



POLICY NUMBER:	2.16.1	VERSION NUMBER:	5.0
DATE LAST REVIEWED:	September 2025	NEXT REVIEW DATE:	September 2026
RELATED POLICIES:	Complaints and Appeals Policy Disability Policy Student Code of Conduct Special Consideration Policy Support for Students at Risk Policy Reasonable Adjustment Policy	RESPONSIBILITY: Academic Council	
RELATED PROCEDURES:	Student Support Services Guidelines		

STUDENT SUPPORT SERVICES POLICY

1.0 Purpose

The purpose of this policy is to affirm the College's commitment to providing all students with access to timely, equitable and culturally safe support services that promote academic success, wellbeing, and an engaging student experience.

This policy is published in accordance with the College's obligations under the [Higher Education Support Act 2003](#), the [Higher Education Provider Guidelines 2023](#) and [Education Services for Overseas Students Act 2000](#).

2.0 Scope

- All campuses
- All higher education students (domestic and international)
- All Student Support Officers and Student Success Advisers
- All Academic Supervisors
- All staff (including sessional) when relating to higher education students
- All governing bodies

3.0 Principles

Endeavour's approach to student support and the resourcing of support services is guided by the following principles:

- 3.1 Enabling success** – Effective student support is essential to academic success and to mitigating risk, ensuring that all students have equitable opportunities to progress and achieve their learning outcomes.
- 3.2 Safe and supportive environment** – Student support plays a central role in fostering a safe, respectful and inclusive study environment, and in promoting the health, wellbeing and safety of all students.
- 3.3 Responsive to student cohorts** – The range and nature of student support services will be calibrated to the needs and characteristics of Endeavour's diverse student body, including specific supports in areas such as cultural transition, English language, disability, health and wellbeing.
- 3.4 Equivalence of experience** – Student support services will facilitate equivalent learning experiences and outcomes across modes of delivery (on-campus and online) and geographic locations.
- 3.5 Resourcing and quality** – Student support services will be resourced and managed to ensure that students can access appropriate, high-quality support in a timely manner.



- 3.6 Staff capability** – Staff involved in providing student support will maintain current knowledge and skills, with opportunities for professional development to ensure quality service delivery.
- 3.7 Accessible information** – Clear, comprehensive and up-to-date information on student support services will be published through Endeavour's Student Handbook, website, LMS, Student Hub and other official communication channels.
- 3.8 Orientation and transition** – All commencing students will have access to an orientation program that introduces the full range of student support services and provides guidance on how to access them.
- 3.9 Continuous improvement** – The effectiveness of student support services will be regularly reviewed through student feedback, staff consultation, service utilisation data and external expert advice, with improvements implemented as required.
- 3.10 Compliance** – Student support services will be delivered in accordance with the Higher Education Standards Framework (Threshold Standards) 2021, the ESOS Act and National Code 2018, and other relevant regulatory requirements.
- 3.11 International student support** – Endeavour staff who interact directly with international students will be aware of their responsibilities under the ESOS framework and will provide culturally responsive support that reflects the needs and obligations of international students.

4.0 Student Support Framework

The College provides a broad framework of support services, which are regularly reviewed to ensure they remain responsive to student needs and regulatory requirements:

- **Orientation and Transition** – programs and resources to support student entry into higher education, including induction to systems, services, and campus life.
- **Academic and Learning Support** – academic consultations, study skills resources, library and digital learning tools, peer-assisted learning programs, and access to academic integrity guidance.
- **Wellbeing and Safety** – access to counselling, 24/7 peer support, safe campus initiatives, equity and disability support, and reasonable adjustments to enable full participation.
- **Progression and Course Support** – individualised study planning and course progression advice through Student Success Advisers, ensuring students remain on track for timely completion.
- **Financial and Facilities Support** – advice on fees, funding and loan schemes, together with access to facilities such as wellness clinics, learning spaces, and student common areas.
- **Student Voice and Engagement** – structured opportunities for representation, feedback and partnership through Student Partners, surveys, committees, and engagement initiatives.

Operational details regarding available student support services, access pathways and program information are set out in the [Student Support Services Guidelines](#) and associated student-facing resources.

5.0 Responsibilities

5.1 Students

- Take responsibility for their own learning, engagement, and progression.
- Seek support when challenges arise and make use of available services.
- Provide honest and timely information when requesting support.



5.2 College Staff

- Provide accurate and accessible information on student support services.
- Identify and refer students who may benefit from additional support.
- Treat students equitably, respectfully, and in a culturally safe manner.
- Maintain appropriate professional knowledge and training relevant to student support.

5.3 Academic Council

- Oversee the development, approval and monitoring of this policy.
- Ensure the adequacy and effectiveness of student support arrangements are regularly reviewed.
- Receive regular reporting on student support service effectiveness, student outcomes and identified risks, and oversee continuous improvement actions where required.

6.0 Monitoring, Review and Continuous Improvement

- 6.1 Review of, and compliance with this policy is overseen by the Provost, Head of Regulation and Accreditation, and the Academic Council.
- 6.2 This policy will be reviewed annually in accordance with the Quality Assurance Framework, and requirements of the *Higher Education Support Act 2003*.
- 6.3 The Provost, Director of Teaching and Learning and the Head of Regulation and Accreditation monitor cohort data on student support to continuously improve and address risk. This report is presented to the Academic Board quarterly and submitted to the Department annually as per reporting requirements outlined in paragraph 19-43(6)(b) of the *Higher Education Support Act 2003*.

7.0 Related Policies, Procedures and Guidelines

This policy is supported by, and should be read in conjunction with, the following policies, procedures and guidelines, which together form the College's student support and wellbeing framework:

- Student Support Services Guidelines
- Student Code of Conduct
- Academic Progression Policy
- Complaints and Appeals Policy
- Disability Policy
- Reasonable Adjustment Policy
- Support for Students at Risk Policy
- Special Consideration Policy
- Privacy Policy

Where applicable, additional procedures and student-facing resources published through the Student Handbook, Learning Management System (LMS), Student Hub and College website provide further guidance on accessing student support services.

8.0 Relevant Legislative and Regulatory Documents

- Australian Qualifications Framework
- Disability Standards for Education 2005
- Higher Education Support Act 2003
- Higher Education Standards Framework (Threshold Standards) 2001
- Higher Education Provider Guidelines 2023
- State Work Health and Safety Laws



9.0 Version Control History

Version	Date Approved	Approved By	Summary of Changes
1.0	October 2019	College Council	Created a new policy under the DSSR framework following the renaming of the <i>Student Consultation Policy – HE (DOCID-3-314)</i> , establishing the initial student support framework and consolidating academic, wellbeing and progression support arrangements in line with benchmarked policies.
2.0	March 2020	College Council	Updated the document to the rebranded template, incorporating structural, naming and administrative updates, and aligned terminology, roles and document properties with current organisational standards.
3.0	February 2023	Academic Council	Updated roles, responsibilities and student support offerings, and aligned processes and content with the new Student Management System, Student Portal functionality and updated policy template.
4.0	February 2024	Academic Council	Updated properties to publish as per DSSR request. Removed references to WWCC. Administrative updates - remove bookstore, update library to no borrowing, updating titles and other operational updates.
5.0	November 2025	Academic Council	Reviewed and streamlined the policy to retain policy-level content only, with the policy number updated in line with Endeavour's revised policy framework (previously STU-064, now 2.16.1).