

STUDENT SUPPORT POLICY

Responsible Officer		Dean of Students		
Superseded Documents		None		
Associated Documents		Coursework Progression Policy Domestic Violence Policy Research Higher Degree Progress Procedure Research Higher Degree Student Policy Students with Disabilities Policy Sexual Assault and Sexual Harassment Policy Student Critical Incident Procedure Student Guide to Mental Health Student Support Procedure Student Wellbeing Policy Student Wellbeing Procedure		
Review Date		March 2026		
Version	Endorsed By	Approved By	Approval Date	Effective Date
1.1	The Academic Dean	Academic Board	07/03/2025	07/03/2025

1. PURPOSE

The purpose of the policy is to ensure that students are provided with the support they need to succeed academically and to participate in the full range of learning experiences offered by the College. It achieves this purpose by describing the range of support services provided to students, the quality of these services, and how students engage with these services.

2. SCOPE

This policy applies to all students in the accredited courses of the College.

3. DEFINITIONS

This section sets out definitions for key terms and acronyms referred to in the Policy.

Term	Definition
at-risk student	An at-risk student is a student identified as being at a relatively high level of risk of not achieving satisfactory academic progress or completing their course due to academic, personal, or situational challenges. The College must intervene to offer at-risk students relevant support. At-risk students are a subset of “students of concern”.
disability	As defined by the <i>Disability Discrimination Act (1992)</i> , a disability is any condition that impacts a person’s ability to participate fully in daily life activities, including education and training.

disengaged student	A disengaged student is a student who demonstrates a lack of serious commitment to their learning and progression, as evidenced by minimal engagement, failure to meet academic requirements, or behaviour inconsistent with the intention to complete their studies.
international student	A student who is not a domestic student, including those on a student visa. An international student is also known as an overseas student.
reasonable adjustment	A reasonable adjustment is a modification and accommodation made to enable a person with a disability to participate in education and training on an equal basis with others.
student	A person who is admitted to or enrolled in an accredited course at Moore Theological College.
student of concern	A student of concern is a student who has been identified as potentially requiring additional academic, personal, or pastoral support to enhance their wellbeing, engagement, or overall success in their studies. The College will monitor the academic performance and engagement of students of concern to evaluate the need to offer additional support. Students of concern may be identified at the point of admission or post-admission.
wellbeing	Overall wellness.

4. POLICY STATEMENT

Moore Theological College is committed to fostering a supportive learning environment where each student can thrive academically, emotionally, and spiritually. This policy outlines the College's support mechanisms available to students and the systems that ensure the services are appropriate to the needs of students, accessible, and of reliable quality. The College recognises the diversity within the student body as well as within the student experience and, accordingly, the need to provide services appropriate to individuals and their experiences. The College will make information about support services readily accessible to students, ensure means of engaging support are effective, and be proactive in identifying and engaging with students that would benefit from the College support services and mechanisms. As in all areas of its operation, the College is committed to continually improving its services. Regarding student support services, this will involve monitoring student access to services and gauging the effectiveness of support services in improving outcomes for students.

This policy is to be read with the Student Support Procedure.

4.1. Provision of student support services

- (i) The College will provide students with a range of services to support students in achieving academically and in maintaining their wellbeing while studying as

students of the College. The range of services provided will encompass both academic support and personal wellbeing support, including support in spiritual wellbeing and growth. The kinds of services made available to students in addition to regular learning experiences include but are not limited to:

- Support in academic English
- Support in study skills
- Chaplaincy support
- Counselling support
- Student advocacy
- Peer support
- Careers/Future ministry advice
- Support for international students to adjust to life in Australia
- Support for students with disabilities through making reasonable adjustments
- Accommodation support (for on-campus students).

(ii) The College will refer students to external support providers where the type of support or level of support needed by the student cannot be provided by the College. Generally, the following kinds of services will be provided to students by referral:

- Legal aid
- Specialised mental health services
- Health and emergency services
- Welfare support

(iii) The *Student Wellbeing Policy* and its supporting documents detail the student support services relevant to student wellbeing.

(iv) The nature of the student support services provided by the College will be determined in response to the needs of the student body and with consideration of factors including age, sex, culture, marital status, and prior level of education. Special consideration will be given to Aboriginal and Torres Strait Islander students.

4.2. Responsibilities

- (i) Under the Principal, the Academic Dean oversees academic support services, and the Dean of Students oversees wellbeing support services.
- (ii) Students are responsible for their learning and for taking action to maintain their wellbeing. Students should be proactive in seeking support where they identify a personal need. The College on-campus experience provides opportunities for students to have a role in offering support to peers.
- (iii) Faculty, chaplains, staff, tutors, and other academic staff are responsible for offering support to students in accordance with the responsibilities of their role.

Where support is provided, or a student in need of support is identified, established reporting mechanisms must be used to ensure the Academic Dean is informed about academic student matters and the Dean of Students about non-academic student matters.

4.3. Student engagement with support services

- (i) The College will provide accessible information to current and prospective students about the range of available support services through the College and identify key contacts for engaging with the services and for acquiring further information about the services.
- (ii) The College will take a proactive approach in identifying students who would benefit from additional support and take steps to engage such students with available support.
- (iii) The College will identify students of concern and offer them support services that may enhance their study experience and success.
- (iv) The College will identify students 'at risk' of either not successfully completing their course or of not successfully completing one or more current units of study. As a priority, at-risk students will be offered support to enable them to succeed academically. Enrolment in a unit or course will generally be cancelled where the student remains at risk of not succeeding after genuine engagement with support, or where the student is deemed to be a disengaged student, and hence where it is in the student's best interest. Where possible, enrolment will be cancelled by the next census date of their enrolment.
- (v) The College will monitor the progress of students of concern and at-risk students and the overall outcomes for these student cohorts.
- (vi) The College will ensure that advice on support services available to students will be issued in a timely manner to maximise the opportunity for an impact on outcomes for students.

4.4. Student incidents

- (i) The College will manage critical incidents and engage appropriate student support in response under the College's *Student Critical Incident Procedure*.

4.5. Quality assurance and reporting

- (i) The Academic Board will receive reports from the relevant officer on the implementation of this policy and the monitoring of student engagement with support services.

- (ii) The College will monitor and report on student satisfaction with support services, levels of access to support services, and student feedback on levels of wellbeing. This monitoring and reporting will include analysis focused on student cohorts.
- (iii) Student academic outcomes will be monitored, and cohorts needing additional support will be identified.
- (iv) The College will report annually to the Department of Education as required by the *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*.
- (v) The College will assure itself of the quality of services that it refers students to concerning their accessibility, professional standing and practice, and alignment with College values.
- (vi) The Student Support Policy and Student Support Procedure will be reviewed annually to identify opportunities for improvement of the documents.

5. LEGAL AND POLICY FRAMEWORK

This policy contributes to the College's compliance with the *Higher Education Standards Framework* (especially standards 2.3.1 - 2.3.5), the *Higher Education Provider Guidelines* (especially Section 9), and the *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*. Regarding international students, the policy supports the College's compliance with the *National Code of Practice for Providers of Education and Training to Overseas Students* (especially Standard 6).

6. IMPLEMENTATION

Responsibility for implementation lies with the Academic Dean, the Dean of Students, and the Registrar.

7. ACKNOWLEDGEMENTS

The following documents are acknowledged in the review of this policy:

- [TEQSA Guidance Note: Wellbeing & safety](#)
- [Student Support Policy – Bond University](#)

8. REVIEW AND HISTORY

Version	Approved By	Approval Date	Effective Date	Sections modified
1.0	Academic Board	08/12/2023	08/12/2023	New policy
1.1	Academic Board	15/03/2024	15/03/2024	4.5 (vi) added, policy and procedure to be reviewed annually
1.2	Academic Board	07/03/2025	07/03/2025	Add definitions of students of concern and at-risk students. Added

				that students of concern, as a category broader than at-risk students, will be identified. Added that both students of concern and at-risk students will have their progress monitored and that outcomes for these cohorts will be monitored.
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