

## **Our policies for supporting higher education students**

Holmesglen provides academic and wellbeing support services that aims to enhance your engagement and help you to achieve your educational goals within an inclusive, supportive, and safe environment. You'll find more about our commitment to supporting you in our [Engagement, Support and Wellbeing Policy \(Learners\)](#).

### **Our services**

We offer a comprehensive range of student wellbeing support services, along with study support. Explore the [Current Students](#) information on our website to learn more about the services offered.

During the admission process, you can request study or wellbeing support services. This includes specialist support for students with disability or indigenous students.

Eligible students may access a HELP loan to help pay part or all their fees. The [StudyAssist](#) website contains useful background information about the loan program. [Census dates](#) apply for all subjects in higher education courses. Census dates are the final dates that you can withdraw from a subject without incurring a loan debt to the Australian Government.

### **Getting help**

We know that studying can bring additional pressures and it's OK to ask for help. We encourage you to seek assistance as soon as possible. It's particularly important to get help before the census date for your subjects, so if you need to, you can withdraw without incurring a HELP debt. We will provide help as soon as we can.

We will also monitor your progress to identify if you need additional assistance to complete your subjects. To determine if you are at risk of not completing your subjects, we look at:

- your attendance
- your engagement in class, online or other scheduled learning activities
- if you don't submit your first assessment by the due date or approved extension date.

If we identify you may be at risk of not completing your subjects, we will:

- discuss your progress with you in a confidential and respectful manner
- help you to identify if you need additional support and, if so, in what way
- refer you to our study and wellbeing support services as appropriate to your needs
- check in on your progress as the subject continues.

We may document this in a study and support plan to help you keep on track with your studies. If you continue to be at risk of not completing your course, we will take additional steps.

Refer to our [Assessment and Moderation Policy](#) and [Progression Procedure](#) for more information about these processes.

### **Non-academic and peer support**

[Student Wellbeing](#) is our main hub for providing non-academic support, including personal, financial and careers counselling. We also provide housing and welfare support and specialist support for students with disability and indigenous students.

Our [Student Life](#) team provides a range of activities and resources to help you make connections with other Holmesglen students including student events, trips, recreational activities and clubs.

We also actively engage in student voice and partnership through our [Student Association](#) so you can share your passion and experiences with like-minded students, as well as have a positive influence on our programs and services.

### **Targeted individual literacy, numeracy and other academic supports**

Our [admission processes](#) provides information on how we determine a student's suitability for course entry, and to identify any learning support needs. This includes the assessment of literacy and numeracy requirements for a course. More information is included in the [Enrolment Policy](#).

Our [Learning Skills Centre](#) can help with:

- learning – goal setting, time management and study skills
- writing – report, essay and general writing skills
- reading – course content, assignment questions and note taking
- speaking and listening – participating in classes, giving presentations
- numeracy – calculations, statistics and numerical concepts
- information and computer skills – accessing and navigating online content and assessments.

The centre is available on campus on a walk up basis, by making an appointment, participating in mini workshops or online through our video tutorials and other resources.

The [Library](#) also provides help with researching and referencing.

### **Support from academic staff**

The academic teaching staff in your course are also available to help you and will often be your first point of contact if you need assistance. At orientation you will be provided with information about how to:

- contact your teachers and consultation processes for subject-based assistance
- request flexibility with assessment, including applying for deferred assessment and special consideration
- engage with opportunities to develop your professional skills and knowledge including practical placements, internships and student exchange programs.

### **Crises and critical incident responses**

We have robust and tested emergency response processes, including how we identify and notify relevant persons of a crisis and critical situation. [Holmesglen Security](#) is available at every campus. See our website for information relating to [personal support](#) and [on-campus safety and behaviour](#)

Key contact information is made available to students at orientation and is also accessible at [important contacts](#)

### **Meeting your needs**

Academic and non-academic support services are tailored to suit student needs. Specialised academic and non-academic staff ensure support services are age and culturally appropriate supporting you during your journey at Holmesglen. The Student Wellbeing team have the expertise to assist you, including if you have experienced family and/or domestic violence, sexual harassment, sexual assault or other traumatic events.

[Students with disability](#) are supported by our Disability Liaison Officers, who provide free and confidential individual consultation for equitable access to meet the inherent requirements of the course. This may include:

- assistance with teacher liaison
- alternative or modified assessment conditions
- assistance with access services (wayfinding, accessible car parking).
- adaptive technology
- specialised equipment (e.g., ergonomic chairs)
- Auslan interpreters
- Education Access Staff to assist a student to effectively participate and access education.

Our Indigenous Education Consultants works closely with First Nations students and academic faculties and departments to assist with the support of indigenous students. We also make sure our staff are supported and educated to provide culturally safe support. More information is accessible at [Indigenous student support](#).

### **Implementation of our policies and resourcing of our services**

[Holmesglen's Code of Conduct](#) outlines the responsibilities of all members of Holmesglen's community. This includes requirements for our staff, contractors and other relevant people to implement our rules, policies and procedures and be accountable for their actions. If you feel we have not done this to your satisfaction, you can access our [complaints process](#).

Teams across our Engagement and Support Portfolio are here to ensure you are supported throughout your journey with Holmesglen and work closely with academic staff who deliver your course. We currently have over 120 full-time equivalent staff working across the portfolio, including our specialist counsellors, support staff, librarians and learning skills teachers, who work alongside our teams in learner recruitment, administration and systems, and Apprentice Central. Together with our teaching staff, help is always available.

Holmesglen implements systematic review and analysis processes across its support services. The effectiveness of its processes and improvement initiatives are monitored to inform resourcing requirements for student support needs, to align with Holmesglen's commitments outlined in the [Engagement, Support and Wellbeing Policy \(Learners\)](#). Review and analysis processes for support services are monitored within Holmesglen Educational Quality Framework and our service benchmarking program.