Support for Students

Policy

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1. PURPOSE

JMC Academy acknowledges the diversity of its student body and the full range of its students' capacities and capabilities and is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

The Support for Students Policy outlines the support available to students to assist them with successfully completing their units, and how JMC ensures students are aware of their support options.

2. SCOPE

The Support for Student Policy is applicable to all students undertaking a JMC Academy Higher Education qualification and is in accordance with JMC Academy's obligations under the Higher Education Support Act 2003.

This policy should be read in conjunction with the related documents as listed in section 5 below.

3. DEFINITIONS

All definitions are located the *JMC Academy Glossary.*

4. POLICY

4.1. Support services.
Supporting students to attain their education aspirations requires a multi-faced approach that includes providing inclusive and safe campuses. In addition to facilitating a welcoming environment, JMC Academy proactively offers students access to academic and non-academic support services, which include but are not limited to:
- Library Services,
- Academic Support,
- Student Wellbeing Support,
- Counsellors,
- Learning Support, and
- Academic Skills Workshops.

4.2. Information provided to students.
JMC Academy publishes information regarding the available support for students on its website, handbooks, and throughout its Learning Management System (LMS). This information is supplemented by other types of support available in the community, including financial management support.

4.3. Monitoring student success.
4.3.1. JMC Academy actively monitors student engagement to identify students who may be "at risk" of not successfully completing their units and implements appropriate interventions involving academic and/or learning support officers.
4.3.2. JMC Academy identifies students in need of targeted individual literacy, numeracy and other academic support requirements and communicates to them the support services available to assist them in successfully completing their units.
4.3.3. JMC Academy monitors "at risk" students' progression to ensure they are meeting progression rules.

4.3.4. JMC Academy, in relation to students who have been identified as "at risk" of not successfully completing their units of study, ensures that additional support is available to assist those students with overcoming these issues.

4.3.5. Education Services provides reports to the appropriate governing bodies regarding the success of its different student cohorts, including those categorised as "at risk".

4.4. Support plans
JMC Academy proactively offers academic adjustment arrangements to students who have reported/disclosed non-academic issues that put them at risk of not successfully completing their studies.

4.5. Procedures
All procedures related to the provision of student support at JMC Academy are listed in Section 5. Related Documents.

5. RELATED DOCUMENTS
5.1. Admissions Policy and Procedure
5.2. Academic Progress Policy and Procedure
5.3. Assessing and Supporting English Language Proficiency Policy and Procedure
5.4. Assessment Management Policy and Procedure
5.5. Critical Incidents Policy and Procedure
5.6. Discrimination, Bullying, Harassment and Sexual Misconduct Policy
5.7. Diversity, Equity and Inclusion Policy
5.8. Health, Safety and Wellbeing Policy
5.9. Learning and Teaching Resources Management Policy and Procedure
5.10. Personal Information and Privacy Policy
5.11. Modification of Study Pathways Policy and Procedure
5.12. Monitoring Student Academic Performance and Satisfaction Guidelines
5.13. Orientation for International Students Policy and Procedure
5.14. Special Consideration Policy and Procedure
5.15. Sexual Harassment Procedure
5.16. Sexual Assault Procedure
5.17. Statement of JMC Academy Principles of Procedural Fairness Policy
5.18. Student Consultation Protocols Policy
5.19. Student Representation Policy
5.20. Student Handbook

6. RELEVANT LEGISLATION
6.1. Higher Education Support Act 2003 (Cth)
6.2. Higher Education Standards Framework (Threshold Standards) 2021

7. POSITIONS RESPONSIBLE
7.1. Governing Council
7.2. Academic Board
7.3. Learning and Teaching Committee
7.4. Senior Management
7.5. JMC Academy Staff (academic and non-academic)
7.6. JMC Academy students

8. APPROVAL INFORMATION

Approval Authority	Governing Council
Health Check approval authority	JMC Academy CEO
Review date	19/09/2025

Version	Approved by	Approval date	Effective date	Modifications	Status
1.0	Governing Council	26/02/2024	26/02/2024	First issue.	Superseded
1.1	CEO	19/09/2024	19/09/2024	Updated Relevant Documents section	Current

Version control tables from previous Policies and Procedures reside in the original documents.

REFERENCES and ACKNOWLEDGEMENTS

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