



**WENTWORTH INSTITUTE
OF HIGHER EDUCATION**
CRICOS CODE 03279M PRV12063

Document: Support for Students Policy

Approved by: EMT

Version:1.0

Date: 04.2024

Purpose and Scope

The purpose of this document is to outline the framework to identify students at risk, and to provide information about the support services provided to students to enable them to successfully complete their enrolled units of study.

Wentworth Institute of Higher Education (WIN) is committed to providing students with a positive learning experience. WIN has an academic and non-academic framework for identifying and supporting students at risk which starts at orientation, is assessed during the teaching period and at the end of each teaching period, is supported by our Study Support Officer, Library Officer, Academic Staff and is managed by the Registrar.

This policy applies to all students of WIN.

Academic Support

WIN is committed to early intervention and identification of students at risk. At the end of every semester, students with poor academic performance are identified and will meet with the Registrar. At that time, the Registrar determines the intervention most appropriate for that individual student and provides the student with their individualised intervention program in writing.

Student advice and information regarding academic support provided to assist with successful completion of studies is made available to students at the initial Orientation and continues throughout their studies. WIN policies and procedures include the following:

- [Student Handbook](#)
- [Student Progression, Exclusion and Graduation Policy and Procedure](#)
- [Student Assessment Policy and Procedure](#)
- [Academic Integrity and Student Misconduct Policy and Procedure](#)

Students can utilise a range of academic support services to assist with their studies, including:

- Access to the Study Support Officer, providing assistance in areas such as academic writing, study skills, referencing and critical thinking workshops, time management
- Access to Library Support via the WIN Librarian for support accessing information and online databases
- General English and English for Academic Purposes support classes to assist students requiring additional learning

Information for this support is made available to all students through the WIN website and the Canvas Student Hub.

Non-Academic Support

WIN recognises that students may face difficulties and issues outside of their studies that can lead to poor academic performance. Support for students, beyond academic support, is available to students to assist with such situations.

Non-academic support and services provided to students to assist with their studies includes:

- Counselling - access to a professional, external psychologist
- Disability support tailored to meet student needs organised via the Registrar
- Welfare services, such as advice on financial issues, accommodation and health related accessed via the Registrar

Guidance to students is provided via the following policies and procedures:

- [Non-academic Grievance Handling Policy and Procedure](#)
- [Critical Incident Policy and Procedures](#)
- [Sexual Assault and Sexual Harassment Policy](#)
- [Acceptable Use of ICT Policy](#)

Information for this support is made available to all students through the WIN website and the Canvas Student Hub.

Support from Staff

WIN staff are involved to identify students who may be struggling in their studies. Early intervention strategies are employed to assist students. A first point of contact for students is their Course Director. The WIN Registrar is available to meet with students facing difficulties in their studies and will be able to offer specific intervention support to students.

Relevant Legislation and Policies

- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [TEQSA Acts and Standards](#)
- [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#)
- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 \(National Code 2018\)](#)