to discuss support options available.

For further details refer to the *Fees Policy – Higher Education.*

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Facilities Support

Our Campuses have a national footprint. Each campus has a different vibe reflecting the culture of each city and supports a place to socialise with other students and to form life-long friendships. Enjoy these spaces as a place to relax, study, meet with friends, eat and learn together. All students are able to provide feedback about campus facilities by submitting feedback via the Student Help Hub > Provide Feedback and / or the Student Portal > Complaints and Appeals or by speaking with a Student Support Officer or Clinic and Campus Administrator or a Clinic and Operations Manager / on site.

The College has a range of policies that support a positive, harmonious and safe campus environment for all students such as:

- *Alcohol and Other Drugs Policy – Higher Education Students*

- *Children on Campus Policy*

- *Student Code of Conduct – HE*

- *Work Health and Safety (WHS) Policy*

Other policies supporting a safe and positive campus environment can be found on the College Policies section of the website.

To support students throughout their study the College also offers the following facilities:

- **Endeavour Wellness Clinics** are located on each of our campuses and are an important part of your study journey. All students have access to support resources that outline expectations in a clinical setting and the standards required to support the health and safety of students, staff and patients. Refer to the *Clinic Handbook*, *Clinic Student Safety Policy* and the *Campus Visitor and Client Safety Policy.* The College encourages students to visit and make an appointment at Clinics to support their health and wellbeing throughout their studies. All students holding a current Student ID Card are eligible to receive treatments for a special concession price.

  For further information, visit the Endeavour Wellness Clinic website https://www.endeavourclinic.com.au/

- **Student Common Rooms** are located on each campus and are not only places to prepare food and eat, but also to socialise and relax with fellow students. Students are welcome to store their (labelled) food in the fridges and you will find vending machines and other handy facilities here.

Student Safety on Campus

The College is committed to supporting a positive health and safety culture and ensuring, as far as practicable, a safe and healthy environment for all students on campus.

The College has a range of policies and procedures that are enacted for any incident which has the potential to, or actually does, impinge upon the wellbeing of the students, staff or the College. The College conducts regular health and safety training with staff to support the implementation of health, safety and wellbeing policies outlined below to support students' safety on campus:

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- *Critical Incident Policy*

- *Campus Visitor and Client Safety Policy*

- *Clinic Student Safety Policy*

- *Children on Campus Policy*

- *Disability Policy*

- *Notifiable Disease and Infection Control Policy*

- *Student Equal Opportunity and Fair Treatment Policy – Higher Education*

- *Student Code of Conduct – HE*

- *Work Health and Safety (WHS) Policy*

To support a safe and harmonious campus environment the college encourages feedback on facilities and campus related health and safety feedback via Student Help Hub > Provide Feedback / Facilities or the Student Portal > Complaints and Appeals. The Clinic and Campus Operations team monitors feedback regularly and addresses any reported facilities, hazards or incidents reported.

Students should be mindful of their own safety on campus and to raise their own awareness of personal safety procedures on campus. All students can expect regular communications via the Student Portal, Student Hub, LMS, student newsletters, student notice boards, student eWeb and social media communication channels.

If a student requires extra support on campus, it is recommended to contact a Student Support Officer for support options and refer to the *Student Wellbeing and Safety website* and safe campus business cards available at all campus locations. To discuss support options in person, a student consultation can be booked via LMS > Help > Consultations > Student Support Officers.

Safe Campus

The College has zero tolerance for sexual assault, harassment, bullying and discrimination and expects that students regardless of background or intrinsic characteristics are able to participate fully in College activities and will feel their contribution is welcomed, valued and supported.

All students are expected to observe reasonable standards of behaviour with respect to all activities and property while on campus and the College requires all students to adhere to the *Student Code of Conduct – HE*. Students who behave in a manner that contradicts the *Student Code of Conduct – HE* or any other related codes and policies may be liable for student misconduct and disciplinary action as per the *Student Misconduct Policy – Higher Education.*

In cases where students may require extra support on any matter of a sensitive nature, they are encouraged to approach a Student Support Officer or a trusted member of staff. To discuss support options in person a student consultation can be booked via LMS > Help > Consultations > Student Support Officers.

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In cases where students may be uncomfortable approaching a member of staff, students may email in confidence to safecampus@endeavour.edu.au. All feedback lodged through this email is monitored by senior staff and all allegations will be investigated in a manner that is fair, impartial, equitable and with compassion and empathy. In each case the principles of natural justice (procedural fairness) will be adhered to in making decisions related to addressing concerns and determining outcomes.

In some cases, students may experience a misadventure that is outside the control of the College and unrelated to their course of study, such as an assault in a city street on their way to College. In such circumstances the College may not have jurisdiction to investigate such incidents or take actions against those responsible. The College is able to offer and extend all of the support options available such as access to the TalkCampus 24/7 support platform, access to ACS (Australian Counselling Service) free consultations and crisis support providers, or academic support to students who experience extenuating or exceptional circumstances due to misadventure.

For further information refer to the *Student Equal Opportunity and Fair Treatment Policy – Higher Education.*

TalkCampus

The College understands that students face many pressures when studying and provides all students' access to TalkCampus, a free to download peer support app for students who are struggling with studies or their mental health and wellbeing. It is accessible 24 hours a day, 7 days a week and free of charge for all current students.

To access TalkCampus:

- Sign up via https://www.talkcampus.io/sign-up

- Set up your account via https://www.endeavour.edu.au/current-students/support-services/talk-campus/

Students may require this support for various situations including:

- Medical Reasons – where a student's medical condition has changed to such an extent that it impacts upon their current studies and performance

- Family / Personal Reasons – such as death or severe medical problems within a family, or unforeseen family financial difficulties that may impact upon current progress and performance

- Personal Circumstances – that may be impacting a student's ability to focus on studies

- Stress due to study – such as insufficient development of skills in the area of expertise, underestimation of the demands of study and course load requirements, academic capacity, differing expectations of teaching and learning styles.

For further information refer to the website for:

- Support Services - https://www.endeavour.edu.au/current-students/support-services/

- TalkCampus - https://www.endeavour.edu.au/current-students/support-services/talk-campus/

- Student Wellbeing Support - https://www.endeavour.edu.au/current-students/support-services/student-wellbeing-and-safety/

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Student Counselling Support

The college offers five free counselling sessions for all students through the Australian Counselling Service (ACS) (external counselling service). The ACS provides counselling support for a range of concerns including stress, relationships, managing your studies, and everyday worries.

To connect to counselling register via the LMS > Campus > Vitality Pass

Academic Support

The College is committed to assisting students in their studies to achieve their academic goals. Academic assistance and support are offered to all students to ensure that the professional learning outcomes of each subject is achieved, and a range of support opportunities are provided through the provision of extra tutorial support, academic resources, special considerations and academic consultations.

Students are able to book a consultation with an academic via LMS > Help > Consultation > Academic Consultations. For further support refer to the *Student Consultation Policy – Higher Education.*

To support commencing students, the following modules are offered free of charge to all students onboarding into a course at the College:

- *Essential Academic Skills*

- *Essentials of Health Sciences*

These modules are available to all students and introduce study skills, academic writing, reflective writing, numeracy, referencing, critical thinking, collaboration, time-management, communication, goal setting, technology-based skills and general biology-related skill strategies to support a student's success as they start their learning journey at the College.

For further information refer to LMS > Learning Resources > Essential Academic Skills and LMS > Learning Resources > Essentials of Health Sciences.

Library Support

The College's reference library supports teaching, learning and research activities by providing students with access to print and electronic collections. Students are welcome to study individually or in groups, use library computers, or bring in a personal laptop or tablet and connect to the Wi-Fi network. All prescribed and recommended readings are available through the library.

Study Skills

To assist students academically, a range of resources to support skill development in the areas of academic integrity and study skills are available to all students via the LMS such as:

- LMS > Learning Resources > Academic Integrity

- LMS > Learning Resources > Essential Academic Skills

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- LMS > Learning Resources > Essentials of Health Sciences

- LMS > Learning Resources> Computer Skills - Essentials

- LMS > Learning Resources > Online Exam Training Module

- Library website / Study Skills

- Library website / Databases

- Library website / Library guides

All students are encouraged to build academic skills throughout their study to support maximising grades. In cases where extra academic support is required, a consultation can be booked via LMS > Help > Consultations > Academic Consultations.

For further information refer to the *Student Consultation Policy – Higher Education.*

Studiosity

Studiosity is a 24/7 personalised study help platform that supports students in their studies. Studiosity supports students to access:

- A free service that allows students to receive detailed, personalised feedback in less than 24 hours

- Upload draft essays or assignments and get detailed feedback prior to submission

- Live chat with a Subject Specialist to work through a study problem in real time

- Reach out for support prior to examinations

- Join via LMS > Help > Studiosity - Study Help

English as a Second Language Program

In cases where students may be struggling with the English language requirements or associate with EAL/D (English as an additional language/dialect) for their enrolled course, students may choose to register as an ESL (English as a Second Language) student at the College.

- A student may register for the ESL Program via the Student Portal > Forms > ESL Registration form and upload supporting documentation with the submission of the form.

- A Student Support Officer will review the submission and confirm your registration for the ESL program.

- To discuss options a student consultation can be booked with Student Support via the LMS > Help > Consultation > Student Support Officers.

For further details refer to the *English Proficiency Policy - Higher Education.*

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Language, Literacy & Numeracy (LLN) Support

The College employs a number of teaching and learning strategies including the use of verbal explanations, diagrams / charts, group presentations, demonstrations, modelling and activities to assist and support students with differing student learning styles and requirements. In cases where students may be struggling with LLN or to support students who self-identify with LLN concerns, it is recommended to contact a Student Support Officer.

To discuss options in person, a student consultation can be booked via LMS > Help > Consultations > Student Support Officers / Academic Consultations

For further details refer to the *Inherent Course Requirements.*

Student At Risk Support

The College recognises that during the course of study a student's academic performance may fluctuate due to a range of factors, placing students 'at risk' of losing their good academic standing. To support students 'at risk', systematic assessments of student performance occur during the study period through a series of Risk Assessments including review of attendance / login, first assessment task failure / non-submission, first period subject failure, academic reviews after result release.

In order to support a student that has been classified as a Student at Risk, the College may require the student to:

- meet with a Student Success Adviser or the National Student Affairs Manager (for internationals) to assess study load management and progression

- meet with an Academic Supervisor to assess study support

- attend recommended additional tutorial classes

- connect with a Student Partner and attend PASS sessions

- complete additional free modules via the library A-Z databases and learning modules such as PALMS

- agree to an intervention strategy that may include limited subject enrolment, regular tutorial consultations and success consultations to support course progression.

All students are encouraged to seek assistance from a Student Support Officer, Student Success Adviser or Academic Supervisor if they are struggling with their study load or course, or if there has been a sudden change in circumstances that may impact success in their studies.

To discuss options in person, a student consultation can also be booked via LMS > Help > Consultations > Student Support Officers / Student Success Consultations / Academic Consultations / International.

For further details refer to the *Support for Students at Risk Policy – Higher Education.*

Access and Equity Program

The College encourages students with a disability or mental health condition to self-disclose their condition upon entry to the College or to a Student Support Officer or Student Success Adviser, or the National Student Affairs Manager. In cases where students may present with a disability or mental health condition that impacts their study,

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it is recommended that students register and engage the support of the <u>Access and Equity Program</u>. The primary purpose of self-disclosure is to enable the College to facilitate a student's successful progression through study by providing 'reasonable adjustments'.

- The National Student Affairs Manager can discuss reasonable adjustments and support options.
- Students can apply for the program via the Student Portal > Health and Disability > Access and Equity application.
- A student consultation can be booked via LMS > Help > Student Support Officers.

For further information refer to the *Disability Policy*.

Reasonable Adjustment Support

To support students that disclose a disability or mental health condition and register with the Access and Equity Program, a 'reasonable adjustment plan' (RAP) will be put in place to support reasonable adjustments in a learning environment. Reasonable adjustments may modify learning resources, learning environment, teaching method, or assessment conditions to increase the participation of a student with a disability, mental health or medical condition to maximise their success in the subject and course.

When taking into consideration reasonable adjustments to support students, it is still a requirement that the Inherent Course Requirements are met for course completion and association registration. The Inherent Course Requirements **will not** be compromised and are available on the <u>College website.</u>

To support students' understanding of any recommended adjustments to support subject and course studies, a meeting may be arranged with the Head of the Department, (HOD) or Academic Supervisor (AS) with the National Student Affairs Manager (or nominated delegate), to discuss the reasonable adjustments that can be agreed to without compromising academic standards or the inherent course requirements. The National Student Affairs Manager can discuss your reasonable adjustment requirements and support options. To discuss in person, a student consultation can be booked via LMS > Help > Student Support Officers.

For further information refer to the *Reasonable Adjustment Policy* and the *Access and Equity Handbook*.

Special Consideration Support

The College recognises that during the course of study students may have circumstances that require special consideration.

All students are encouraged to seek assistance from a Student Support Officer, Student Success Adviser, or Academic Supervisor if there has been a sudden change in circumstances that may impact success in their studies.

- To discuss options a student consultation can be booked via LMS > Help > Consultations > Student Support Officers / Student Success Consultations / Academic Consultations.

Special Considerations Academic

For all academic special considerations, students are recommended to:

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- meet with an Academic Supervisor via the LMS > Help > Consultations > Academic Consultations
- submit a request for special consideration via the Student Portal > Special Considerations and Appeals

Refer to the *Special Consideration Policy – Higher Education.*

Special Considerations Non-Academic

For all non-academic special consideration, students are recommended to:

- meet with a Student Support Officer or Success Adviser via the LMS > Help > Consultations > Student Support Officers / Student Success Consultations
- submit a request for non-academic special consideration via the Student Help Hub > Provide Feedback > https://help.endeavour.edu.au/ or via the Student Portal > Complaints and Appeals > General Complaint as an informal feedback submission.

Refer to the *Complaints and Appeals Policy – Domestic Students – HE.*

Careers Support

As part of the Vitality Pass program, each student will receive access in their final year of study to 3 free career mentoring sessions:

- one-on-one consultations with a careers specialist
- specially designed for final-year students.

For more information:

- visit the College website (endeavour.edu.au > Future Students > Vitality Pass)
- the LMS > Campus > Vitality Pass

Privacy

A student's right to privacy is respected and upheld and the College aims to protect and provide absolute privacy and quality assurance for all students at the College.

For further information refer to the *Privacy Policy.*

College Support

To support students who experience extenuating or exceptional circumstances, the College:

- extends special consideration to students in respect of the course and any assessment item in the course as specified in the *Assessment Policy - Higher Education* and the *Special Consideration Policy – Higher Education*
- provides an application process for deferred assessment or examination for students prevented from undertaking an assessment item or exam as specified in the *Examination Policy - Higher Education*
- considers requests for leave of absence or withdrawal from a course/s due to special circumstances on the grounds supported by appropriate documentary evidence as specified in the *Leave of Absence, Variation of Course and Withdrawal Policy – Higher Education* and related (International) policy

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- considers requests for remissions of fees based on special circumstances on the grounds supported by appropriate documentary evidence as specified in the *Remissions of Financial Liability due to Special Circumstances Policy - Higher Education*

- may extend the maximum period of completing a program on the basis of exceptional circumstances affecting the student's progress in the program as specified in the *Academic Progression Policy - Higher Education.*

The Student Portal will support all forms and case management submissions, such as:

- changes to personal details, changes to study plans, course leave of absence, change of campus, variation of course, documentation submissions such as eCaf, USI, or First Aid, alongside general updates or requests.

- Health & Disability for all Access and Equity applications, managed through case management.

- Special Consideration and Academic Appeals for all applications for special consideration, assessment extensions, deferred examinations and academic appeal documentation.

- Fees Remissions and Refunds for all applications for fees remissions and refunds, managed through the case management system

- Complaints and Appeals for all student informal and formal feedback, managed through the case management system.

Resources

The College integrates equal opportunities and fair treatment principles for students throughout its operations. In affirmation of this integration the College has policies, procedures and programs such as:

- Access and Equity Program that exists to enable equal participation of every student focusing on increasing student social inclusion and assisting students to achieve the graduate outcomes in their course.

- *Admission and Enrolment Policy – International* and related Procedure that explain the commitment and process of ensuring that admission of international students is fair, transparent and ethical, and in line with the National Code and legislative requirements around the provision of education to international students in Australia.

- *Admissions Policy - Undergraduate - Higher Education* and related Procedure that explain the commitment and process of ensuring that admission of students is fair, transparent and ethical and compliant with Higher Education Standards.

- *Complaints and Appeals Policy - International* and related Procedure that sets out the considerations and processes that must be taken into account when managing international student complaints and appeals to ensure that the concern raised by an international student are addressed using the appropriate channels in order to facilitate an equitable, confidential and a timely resolution.

- *Disability Policy* which sets out the College's commitment to provide an accessible and inclusive study environment to all students with a disability or mental health or medical condition.

- *Examination Policy - Higher Education* which provides a framework, set of principles and the minimum requirements for circumstances under which a student may seek requests for deferred examinations under special considerations and circumstances.

- *Complaints and Appeals Policy – Domestic Students – HE* and related Procedure which includes the strategies and processes needed to manage student grievances to ensure that the students concern is raised and addressed using the appropriate channels to facilitate equitable, confidential and a timely resolution.

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- *Privacy Policy* describes the importance of privacy and security of personal details of students and the practices required to handle the information.

- Provision of Reasonable Adjustment (*Reasonable Adjustment Policy*) in which the College will take all reasonable steps to ensure a student with a disability or special need is able to seek admission to or apply for enrolment; is able to participate in the courses provided; is able to use the facilities and services of the College; and where required able to participate in assessment tasks.

- *Remissions of Financial Liability due to Special Circumstances Policy - Higher Education* which provides a broad framework, set of principles and the minimum requirements for circumstances under which a student may seek remission of debt or refund of fees under special considerations or other circumstances where the application of the College's policies requires consideration of special circumstances.

- *Special Consideration Policy – Higher Education* which provides a broad framework, set of principles and the minimum requirements for circumstances under which a student may seek requests for assignment extensions under special considerations or other circumstances where the application of the College's policies requires consideration of special circumstances.

- *Student Code of Conduct – HE* frameworks the College's values and encourages active engagement between the College and the higher education student body within the contexts of professional practice, teaching and learning, and the life of the College community. It outlines the College's expectations of students as individuals and responsibilities of a higher education student enrolled at the College.

Policy exceptions

Any student who wishes to apply for an exception to meeting any College policy requirements should follow the following processes:

- Academic policies – any student wishing to apply for an exception to an academic policy (e.g. assessment policy, examination policy, academic progression policy) should apply through the process outlined in the *Special Consideration Policy – Higher Education*.

- Non-academic policies – any student wishing to apply for an exception to a non-academic policy (e.g. Clinic Student Safety Policy, Timetabling Policy) should choose to 'submit feedback' through the Student Help Hub, Student Portal or LMS.

Definitions

College - In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

Academic Integrity - means to act in such a way that maintains integrity of all academic work and is not academically dishonest in any way.

Academic integrity requires that in providing for students with disabilities, the College continues to ensure the integrity of its courses and assessment requirements and processes, so that those upon whom if confers an award are able to present themselves as having the appropriate knowledge, experience and expertise implicit in the holding of that particular award.

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Complaint - A statement that a situation is unsatisfactory.

Disability – The College defines disability in accordance with the *Commonwealth Disability Discrimination Act 1992*.

Formal Complaint - refers to the formal lodging of a written complaint or appeal. An official statement of a complaint over something believed to be wrong, which has resulted in what is believed to be by the Claimant, unfair treatment.

Health – the state in which an individual does not suffer from any disease or injuries as a result of work, work activities or the work environment.

Informal Complaint - refers to a range of processes, such as discussion, a request or query lodged with an appropriate staff member.

LLN - language, literacy and numeracy skills relate to how we communicate with each other. LLN skills are often, but not always, used at the same time.

Language – Language relates to the words, verbal structures and gestures we use to convey meaning. This includes communication forms such as speaking, listening, reading, writing and visual communication (such as the Australian sign language –AUSLAN), Language also encompasses broad groupings, such as English, Mandarin, Waripiri, and industry-specific jargon, acronyms and technical references. These can change and evolve over time. The value placed on the different communication forms of language will vary.

Learning Outcomes - the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning. Literacy –Literacy means being able to read and use written information. It also means being able to contextualise writing in an appropriate way.

Literacy - involves synthesising speaking, listening and critical thinking with reading and writing. Literacy skills allow us to interact effectively with one another.

Natural Justice Principles - Principles that ensure justice is not only done, but seen to be done. In procedural terms, a decision maker should not only act in good faith and without bias but should also grant a hearing to any person whose interests will be affected by the exercise of that decision before the decision is made. The respondent must be given full details of the matter.

Non-academic Grievance - a grievance about operational or administrative matters within the College, unfair treatment, abusive behaviours, concerns about facilities, environment and safety.

Peer Assisted Study Session (PASS) Program - PASS is a study support program, that utilises peer-led group study to help students succeed in traditionally difficult subjects, or those that are perceived as difficult by students.

Student Partners - represent the student body in an ongoing partnership with staff and the broader College community supporting open channels of communication between students, operational and academic departments across each of the campuses.

Reasonable Adjustment – The College defines reasonable adjustment in accordance with the *Commonwealth Disability Standards for Education 2005* subsection 3.4.

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An adjustment is a measure or action (or groups of measures or actions) taken by the College to assist a student with a disability, mental health or medical condition to participate in education and training on the same basis as other students. An adjustment is reasonable if it achieves this purpose while taking into account the student's learning needs and balancing the interests of all parties affected, including those of:

- the student with the disability
- the education provider (the College)
- staff
- other students

An adjustment is reasonable in relation to a student with a disability, mental health or medical condition if it balances the interests of all parties affected.

Safety – the state in which the risk of harm (to persons), damage to property or the environment is limited to an acceptable level.

Special Circumstances – Students may apply for Special Circumstances when a decision has been made by the College upon application of the relevant policy that may require reassessment due to extenuating circumstances. For example, students may apply for an extension of a written assessment or deferral of an examination if a situation occurred that was beyond the student's control which affected the student's participation in study. For further information refer to *Special Consideration Policy – Higher Education*.

Staff - Refers to anyone employed and being paid by the College either on an ongoing basis or as a casual contractor.

Student – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Student at Risk (SaR) –a student is deemed to be 'At Risk' if they are not performing adequately in, or progressing through, their course as per the *Academic Progression Policy –Higher Education*

Student Services, Success and Support Staff - Staff who provide a comprehensive range of services to support students in their educational, vocational, cultural, social and personal development and success.

Study period – is a period of time over which a subject is taught, according to the College calendar. On campus study periods are expressed in semesters (16 weeks). Online study periods run for the same length of time as on campus study periods but may begin on a different date.

Support – The College connects students with a disability to specialised services or adjustments with the aim of assisting them to achieve personal and educational goals at the College. This support enables the College to meet its access and equity commitments as well as disability legislative requirements under Commonwealth law. For further information refer to the *Access and Equity Handbook.*

Working Day - a weekday (Monday to Friday) on which the College is open for business. This does not include national public holidays or College shutdown periods (e.g.: Christmas holidays) as noted on the Student Calendar.

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Related procedures

Academic Integrity and Student Misconduct Procedure

Admissions Procedure

Complaints and Appeals Procedure

Timetabling Procedure

Further information

Related policies

- *Academic Integrity Policy – Higher Education*

- *Academic Progression Policy – Higher Education*

- *Admissions and Enrolment Policy – International*

- *Admissions Policy – Undergraduate – Higher Education*

- *Alcohol and Other Drugs Policy – Higher Education*

- *Assessment Policy – Higher Education*

- *Clinic Client and Visitor Safety Policy*

- *Children on Campus Policy*

- *Clinic Student Safety Policy*

- *Complaints and Appeals Policy – Domestic – HE*

- *Complaints and Appeals Policy – International*

- *Critical Incident Policy*

- *Disability Policy*

- *English Proficiency Policy – Higher Education*

- *Examination Policy*

- *Fees Policy – Higher Education*

- *Leave of Absence, Variation of Course and Withdrawal Policy – Higher Education*

- *Library Policy*

- *Notifiable Diseases and Infection Control Policy*

- *Non-Award Study Policy*

- *Privacy Policy*

- *Student Code of Conduct - HE*

- *Special Consideration Policy – Higher Education*

- *Student Consultation Policy - Higher Education*

- *Student Equal Opportunity and Fair Treatment Policy – Higher Education*

- *Student Support Services Policy – International*

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- *Support for Students at Risk Policy – Higher Education*

- *Reasonable Adjustment Policy*

- *Remission of Financial Liability due to Special Circumstances Policy – Higher Education*

- *Work Health and Safety (WHS) Policy*

Related documents

- *Access and Equity Handbook*

- *Clinic Handbook*

- *Course Brochures*

- *ECNH Student Support – Student Code of Conduct Brochure*

- *FAQ for New Endeavour Students (Booklet)*

- *PASS Program PASS leader handbook*

- *PASS Program Sessions Planning form*

- *PASS program Sessions Observation Form*

- *Student Handbook – Higher Education*

- *Student Partners Handbook*

- *Student Partners Agreement*

- *Student Partners Terms of Reference*

- *Student Partners Expressions of Interest Form*

- *Student Partner Collaboration – Student Project Proposal Form*

- *Student Partner Collaboration – Staff Project Proposal Form*

- *Student Partners Meeting Agenda and Minutes Template*

External references

Higher Education Standards Framework (Threshold Standards) 2021

TalkCampus sign-up

Benchmarking

Bond University

CQ University

Griffith University

Related legislation

Australian Qualifications Framework

Disability Discrimination Act 1992

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Higher Education Support Act 2003

Higher Education Support (Transitional Provisions and Consequential Amendments) Act 2003

Higher Education Standards Framework (Threshold Standards) 2021

Tertiary Education Quality and Standards Agency Act 2011 (Cth)

State Work Health and Safety Laws

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Review and approval

Policy author

Director of Student Services and Retention

Policy owner

Director of Student Operations

Contact

Director of Student Operations

Deirdre.mathias@endeavour.edu.au

Recommended by

Director of Student Operations

Recommended date: 03 February 2023

Approval body

CEO

Approval date: 12 February 2023

Policy status

- Revised – administrative / operational process changes only.

Responsibilities for implementation

- Admissions Advisers
- Clinic & Campus Operations team
- Director of Education
- Director of Student Operations
- Heads of Department
- National Student Affairs Manager
- Student Support Officers, Student Success Advisers

Key stakeholders

- Academic staff
- Director of Sales, Admissions and Retention
- Quality & Compliance team
- Students

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