

Student Support Policy

Section 1 - Key Information

Policy Type and Approval Body	Administrative - Vice-Chancellor
Accountable Executive - Policy	Deputy Vice-Chancellor (Academic)
Responsible Manager - Policy	Pro Vice-Chancellor (Student Experience and Employability)
Review Date	25 February 2027

Section 2 - Purpose

(1) This document provides an overarching framework for the governance and provision of academic and non-academic support services for students at La Trobe University in order to foster an environment where students are supported to achieve success in their studies.

(2) This Policy is published in accordance with the University's obligations under the [Higher Education Support Act 2003](#) and the [Higher Education Provider Amendment \(Support for Students Policy\) Guidelines 2023](#).

Section 3 - Scope

(3) This Policy applies to all academic and non-academic support services provided to students (including graduate research candidates) in award and non-award courses at La Trobe.

Section 4 - Key Decisions

Key Decisions	Role
Oversight of the Student Support Policy	Deputy Vice-Chancellor (Academic)

Section 5 - Policy Statement

Principles for Provision of Student Support

(4) The University provides a wide range of academic and non-academic tailored support services to support all students to achieve their aims in higher education. Students are expected to take responsibility for their own excellence in scholarship, engagement and learning as outlined in the [Student Charter](#).

(5) Academic staff and professional staff with appropriate responsibilities strive to identify students who may benefit from support using a range of mechanisms. Such students are referred to and encouraged to access appropriate support services, which may include services offered in the community where appropriate.

(6) All students are expected to actively participate in and manage their studies and to take advantage of the support

services provided by the University, and in the community where appropriate.

(7) The provision of University support services is guided by a suite of specific university policies and strategies as outlined in this Policy.

(8) Support services are:

- a. designed to be both broad and targeted, age appropriate, and to address the academic and non-academic needs of the student body and specific cohorts: these include neurodiverse students, international students, students from culturally and linguistically diverse backgrounds, Indigenous students, LGBTQIA+ students, students with a disability, those experiencing a temporary illness or who have experienced trauma or violence or students with other forms of disadvantage;
- b. informed by comprehensive data collection, predictive analytics, evidence-based practice and stakeholder consultation;
- c. pro-actively communicated to students at critical points in their course including at admission, enrolment, orientation, pre-Census, and at all stages of academic progression, in addition to being permanently accessible via University webpages;
- d. connected to appropriate community and public services;
- e. regularly evaluated and reviewed;
- f. overseen by University peak governance bodies.

Indigenous Student Support

(9) The University is committed to ensuring that Indigenous students are provided with tailored support services that recognise and address their unique cultural, educational, and social needs. This is achieved by:

- a. ensuring that Indigenous students have access to culturally safe spaces and providing an inclusive learning environment;
- b. the proactive provision of support and focus on raising aspirations, including academic and non-academic services, that respects cultural needs and educational goals;
- c. fostering engagement between Indigenous students and communities, both on-campus and through partnerships with local Indigenous organisations;
- d. offering dedicated financial support programs and scholarships for Indigenous students to remove barriers to participation and success; and
- e. providing targeted orientation programs to actively support transition to study.

(10) Indigenous students are proactively informed about available support at key points in their university journey, from pre-enrolment to graduation, through tailored communication strategies. The specific support mechanisms available to Indigenous students are:

- a. Indigenous Student Advisors who specialise in supporting Indigenous students' academic needs and providing culturally safe and appropriate developmental advising support;
- b. academic services tailored to student needs through the [Indigenous Academic Enrichment Program \(IAEP\)](#), an academic and educational support initiative providing students with the opportunity to receive personalised tutoring;
- c. opportunities to participate in peer mentoring programs that connect them with other Indigenous students who can provide guidance and support;
- d. culturally sensitive health and wellbeing services, including Indigenous counselling and wellbeing support;
- e. targeted scholarships support to assist students and ensure that students have access to accommodation, support and resources throughout their studies; and

- f. employability support including targeted communication and the promotion of Indigenous employment and career related opportunities.

Policies and Strategies

(11) The University outlines the governance and operations of its student support services through the following instruments:

Support Type	Instrument(s)
Processes for assessing a student's suitability to continue to undertake a subject, or to identify students at risk of not completing	Academic Progression Review Policy Admissions Policy Assessment Standards Graduate Research Progress Policy
Processes for supporting students that are identified as 'academically at risk' of unsuccessful completion	Academic Progression Review Policy Student Transition Policy Graduate Research Progress Policy Graduate Research Show Cause Procedure
Processes to ensure: students have access to support services including before Census Date students are pro-actively offered access to support services prior to the Census Date where they: - are assessed at risk of not completing - have previously failed to successfully complete a subject - demonstrate a low level of engagement	Academic Progression Review Policy Student Charter Enrolment Policy Student Transition Policy Graduate Research Progress Policy Graduate Research Supervision Policy
Processes for providing non-academic support to students, including mental health support	Academic Progression Review Policy Student Charter Student Transition Policy Graduate Research Support Policy
Processes for identifying students in need of targeted individual literacy, numeracy and other academic supports and how these supports will be delivered	Student Transition Policy
Peer Support Services	Student Transition Policy
Support from academic staff for 'at-risk' students, offering adjustments and referral to support services where required	Assessment Procedure - Adjustments (including Special Consideration) Student Transition Policy Graduate Research Progress Policy Graduate Research Supervision Policy
Critical harm response arrangements for students	Complex Conduct Assessment and Management Policy Critical Incident and Business Continuity Management Policy Sexual Harm Prevention and Response Policy Student Conduct Management Policy
Specific arrangements for:	
Indigenous students	Indigenous Strategy 2022-2030
Students with disability	Disability Policy Universal Design and Inclusion Action Plan 2023-2030

Support Type	Instrument(s)
Students who have experienced family and domestic violence or other traumatic events	Academic Progression Review Policy Assessment Procedure - Adjustments (including Special Consideration) Domestic Coursework Scholarships Policy Gender-Based Violence Prevention and Response Action Plan 2026-2029 Graduate Research and RTP Scholarships Policy Student Fees Procedure - Remission of Debt or Fee Liability Student Transition Policy
Students who have experienced aggravated or sexual assault	Sexual Harm Prevention and Response Policy
Support for Students Policy is faithfully and fairly implemented, and errors, outliers and opportunities for improvement are identified and escalated	QA Section of this Policy
Processes for accessing the provider's staff who specialise in identifying the reasons why students are at risk of not successfully completing their units of study and can work with students to develop a plan to enable them to succeed	Academic Progression Review Policy Enrolment Procedure Student Transition Policy Graduate Research Progress Policy Graduate Research Supervision Policy

Quality Assurance and Reporting

Evaluation and Review

(12) The Deputy Vice-Chancellor (Academic) will oversee:

- a. the annual review of the Student Support Policy to ensure it remains fit for purpose and to identify any opportunities for improvement
- b. the periodic review of the delivery of student support services for efficiency, impact, accessibility and alignment with the [Higher Education Provider Amendment \(Support for Students Policy\) Guidelines 2023](#).

(13) Review outcomes of support programs are tabled for consideration by Education Committee, Academic Board, the Vice-Chancellor and the appropriate senior management group as part of the annual governance reporting processes.

Reporting

(14) The Deputy Vice-Chancellor (Academic) will report annually to the Commonwealth Government on relevant matters as required.

Section 6 - Definitions

(15) For the purposes of this Policy:

- a. academically at-risk: a description applied to students who exhibit indicators, such as low grades, low levels of engagement, impact from significant life events or other challenges, indicating that they may struggle academically and may benefit from targeted support and intervention measures to enhance their educational success. At risk indicators include where a student:
 - i. reports significant life circumstances that are impacting their capacity to study
 - ii. belongs to a cohort identified as benefitting from additional support
 - iii. fails to engage with academic learning, as evidenced by failure to engage with the Learning Management System or assessment

- iv. fails an early assessment item in their subject
- v. fails one subject for the first time other than a workplace-based subject
- vi. fails for the first time any workplace-based subject
- vii. fails 50% or more of their enrolled credit points for the first time
- viii. fails the same subject in a course for a second time, or
- ix. looks likely that they will not complete their course within the maximum period of study
- x. withdraws from all subjects for any one progression review period after the Census Date.

Section 7 - Authority and Associated Information

(16) This Policy is made under the [La Trobe University Act 2009](#).

(17) Associated information includes:

- a. [Student Support](#)
- b. [Higher Education Provider Amendment \(Support for Students Policy\) Guidelines 2023](#).

Section 8 - Schedule of University Support Services

Academic Support Services

Service	Description	How to Access
Orientation	La Trobe's comprehensive Orientation Program (delivered via on-campus, online, on-demand modes) is designed to support students' transition to university studies and foster a sense of belonging with their peers and the institution	https://www.latrobe.edu.au/students/getting-started/orientation https://www.latrobe.edu.au/researchers/grs/hdr/candidature/research-orientation
Peer Learning Advisors (PLA)	Peer Learning Advisors (PLAs) are experienced La Trobe students specially trained to help others with navigating study and assessments. PLAs come from many different discipline areas and offer support at every campus and online	https://www.latrobe.edu.au/library/study-and-research-support

Service	Description	How to Access
Academic Skills and Advisors	Individual, group and subject specific support with study skills, assignment planning and academic writing - available in person, online or via chat	
On-Demand Academic Skills Workshops	Assist students to develop their skills in writing assessments, referencing, and time management	
Library Learning Support	Subject specific and personalised support with referencing, information seeking and interpreting assessment and research questions - in person, online or via chat	
International Student Support	LMS Modules and tailored support to assist international students develop their vocabulary and learn about academic culture and expectations in Australia	https://www.latrobe.edu.au/mylatrobe/improve-your-english-with-a-new-lms-module/ https://www.latrobe.edu.au/library/assessment-thesis-support/international-students-study-support
Dedicated research skills programs for higher degree research students	The Graduate Research School's Research Education and Development (RED) team supports and assists La Trobe graduate researchers in: - quality research practices - strategies for success in research publication and funding - insight into researcher career paths and industry sectors - practising excellent research communication skills	https://www.latrobe.edu.au/researchers/grs/red
Library Researcher training	Workshops and training for research skills, in person, online or via chat	https://www.latrobe.edu.au/library/research/researcher-support
Graduate Research School	Candidature lifecycle support and advice to all graduate research students	https://www.latrobe.edu.au/researchers/grs

Service	Description	How to Access
Academic Integrity Training	A compulsory Academic integrity Module introduces students to La Trobe's values and its academic integrity standards so they are informed about how to avoid plagiarism and academic misconduct	https://www.latrobe.edu.au/students/admin/academic-integrity/academic-integrity-module
Student Advisors	The Student Advising team provides students with individualised support for their studies	ASK La Trobe https://www.latrobe.edu.au/students/ask-us/advising
Indigenous Student Services	Indigenous Student Services aim to ensure the delivery of the highest quality services to Indigenous Australians as prospective and current students as well as alumni	https://www.latrobe.edu.au/indigenous/student-services
Indigenous Academic Enrichment Program (IAEP)	Under the IAEP an Indigenous Australian student may access up to 2 hours per week per subject (during the teaching period) to a maximum of 8 hours as approved through their application	

Non-Academic Support Services

Service	Description	How to Access
Career Advising and Employability support	Free careers and employability services, events, advice and resources for students	https://www.latrobe.edu.au/students/opportunities/help-finding-work

Service	Description	How to Access
Wellbeing Services and intake service	A broad range of free wellbeing support services. The entry point for all services offered by Wellbeing Services. Students are invited to press "connect with us" in order to access our central triage form which then enables us to best direct students to the right service/services. The services are listed specifically in this table and links to information about each of the services are provided in this table	https://www.latrobe.edu.au/students/support/wellbeing
Counselling and mental health services	Counselling is offered at all campuses. General and specialist (the specialist services are listed) counselling.	https://www.latrobe.edu.au/students/support/wellbeing/services/counselling
Safer Community Service	Safer Community is a free, confidential support service for students experiencing concerning, threatening, inappropriate or uncomfortable behaviour	https://www.latrobe.edu.au/students/support/wellbeing/services/safer-community
Respect related programs and services	Programs and services to strengthen mental health and prevent gender-based violence and address the National Higher Education Code to Prevent and Respond to Gender-Based Violence 2025	https://www.latrobe.edu.au/about/at-a-glance/plans/respect-at-la-trobe https://www.latrobe.edu.au/students/support/wellbeing/programs-and-events/campaigns/respect
Multifaith Spiritual Wellbeing	Support for faith based matters	https://www.latrobe.edu.au/students/support/wellbeing/services/multifaith
LGBTQIA+ Health and Wellbeing Service	LGBTQIA+ community support	https://www.latrobe.edu.au/students/support/wellbeing/services/lgbtqi
Legal Service	Legal assistance is free, confidential and available to currently enrolled students	https://www.latrobe.edu.au/students/support/wellbeing/services/legalservice

Service	Description	How to Access
Accessibility Service	For students who need Reasonable Adjustments and other support to successfully complete their studies	https://www.latrobe.edu.au/students/support/wellbeing/services/accessability-hub
Men's Health and Wellbeing Service	Support for the mental health and wellbeing of male and male identifying students at La Trobe	https://www.latrobe.edu.au/students/support/wellbeing/services/mens-health
Indigenous Health and Wellbeing Service	The Indigenous counselling service is a safe space that provides culturally appropriate and sensitive support for all Aboriginal and Torres Strait Islander students studying at La Trobe University	https://www.latrobe.edu.au/students/support/wellbeing/services/indigenous
Student Wellbeing Connect Case management service	Student Wellbeing Connect provides support for students to manage their own wellbeing and reach their goals	https://www.latrobe.edu.au/students/support/wellbeing/services/student-wellbeing-connect
Financial Counselling	Free financial counselling for students including but not limited to guidance on budgeting, debt management, and accessing financial aid, helping students develop healthy financial habits and reduce stress	https://www.latrobe.edu.au/students/support/wellbeing/services/financial-counselling
Scholarships	La Trobe offers a range of scholarships and bursaries to support students' success and ongoing participation in their studies	https://www.latrobe.edu.au/study/scholarships
Indigenous Student Services	Indigenous Student Services aim to ensure the delivery of the highest quality services to Indigenous Australians as prospective and current students as well as alumni	https://www.latrobe.edu.au/indigenous/student-services

Service	Description	How to Access
La Trobe Leaders	The La Trobe Leaders Program provides opportunities for students to develop their leadership skills through welcoming incoming students, mentoring peers and participating in a range of engagement activities held on campus throughout the semester	https://www.latrobe.edu.au/students/opportunities/leadership-volunteering/leaders-program
Orientation	La Trobe's comprehensive Orientation Program (delivered via on-campus, online, on-demand modes) is designed to support students' transition to university studies and foster a sense of belonging with their peers and the institution	https://www.latrobe.edu.au/students/getting-started/orientation https://www.latrobe.edu.au/researchers/grs/hdr/candidature/research-orientation
Student Events and Engagement	The University provides an engaging and vibrant suite of events throughout the year, enabling students to connect with peers and build their sense of belonging with La Trobe	https://www.latrobe.edu.au/study/life/events

Status and Details

Status	Current
Effective Date	11th November 2024
Review Date	25th February 2027
Approval Authority	Vice-Chancellor
Approval Date	11th November 2024
Expiry Date	Not Applicable
Responsible Manager - Policy	Naomi Dempsey Pro Vice-Chancellor (Student Experience and Employability)
Enquiries Contact	Office of the Deputy Vice-Chancellor (Academic)