

ISN PSYCHOLOGY SUPPORT FOR STUDENTS POLICY

Section 1- Purpose and context

- (1) ISN is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.
- (2) This policy outlines how ISN will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units of study, including the ISN's processes for ensuring that students are aware of these support options.
- (3) This policy is published in accordance with ISN's obligations under the Higher Education Support Act 2003 (Cth).
- (4) This policy should be read in conjunction with the policy statement section of this policy and other relevant policies in the [ISN Policies and Procedures](#), including the following sections:
 - a. **Academic policy** – design of units and courses including grades, due dates, extension, special consideration, reasonable adjustments, pre-emptive remedial plans, show cause processes, academic integrity, placement provisions and student misconduct
 - b. **Admissions: Entry requirements policy** – setting minimum standards for entry, credit for prior learning, intermission and leave of absence.
 - c. **Clinical policy** – sets out professionalism, support and health and safety in clinical practice
 - d. **Financial policy** – includes fee structure, fee credit and fee refund.
 - e. **Grievances, complaints and appeal policy** - provides guidelines for dealing with concerns, resolving complaints and the process for concerns.
 - f. **Information and communication policy** – sets out how current and prospective students will be communicated with, library services, access to emails, LMS, and the internet.
 - g. **Placement policy** – sets out how to manage student placements.

Section 2 – Scope

- (5) This policy applies to all students enrolled in any program or unit of study at ISN Psychology who are experiencing academic difficulties.

Section 3 – Policy Statement

- (6) ISN will ensure that support is available to students to assist them with successfully completing their units and that students are made aware of these support services throughout their study.

Students Potentially at Risk of Not Successfully Completing Subjects

- (7) ISN will undertake the following in order to identify students who are potentially at risk of not successfully completing their units of study:
- ISN will monitor student progress to identify at risk students who may be having difficulties completing their course successfully.
 - Academic staff will identify students potentially at risk of failing a unit through both summative (e.g., weekly quizzes, initial assignments) and formative assessments (e.g., class participation, critical thinking), and tutors or lecturers will inform the unit coordinator for further action.
 - At-risk students will participate in a meeting to develop a Pre-emptive Remedial Plan, which may include academic support services like workshops, as well as personal support services such as general counselling and disability support, with progress tracked through regular meetings with staff.
 - Students failing a unit will receive an "At Risk" notice requiring them to attend a meeting to develop an improvement plan. Improvement plans will be monitored and used when enrolling in units.
 - Students continuing to face difficulties despite the remedial plan will undergo a formal review meeting to devise a comprehensive support strategy.
- (8) ISN will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study.

Support Services Available to Students

- (9) ISN offers either numerous support options for students to assist in successful completion of their units of study, such as:
- Library services
 - Assessment guides
 - Academic Writing videos
 - Study support consultation
 - Early intervention and remedial support
 - Disability services
 - Counselling Services
 - Extensions and special considerations for assignments
- (10) ISN will publish the Support for Students policy as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.

Compliance	Compliance with this policy will be monitored by the Dean. Non-compliance may result in a review of student support strategies and potential revisions to the policy.
Policy Review	This policy will be reviewed annually by the Dean to ensure its relevance and effectiveness.
Approval	This policy has been approved by the ISN Psychology College Council and Academic Board.
Approval date	22nd December 2023
Approval history	V1