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## 1 PURPOSE

- 1.1 This policy outlines the support available to CQUniversity students to assist them to successfully complete their studies.

## 2 SCOPE

- 2.1 This policy applies to all CQUniversity students.

## 3 POLICY STATEMENT

- 3.1 The University is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

### Students in crisis

- 3.2 The University takes the safety of students seriously. Where there is an immediate threat to life or property which requires an emergency response, students should not hesitate to:
- call 000 and report the incident to the police department or one of the emergency services
  - following that, report the incident to University Security (by activating the Emergency function on the SafeZone mobile application and/or call 0418 792 982, or 07 4936 1331), then
  - report the incident via the [Report an Incident Form](#) or [Report a Confidential Form](#) in the University's Risk Reporting System (CAMMS).
- 3.3 For all other incidents, including [critical incidents or traumatic events](#), students can:
- submit an [Official Complaints Form](#) or email [conduct@cqu.edu.au](mailto:conduct@cqu.edu.au), in accordance with the Student Behavioural Misconduct Procedure

- submit an incident via the [Report an Incident Form](#) or [Report a Confidential Form](#), in accordance with the [Incident and Hazard Reporting and Investigation Procedure](#), or
  - contact the Chief Wellbeing Officer (or nominee) for incidents of a serious nature, in accordance with the [Student Critical Incident Policy and Procedure](#).
- 3.4 Reported incidents will be reviewed as soon as possible by suitably trained employees and in accordance with the appropriate policy document. Where a reported incident is managed under a different policy document to the method the student reported the incident, it will be forwarded to the relevant business area for investigation and action.

### **Students at risk of not successfully completing their studies**

- 3.5 The University will monitor student engagement and academic progress of students and provide early identification and support for students who may need assistance to succeed in their studies.
- 3.6 The following policy documents outlines how the University will monitor the academic progress and engagement of students:
- Higher education coursework and enabling courses - [Academic Progression Policy and Procedure](#)
  - Research higher degree courses – the relevant [Course Rules](#)
  - English Language Intensive Courses for Overseas Students (ELICOS) – [ELICOS Academic Progress Policy and Procedure](#).
- 3.7 If a student has experienced special circumstances which may have impacted satisfactory academic progress, students may submit an application for consideration of special circumstances. Refer to the [Consideration of Special Circumstances Policy and Procedure](#).

### **Supports available to students**

- 3.8 The University offers numerous supports to assist students to succeed in their studies, including:
- The [Academic Learning Centre](#) is a network of support for students, providing information, advice and resources to assist with studying at the University.
  - The [Library](#) offers a range of services to support study and learning. These include access to print and electronic resources; bookable study rooms and a range of study spaces; and phone, online and in-person assistance.
  - The [Technology and Services Assistance Centre](#) (TaSAC) offers a range of technical services to students.
  - [Student Advocacy](#) is a free and confidential service providing support and assistance to students who seek guidance on academic grievances, appeals and disputes.
  - The [Student Ombudsman](#) can provide impartial and objective reviews of whether a University policy document has been properly applied.
  - [Accessibility and Equity](#) provides individualised services, free resources and assistive technology, confidential advice and advocacy to prospective and current students who have a disability, illness, medical or mental health condition and require assistance with their studies or training. This service also supports students who are the primary carer of someone with a disability and requires assistance.
  - The [Careers Team](#) supports prospective, current and graduate students with career development and achieving their professional aspirations through career education, guidance and information.
  - The [Counselling and Wellbeing Team](#) offer free and confidential mental health support for students and provide events, programs, workshops and other initiatives to help improve the overall wellbeing of students.
  - The [Indigenous Student Engagement Team](#) provide support services to Aboriginal and/or Torres Strait Islander students including free tutoring support, financial guidance, cultural advocacy, safe learning support, basic course information and through Dare2BeDeadly (D2BD) case management to meet the individual needs of students.

- The [Student Portal \(MyCQU\)](#) and [Student Learning Platform \(Moodle\)](#) offer a wide range of study resources to support students, including after-hours academic support (Studiosity), qualified and experienced learning support teachers to assist vocational education and training (VET) trainees and apprentices, and online group study sessions aimed at units that have been historically challenging for students (known as peer assisted study sessions (PASS)).
  - A centralised Student Communications Team who coordinates all outgoing messages to students to ensure proactive information about support services is provided, including a fortnightly student broadcast email.
  - The [Student Representative Council](#) is a collective group of students, elected by their peers, and appointed to engage with and advocate for the student community and contribute to the improvement of the student experience.
- 3.9 The University's [policy site](#) also provides a full list of high-level policy documents relevant to the University. Students can filter this site for documents that are specific to their student cohort, or are of particular importance to student life, including the:
- [Assessment Policy and Procedure \(Higher Education Coursework\)](#)
  - [Assessment Tacking and Resulting Procedure \(VET\)](#)
  - [Complaints Policy and Procedure](#)
  - [Disability Support Policy and Procedure \(Students\)](#)
  - [Doctor of Philosophy \(Industry\) Course Rules](#)
  - [Doctor of Philosophy by Portfolio Course Rules](#)
  - [Graduate Certificate in Research Course Rules](#)
  - [Information and Communications Technology Acceptable Use Policy and Procedure](#)
  - [Research Higher Degree \(Offshore\) Course Rules](#)
  - [Research Higher Degree Course Rules](#)
  - [Review of Grade Procedure](#)
  - [Student Assessment Procedure \(VET\)](#)
  - [Student Critical Incident Policy and Procedure.](#)

## Collection of personal information

- 3.10 Personal information will only be collected where necessary and relevant to the University's functions and activities, and in accordance with the [Information Privacy Act 2009](#) (Qld), and the University's [Privacy Policy and Procedure](#). There may also be instances where the University must comply with the [Privacy Act 1988](#) (Cwlth) for higher education. Refer to the University's [privacy website](#) for examples of personal information held.
- 3.11 When information is collected directly from a student, employees must tell the student what the information is going to be used for before, or at, the point of collection where possible. If this is not possible, these details must be provided as soon as practicable after the information is collected.
- 3.12 Personal information must be obtained in a reasonable and transparent way. The University will not collect information by unlawful or unfair means, including trickery, deception, or misleading conduct.

## 4 RESPONSIBILITIES

### Compliance, monitoring and review

- 4.1 The Vice-President (Student Success) is responsible for implementing, monitoring, reviewing, and ensuring compliance with this policy.

## Reporting

- 4.2 The Office of the Vice-President (Student Success) must provide an annual report to the [Department of Education](#) by March each year which includes qualitative de-identified information on:
- where the policy can be found on the University's website
  - how this policy complied with the support for students policy requirements in the [Higher Education Support Act 2003](#) (Cwlth) and [Higher Education Provider Guidelines 2023](#) (Cwlth)
  - how the University determined what support services should be available and how effective these services were
  - what assessment and assurance activities the University undertook to determine the appropriateness and effectiveness of the available support services for students
  - any opportunities identified to improve the available support services detailed in this policy, including outcomes for students and information on complaints received related to these services
  - examples of how the University's available support services assisted students in undertaking their units of study, and
  - how the University determined that appropriate resourcing was available to deliver the support services described in this policy.

## Records management

- 4.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.4 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email [records@cqu.edu.au](mailto:records@cqu.edu.au)).

## 5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

### Terms and definitions

**Critical incidents or traumatic events:** events or situations or imminent threats of such which cause extreme stress, fear or injury/significant risk of harm to the physical or mental health, safety or wellbeing of an individual. It may include:

- death
- attempted suicide
- serious injury, life-threatening illness, and drug, alcohol or psychoactive substance overdose
- unlawful behaviour including physical and/or sexual violence, or crime-related incidents
- missing student
- significant mental-ill health issues threatening the safety of self or others
- where a student, employee, community member, volunteer, visitor, tenant, or contractor has witnessed a serious incident, and
- other traumatic events or serious threats.

## 6 RELATED LEGISLATION AND DOCUMENTS

[Academic Progression Policy and Procedure](#)

[Assessment Policy and Procedure \(Higher Education Coursework\)](#)

[Assessment Tacking and Resulting Procedure \(VET\)](#)

[Complaints Policy and Procedure](#)

[Consideration of Special Circumstances Policy and Procedure](#)

[Disability Support Policy and Procedure \(Students\)](#)

[Doctor of Philosophy \(Industry\) Course Rules](#)

[Doctor of Philosophy by Portfolio Course Rules](#)

[ELICOS Academic Progress Policy and Procedure](#)

[Graduate Certificate in Research Course Rules](#)

[Higher Education Provider Guidelines 2023 \(Cwlth\)](#)

[Higher Education Support Act 2003 \(Cwlth\)](#)

[Incident and Hazard Reporting and Investigation Procedure](#)

[Information and Communications Technology Acceptable Use Policy and Procedure](#)

[Information Privacy Act 2009 \(Qld\)](#)

[Official Complaints Form](#)

[Privacy Act 1988 \(Cwlth\)](#)

[Privacy Policy and Procedure](#)

[Report a Confidential Form](#)

[Report an Incident Form](#)

[Research Higher Degree \(Offshore\) Course Rules](#)

[Research Higher Degree Course Rules](#)

[Review of Grade Procedure](#)

[Student Assessment Procedure \(VET\)](#)

[Student Critical Incident Policy and Procedure](#)

## 7 FEEDBACK

7.1 Feedback about this document can be emailed to [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Academic Board
Delegated Approval Authority	Student Success Committee
Advisory Committee	N/A
Required Consultation	N/A
Administrator	Vice-President (Student Success)
Next Review Date	19/12/2024

Approval and Amendment History	Details
Original Approval Authority and Date	Acting Vice-Chancellor and President 19/12/2023
Amendment Authority and Date	Vice-Chancellor and President 28/30/2024; Academic Board 29/05/2024.
Notes	