Support for Students Policy

Section 1 - Introduction

(1) The University affirms its dedication to ensuring all students are provided with support and resources that assist them to complete their studies.

(2) This policy is published in accordance with the obligations of a self-accrediting organisation, under the Higher Education Support Act 2003 (Cth).

(3) In the event of any inconsistency between this policy and any University Rule, the Rule made by the Council prevails to the extent of the inconsistency.

Section 2 - Purpose

(4) This policy outlines the:

a. support services available to students to assist them with completing their studies at the University;
b. University's mechanisms for ensuring that students are aware of relevant support services.

(5) This policy is designed to provide clear guidance to University staff on the support services available to students. The policy is also available as an information source for students and community members.

Section 3 - Scope

(6) This policy applies to all enabling, coursework and higher degree research (HDR) students of the University.

(7) This policy applies to the Joint Medical Program (JMP) delivered in conjunction with the University of New England. In the event of an inconsistency between this policy and the policies and procedures specific to the JMP, then the policies and procedures specific to the JMP prevail to the extent of the inconsistency.

Section 4 - Policy Statement

(8) The University is committed to providing ongoing support to students to contribute to the successful completion of their studies and making them aware of the support services available to them.

(9) The University actively monitors student progress and identifies those students at risk of not successfully completing their studies, and will contact students based on the following data:

a. students who have not logged in to the course site for two weeks;
b. students who have not submitted an assessment item;
c. students who have not scored 50% or higher in an assessment.

(10) The University communicates with students identified as at risk of not successfully completing their studies to

ensure they are informed about and have access to the support services made available.

Section 5 - Supporting Instruments

(11) This policy should be read in conjunction with the guidelines, procedures, and other relevant University policies, including:

a. Academic Appeals Policy;
b. Adverse Circumstances Affecting Assessment Items Policy and Adverse Circumstances Affecting Assessment Items Procedure;
c. Child Safety and Wellbeing Policy;
d. Complaint Management Policy and Complaint Management Procedure;
e. Course and Programs Performance Procedure;
f. Course Assessment and Grading Manual;
g. Enrolment Manual;
h. Health and Safety Guidelines;
i. Higher Degree by Research Policy, Higher Degree by Research Procedure and Confirmation Guidelines for HDR Candidates;
j. JMP – Student Support for Professional Practice Procedure;
k. Learning Analytics Procedure;
l. Prevention and Response to Sexual Assault and Sexual Harassment Policy and Prevention and Response to Sexual Assault and Sexual Harassment Procedure;
m. Program Design and Management Manual;
n. Student Academic Progress Procedure;
o. Student Critical Incident Procedure;
p. Student Conduct Rule;
q. Supporting Students with Disability Policy;
r. Work Health and Safety Policy;
s. Workplace Bullying, Harassment and Discrimination Policy.

Section 6 - Support Services

(12) The University provides a variety of support services for students to assist in the successful completion of their studies.

(13) Academic support services include:

a. Academic English Screening Test (AEST);
b. Indigenous Tutoring Program (ITP);
c. Learning Advisors, who offer individual consultation sessions on:
    i. writing and study skills;
    ii. mathematics and statistics; and
    iii. Higher Degrees by Research;
d. Library Classes and Workshops;
e. Math Placement Test;
f. NuPrep Preparation and Bridging Courses;

g. Online learning resources, including resources on:
    i. assignments;
    ii. Enabling Pathways resources;
    iii. English language skills;
    iv. mathematics and statistics skills;
    v. online learning;
    vi. postgraduate resources;
    vii. study skills; and
    viii. writing skills;
h. Peer Assisted Study Sessions (PASS);
i. Research Training Calendar (via HDR HQ SharePoint site);
j. Student Progression Advisors;
k. Studiosity; and
l. Workshops, including:
    i. academic excellence (focusing on writing and study skills);
    ii. elevate English (for students with English as an additional language);
    iii. mathematics and statistics workshops; and
    iv. course-specific workshops;

(14) Non-academic support services include:

a. After-Hours Support Line;
b. AccessAbility, which offers support for students with a disability;
c. Campus Care;
d. Career Service, which offers support for:
    i. career-ready placements;
    ii. career planning;
    iii. finding a job;
    iv. job applications and interviews;
    v. international students; and
    vi. students with disability;
e. Chaplaincy;
f. Counselling and mental health services, including:
    i. appointments with Wellbeing Advisors and Counsellors;
    ii. online study and wellbeing resources; and
    iii. workshops and groups;
g. e-Learning Courses:
    i. Respect Matters;
    ii. Responding to Disclosures of Sexual Violence;
    iii. Cultural Capability Program
h. Financial Wellbeing services, including:
    i. appointments with Financial Wellbeing advisors;
    ii. financial assistance and grants; and
    iii. online financial resources;

i. Gender and sexuality support;
j. Health services, including:
    i. on-campus medical centres;
    ii. campus pharmacy (Callaghan);
    iii. oral health;
    iv. NuMoves Physiotherapy;
    v. pathology; and
    vi. NuSport (The Forum) gyms;
k. Health and lifestyle resources, including support and resources on:
    i. alcohol and other drugs;
    ii. nutrition;
    iii. sexual health and relationships; and
    iv. physical activity;
l. Indigenous student support through the Wollotuka Institute;
m. NUmates;
n. Peer mentors;
o. Pathway Pals;
p. Sexual Assault and Sexual Harassment and Crisis Support;
q. Staff Supporting Students Mental Health Toolkit;
r. Student Advocacy;
s. TalkCampus;
t. Uni Ready Quiz;
u. University of Newcastle Students' Association (UNSA) (unsa.org.au).

(15) The University provides information on support services to:

a. commencing students as part of their orientation; and
b. commencing and continuing students in always-on multi-channel information campaigns, including through University webpages, AskUON knowledge base, email, digital signage on campus, social media, newsletters, and other communication media.

Status and Details

Status	Current
Effective Date	26th March 2026
Review Date	26th March 2027
Approval Authority	Academic Senate
Approval Date	25th March 2026
Expiry Date	Not Applicable
Responsible Executive	Belinda Yourn Senior Deputy Vice-Chancellor (Academic & Global)
Enquiries Contact	John Radvan Senior Manager, Academic Governance & Compliance Office of the Senior Deputy Vice-Chancellor (Academic & Global)

Glossary Terms and Definitions

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Risk" - Effect of uncertainty on objectives. Note: An effect is a deviation from the expected, whether it is positive and/or negative.

"Assessment item" - Any form of work used to measure student learning outcomes and to determine the final result for a student in a course.

"Campus" - means any place or premises owned or controlled by the University, but may also specifically refer to a designated operating location such as the Callaghan Campus.

"Course" - When referring to a course offered by the University, a course is a set of learning activities or learning opportunities with defined, assessed and recorded learning outcomes. A course will be identified by an alphanumeric course code and course title. Course types include core courses, compulsory courses, directed courses, capstone courses and electives. For all other uses of this term, the generic definition applies.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Staff" - Means a person who was at the relevant time employed by the University and includes professional and academic staff of the University, by contract or ongoing, as well as conjoint staff but does not include visitors to the University.

"International student" - A student (as defined by the University) who is not an Australian citizen, Australian Permanent Resident or New Zealand citizen (or dual citizenship holders of either Australia or New Zealand). This includes students who will be studying offshore and those who will be studying onshore and have a student visa, provisional residency, temporary residency, bridging visa, or any other category of non-permanent visa for Australia.