



Section 1 - Purpose and Context

Marcus Oldham College (MOC) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

- i The College provides regular, timely and targeted information to all students about student support options.
- ii The College regularly monitors and analyses student success and student support services data and trends to inform continuous quality improvement. The College will report deidentified student success and student support services data and trends and compliance with this Policy to the Minister, via Academic Board.
- iii This policy outlines how the MOC 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 MOC's processes for ensuring that students are aware of these support options prior to census date.
- iv This policy is published in accordance with the MOC's obligations under the Higher Education Support Act 2003 (Cth).
- v This policy should be read in conjunction with the guidelines, procedures and forms and other relevant policies, including those mentioned in 'accompanying documents' below:

Section 2 - Policy Statement

- vi. An integral aspect of student support is the identification and support for 'at risk' students, and the formalising of these activities with the support of this policy, and cascading MOC 'at risk' procedure. The College will identify students 'at risk of unsatisfactory performance' either through their non-attendance, course engagement and/or academic performance. These identified students will be informed they are 'at risk' and contacted in order to arrange an appointment consultation with the relevant course co-ordinator to clearly understand the reason(s) they are 'at risk'. An academic contract will be implemented when a student is identified to be 'at risk' and developed and overseen by the relevant teaching staff member including the Year Level Convenor and/or relevant Course Director or Principal. Where an academic contract and actions are specified, the details are to be advised to the student in writing and also provided to the Chair of the Examiners Committee. It is the student's responsibility to attend any further consultation sessions identified as necessary.
- vii. MOC will ensure that timely support is available to students to assist them successfully complete their units. Students will be made aware of these support services, throughout their studies via academic orientation sessions and academic guidelines that list the relevant support options, contacts, policies and procedures to frame their studies and encourage help-seeking learning behaviours.
- viii. All student support is provided in accordance with the Privacy and Personal Information Procedure Policy.
- ix. The Examiners Committee will be the organising and reporting mechanism for data to be collected in relation to this policy.
- x. MOC offers either directly, or through a third-party, numerous support options for students to assist in successful completion of their units of study, such as:
 - a. Assessment coversheets, that include instructions, type of assessment, expected unit learning outcomes, word length, % of assessment for unit grade (this matches the assessment information in unit outlines in handbook and on the LMS), and expectations for the use and reporting (or not) of generative artificial intelligence (Gen AI).
 - b. Library services and Librarian academic support services. The Librarian provides assistance and support to enable student to access learning resources relevant to their study programs. This may include:

- i. effective study skills;
 - ii. academic support services including academic literacy and business writing sessions;
 - iii. understanding how to source scholarly articles and discern misinformation, and how to identify, access and use resources in the broader library network and then how to use resources for research, writing and reference skills as set out in the MOC Referencing guide;
 - iv. understanding educational copyright licence requirements relevant to their studies;
 - v. understanding plagiarism, even when unintentional and broader academic integrity expectations (Noting that the College's Academic Integrity Statement is appended to the MOC Referencing Guide).
- c. Partnership with Studiosity for 24/7 online academic support services.
 - d. Academic or Student/Teacher Consultations. All teaching staff are available for individual appointment consultations with their students. Students can email a request for a consultation appointment with their teacher or speak with their teacher directly to arrange these meetings, and vice versa.
 - e. Student Services Staff. The Student Services staff are available via an appointment for:
 - i. course information/advice/census dates;
 - ii. re-enrolment information/advice;
 - iii. advice on course completion and graduation.
 - f. Student counselling services. assisting students in dealing with personal and/or mental health issues that may be affecting their ability to learn. Referrals to College counsellor may be made for, but not restricted to, relationship issues, grief, stress and coping, personal problems, harassment, drug/alcohol problems. Course Directors and Year Level Convenors. Students studying at MOC may request to meet with their Course Director or Year Level Co-ordinator at any time.
 - g. The College's educational policies and practices support participation by a diverse range of learners, including (and not limited to) people with disabilities and First Nations Australians. College policies are sensitive to the needs of First Nations people.
 - h. Marcus Minds Wellbeing program.
 - i. Crisis and critical harm response arrangements.
 - j. Technology Support Consultation. Technology support is offered to students who teach business software programs and how to back up their work. The team also provide additional assistance to students regarding hardware, security and network issues. Students may be identified as requiring technology support via:
 - i. digital literacy review;
 - ii. the 'at risk' of unsatisfactory performance procedure;
 - iii. referral from a member of the teaching staff;
 - iv. student self-referral;
 - v. learning support identified at selection interview.

Students At Risk of Not Successfully Completing Subjects

- xi. MOC will undertake the following in order to identify students who may be 'at risk' of not successfully completing their units of study:
 - a) MOC encourages students to inform the College of any specific learning difficulties or challenges, so suitable accommodations for study and assessments can be negotiated;
 - b) Students at academic risk are likely to be identified by lecturers after early formative assessments; interactions with academic support staff at the College (or via College academic support partner Studiosity); and via interactions and/or referrals with Course directors;
 - c) Academic contracts for students identified of being 'at risk' of completion of more than one unit in a program of study;
 - d) MOC will communicate with students identified as 'at risk', prior to census date, to ensure they are

aware of support services available to assist them in successfully completing their units of study;

- e) MOC will publish this support for students policy as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.

Section 3 - Accompanying Documents

PRIOR TO START OF STUDIES

- a. FORM-011 Offer of Enrolment Form
- b. FORM-007 Student Medical Information
- c. FIN-021 Payment and Refund of Fees Policy

ACADEMIC ORIENTATION DOCUMENTS

- d. STU-026 Academic Integrity Policy Statement
- e. ACA-167 Assessment Policy
- f. STU-026UG Academic Guidelines for Undergraduate Studies
- g. STU001-UG Student Information Booklet – or - STU-001PG Student Information Booklet
- h. Course Handbooks
- i. ACA-113a Learning and Study Skills Support Information Sheet
- j. ACA-018 College Graduate Outcomes for each Course

AT RISK AND GRIEVANCE DOCUMENTS

- k. At risk letter template
- l. Examiners Committee Register for Students Referred as ‘at risk’
- m. Academic Contract
- n. STU-045 Academic Appeal Form
- o. RM-026 Academic Appeals Register
- p. RM-021 Student Grievance Procedure
- q. RM-022 Academic Matters Grievance Resolution Flow Chart
- r. RM-025 Grievance Register

OTHER RELEVANT DOCUMENTS

- s. FORM-015 Student Exit from Course of Study Form
- t. RM-061 Emergency Management Information and Procedures
- u. RM-070 Student Critical Incident Management Policy
- v. RM-XX OHS Incident Reporting
- w. Sexual Assault and Sexual Harassment Policy
- x. Disability Policy

- y. Domestic and Family Violence Support Policy
- z. Critical Response Policy and Procedure

Policy Status Details

Status	Approved
Effective Date	Updated 25 September 2024
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Approval Authority	Academic Board
Approval Date	Original version: 18 March 2024; Current Version 25 September 2024
Expiry Date	Review every 12 months
Responsible Executive	Deputy Principal, Finance and Commercial
Implementation Officer	Deputy Chair, Academic Board
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