Support for Students Policy

1. Purpose

This policy outlines the support provided to all UNSW students to help them successfully complete the courses and programs in which they are enrolled. This policy also meets the requirements of the *Higher Education Support Amendment (Response to the Australian*

- [university-wide and faculty-based orientation programs](#)
- welcome information for [international students](#)
- [weekly student newsletters](#) during term, including faculty and cohort-specific editions
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- reasonable adjustments as approved by [Equitable Learning Services](#) to support an equitable studying and learning environment
- a process for applying for [special consideration](#) when illness or circumstances might impact on assessment performance.

UNSW Sydney students

5.8 Coursework students at UNSW Sydney (including rural clinical campuses) who are identified as being at academic risk or not successfully completing courses will be directed in a timely manner (before the census date where possible) for academic advice to the Program Specialist Team within [The Nucleus: Student Hub](#).

5.9 The Nucleus Student Hub Team will provide guidance and support to the student, referring them to other UNSW student support services including [academic advising](#), [academic support](#) and academic staff as required.

UNSW Canberra students

5.10 Coursework students at UNSW Canberra who are identified as being at academic risk or not successfully completing courses will be directed in a timely manner (before the census date where possible) for academic advice to [Learning Support.](#)

Higher Degree by Research (HDR) candidates

5.11 HDR candidates have an annual review to monitor progress towards completion as set out in the [Research Progress Review and Confirmation of Research Candidates Procedure](#).

5.12 HDR candidates undertaking compulsory coursework who are identified as being at academic risk or not successfully completing courses will be directed in a timely manner (before the census date where possible) for academic advice to the Program Specialist Team within [The Nucleus: Student Hub](#).

6. Non-academic support for students

6.1 UNSW provides non-academic support and pastoral services to all students, and information on how these services can be accessed.

6.2 Academic and professional staff who interact with students will inform students of the available support services, when it is appropriate to do so.

6.3 Non-academic support services for UNSW Sydney students (including rural clinical campuses) include:

- general [physical, psychological and cultural health, safety and wellbeing support](#) resources
- information about [mental health assistance and support,](#) including 24/7 mental health help and support
- [Student Support Advisors](#).

6.4 Non-academic support services for UNSW Canberra students include:

- [Student Counselling Service](#)

- UNSW Canberra Psychology and Wellness Services provided to Defence-Funded Students[1]

- [Arc Canberra.](#)

6.5 UNSW provides support for student physical and psychological wellbeing and safety in line with the [Student Wellbeing and Safety Policy.](#)

6.6 UNSW has implemented a [Gendered Violence Strategy and Action plan](#) to prevent and respond to gendered violence. [First Responders](#) are available to provide guidance and support with gendered violence.

6.7 Critical incident reporting and responses are guided by the [Critical Incident Team](#) and students are supported through [SafeZone](#).

6.8 Non-academic support services to assist students in broadening and deepening their academic success can be accessed by booking in for a [one-on-one consultation](#), [attending workshops](#), completing [self-paced online modules](#) and [online self-assessmnBW*nB7erS](#)

- Assessment Policy

- Equity Diversity and Inclusion Policy

- Anti-Racism and Anti-Religious Vilification Policy

- Child Protection Policy

- UNSW Code of Conduct and Values

- Student Complaint Procedure

Version: 1.1
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Responsible: Deputy Vice-Chancellor, Education and Student Experience
Lead: Pro Vice-Chancellor, Student Success
Review Process: This Policy will be reviewed annually.