

# Higher Education – Student Support Policy

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## 1. Purpose

The purpose of this policy is to provide CIT higher education students information about the range of services available to assist them to successfully complete the units of study in which they are enrolled.

## 2. Scope

This policy applies to all students enrolled at CIT in a higher education program and all student support services available to them.

## 3. Principles

CIT will ensure that support is available to students to assist them to successfully complete their units of study, and that students are made aware of these support services throughout their course of study.

### 3.1 Students at risk of not successfully completing subjects

CIT will engage in the following processes to identify students who are at risk of not successfully completing their units of study:

- pre-admission interview and assessment of suitability for the course of study, based on application and entry requirements
- monitor attendance, participation and academic progress for each unit of study
- monitor academic progress over each semester through assessment of unit results.

Students may seek support at any time during their course of study.

A student requiring support needs may also be identified through:

- student-initiated queries via the CIT website, email or phone
- direct referrals to CIT Student Support from student-facing client services staff and teaching areas
- direct referrals to CIT Student Support from external agencies
- CIT Student Association (CITSA) referrals to the teaching department and/or CIT Student Support.

CIT is committed to providing an equitable and inclusive learning environment for all students, including compliance with relevant disability discrimination legislation and the *Disability Standards for Education 2005*.

CIT will actively communicate with students identified as at-risk as early as possible, to ensure they are aware of support services available to assist them in successfully completing their units of study.

- Educators who become aware of a student's need to access support services may address this directly with the student, or refer the student to the relevant CIT Student Support area.

- Where support has been requested prior to the census date for the unit of study, CIT Student Support advisors will liaise with the relevant Head of Department to advise an appropriate strategy for enrolment progression.
- The Head of Department will notify the student that the census date is the date they may incur a FEE-HELP debt and, together with CIT Student Support advisors, ensure support is provided in a timely manner.

Students who identify as having a disability and register with CIT Student Support, will be offered the opportunity to meet with a CIT Education Advisor, Disability to assess their learning and support needs.

CIT recognises a student's right to privacy and is limited by the student's level of disclosure when providing appropriate support during their course of study.

According to the [CIT Higher Education Assessment policy](#) and conditions outlined in the Assessment procedures, a student may request an extension of time to allow for support to be provided.

### 3.2 Support services available to students

#### Academic support

- a. College and general tutorial support
- b. Peer tutoring support
- c. General and academic support
- d. Literacy and numeracy support
- e. Computing basics
- f. Migrant and refugee support tutorials
- g. Studiosity

#### Non-academic support services

- h. Careers advice
- i. Counselling
- j. Disability support
- k. CIT Yurauna Centre
- l. Financial assistance
- m. International student support
- n. Job Seeker support
- o. Migrant support
- p. Student equity
- q. Youth support
- r. LGBTIQ+ support

### 3.3 Roles and Responsibilities

#### Information and Recognition Manager

The Information and Recognition Manager is responsible for liaising with College Directors and Heads of Department in the provision of:

- general support services
- relevant learning and academic support services
- disability support services
- counselling services
- careers advice
- referrals to external support services.

The Information and Recognition Manager will ensure maintenance of secure records and detailed, accurate and current information about services.

### Head of Department

The Head of Department is responsible for:

- monitoring academic progress and managing unsatisfactory academic progress
- ensuring accurate record keeping of academic progress and student at risk
- ensuring issues concerning students at risk are discussed at department meetings and integrated into the program review and improvement process

### Educators and Senior Teachers

Educators and Senior Teachers are responsible for:

- monitoring and reporting academic progress to the Head of Department
- providing timely referrals to CIT Student Support
- providing information about support services on enrolment and induction.

### College administration staff

College administration staff are responsible for:

- documenting student support referrals
- providing support service information on enrolment and induction.

### Student Support staff

Student support staff are responsible for:

- providing support in a timely manner
- providing reasonable adjustments, documented in an access plan, to the relevant Department for distribution to Educators
- reporting back to Educators and the Head of Department on the nature and efficacy of support provided.

## 4. Documentation

This policy should be read in conjunction with the other relevant policies, including:

- [Higher Education Support Act \(HESA\) 2003](#)
- [HE – Academic integrity policy](#)
- [HE – Academic Misconduct policy](#)

- [HE – Admission and enrolment policy](#)
- [HE – Credit and Recognition of prior learning policy](#)
- [HE – Unsatisfactory academic progress policy](#)
- [Assessment policy](#)
- [Australian Aboriginal and Torres Strait islander Student policy](#)
- [Disability – Provisions for students policy](#)
- [Privacy policy](#)
- [Equity Policy](#)
- [Privacy Policy](#)

## 5. Definitions

All terminology used in this policy is consistent with definitions in the CIT Definition of Terms.

## 6. Policy Contact Officer

For more information about this policy contact the Executive Director, Education Futures and Students.

Alternatively, contact CIT Student Services on (02) 6207 3188 or email [infoline@cit.edu.au](mailto:infoline@cit.edu.au) for general information.

## 7. Procedures

Nil.