

Support for Students Policy

Version 1 – Approved 27 March 2024

Purpose:

The University of Tasmania provides a personalised, equitable and supportive learning environment through which students receive an inclusive and welcoming university experience. The University of Tasmania is committed to the academic and personal growth of our diverse learning community and recognises that students require the right support at the right time to be successful. This policy outlines the University's approach to supporting students to succeed throughout their study and the process for ensuring that students are aware of the academic and non-academic support options available to them. This policy is a requirement under the *Higher Education Support Act (2003)*. [Information about current student support](#) is available on the University's website.

1	Support for Students	Responsible
1.1	The University will partner with students in their learning experience, encourage students to proactively seek support and make informed decisions, and connect students with appropriate supports to help them succeed in their study.	Deputy Vice-Chancellor (Academic)
1.2	The University will ensure support services are available to all students, irrespective of mode or location of study, including students who self-identify as needing support, and those who are referred to support services by staff, or are identified through early intervention and outreach.	Deputy Vice-Chancellor (Academic)
1.3	<p>The University's approach to the provision of academic and non-academic support for students will be comprehensive, culturally appropriate, consistent, and will have a particular focus on individual wellbeing and academic success. This includes timely access to:</p> <ul style="list-style-type: none">• academic skills, literacy and numeracy support;• study planning and course progression advice;• counselling and mental health support;• learning plan adjustments for students with a disability or health condition;• culturally appropriate support for Aboriginal and Torres Strait Islander students;• tailored support for international students;• tailored support for neurodiverse learners;• financial assistance, legal advice and housing information; and• opportunities to connect with other students through peer programs, clubs, events, and societies.	Deputy Vice-Chancellor (Academic)
1.4	<p>The University will regularly assess students' ability to be successful in their studies through the early identification of those who are at risk of non-completion or have not engaged in early support opportunities. When students who are at risk are identified the University will provide specific support to assist them. This includes:</p> <ul style="list-style-type: none">• data-driven identification of priority students for outreach;• proactive communication and advice based on engagement during the initial stages of study;• follow up support from academic advisers to provide targeted advice to meet the individual needs of the student;• connection to peer-led programs to support students' transition to study, improve study skills, and build a sense of belonging; and	Deputy Vice-Chancellor (Academic)

	<ul style="list-style-type: none"> • triage to comprehensive mental health, financial or legal support based on the student's individual circumstance. 	
1.5	<p>The University will ensure a range of special considerations and academic adjustments are available to students when required. These include:</p> <ul style="list-style-type: none"> • flexible participation and assessment methods; • approved reasonable adjustments due to a disability, ongoing health condition or an extended period of personal hardship; and • approval for refund of fees and/or removal of academic penalty. 	Deputy Vice-Chancellor (Academic)
1.6	<p>The University will ensure effective critical incident management and preparedness for supporting students in crisis through the establishment of:</p> <ul style="list-style-type: none"> • robust critical harm responses; • emergency management planning and communications; • campus-based security support; and • after-hours crisis support. 	Deputy Vice-Chancellor (Academic)
1.7	<p>University support services will be clearly and transparently communicated to commencing students as part of their transition to university study, and to continuing students through a range of multi-platform communication mechanisms.</p>	Deputy Vice-Chancellor (Academic)
1.8	<p>The University will train student-facing staff to: identify students in need of targeted support; provide that support where appropriate; and refer students to tailored support services as required.</p>	Deputy Vice-Chancellor (Academic)
1.9	<p>The University will continuously improve the provision of student support by acting on student feedback and undertaking periodic impact analysis, review, resource allocation adjustments and reporting.</p>	Deputy Vice-Chancellor (Academic)

27 March 2024 *Once printed this is an uncontrolled document:* [Version history](#)

All University community members must comply with all relevant laws and regulations, University By-Laws, ordinances, policies and procedures.