Support for Students Policy

Section 1 - Preamble

(1) Charles Darwin University ('the University', 'CDU') believes in putting our students at the centre of what we do. We are welcoming, inclusive, and responsive and we aim to provide an outstanding student experience.

Section 2 - Purpose

(2) This policy outlines the support available for higher education students of the University and how the University will identify and support students at risk of not successfully completing their units of study ('at-risk students').

Section 3 - Scope

(3) This policy applies to higher education students of the University, academic employees, and employees involved in student progression and student support.

Section 4 - Policy

Identification of at-risk students

(4) The University will monitor student engagement in higher education units to identify at-risk students.

(5) The University will communicate with at-risk students to ensure that they are aware of support services available to assist them to complete their subjects.

Student support services

(6) The University provides academic and wellbeing support services to students. The University website provides up-to-date details of support services, including (but not limited to):

a. Study skills and online tutoring;
b. Language and learning support;
c. First Nations tutorial support;
d. Regional university centres;
e. Counselling and the Wellbeing Support Line;
f. Disability and health support; and
g. Student advocacy and complaints.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or parts thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of staff printing this document to always refer to the Governance Document Library for the latest version.

Section 5 - Non-Compliance

(7) Non-compliance with Governance Documents is considered a breach of the Code of Conduct – Staff or the Code of Conduct – Students, as applicable, and is treated seriously by the University. Reports of concerns about non-compliance will be managed in accordance with the applicable disciplinary procedures outlined in the Charles Darwin University and Union Enterprise Agreement 2022 and the Code of Conduct – Students.

(8) Complaints may be raised in accordance with the Code of Conduct – Staff and Code of Conduct – Students.

(9) All staff members have an individual responsibility to raise any suspicion, allegation or report of fraud or corruption in accordance with the Fraud and Corruption Control Policy and Whistleblower Reporting (Improper Conduct) Procedure.

Status and Details

Status	Historic
Effective Date	14th December 2023
Review Date	14th December 2024
Approval Authority	Academic Board
Approval Date	14th December 2023
Expiry Date	19th February 2024
Responsible Executive	Louise King Provost
Implementation Officer	Sarah Fletcher Director Student Engagement
Enquiries Contact	Sarah Fletcher Director Student Engagement Student Engagement