

Student Support Services Policy - HE

Policy Code: STU-064

Version: 1.0

Effective Date: 31 October 2019

Purpose

The purpose of this policy is to provide details of the resources and assistance available to all students in terms of access to services that support a student's experience at the College.

Definition of “College” – In the higher education sector, Australian College of Natural Medicine Pty Ltd trades as Endeavour College of Natural Health (Endeavour) and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective entities or trading names.

Scope

- All campuses
- All higher education students
- All Student Services Advisers
- All Retention Co-ordinators
- All staff (including contractors) when relating to higher education student
- All governing bodies

Policy Statement

The College is committed to providing a personalised, innovative and engaging environment in which students receive a valuable educational and supportive student experience throughout their time studying with the College. The intent of student support at the College is that it occurs within a partnership framework, in which students are responsible for their own learning, while being actively supported by the College.

This policy document has been developed to provide a clear statement of the various internal and external support services available to all students. The College is committed to students' safety, wellbeing and a student experience that supports an active, harmonious, ethical and positive experience centred on academic learning, research and professional and personal growth. International students are included in the scope of this policy and should also refer to the [Student Support Services Policy- International](#).

Access to Information

The College provides a range of student support services to all students throughout their time studying at the College. Students will be provided with up to date information on support options offered by the College through internal communication channels which include but are not limited to the College website, the LMS (Learning Management System), Student Portal, on-campus signage, student newsletters, email correspondence, written notifications and social media communication channels used at the College.

Student Orientation

The Student Orientation program is scheduled one week prior to the start of each on-campus semester teaching period and is designed to assist commencing students with their transition to higher education study. This program introduces students to the on-campus support teams of Student Services Advisers, Academics, and Campus Managers and completes an introduction into what to expect in your studies with the College. A monthly online orientation webinar is also scheduled to support commencing students who start their studies in the online teaching cohorts.

The Orientation Module is available for all students to access via the LMS (Learning Management System) / Learning Resources / Orientation Module. On admission to the College all students are enrolled into this module which provides information and links on how to access the support services and resources available to all students as they start their learning journey with the College.

The College offers a range of information brochures on campus and via the website <https://www.endeavour.edu.au/> in the FAQ section that includes information on how to access support services and resources at the College.

For further information refer to the following resources:

- [*Student Handbook – Higher Education*](#),
- [*ECNH Student Support – Connect with Student Support Brochure*](#)
- [*FAQ for New Endeavour Students \(Booklet\)*](#)
- [*Student Consultation Policy – Higher Education*](#)

Campus Orientation

The College has six campus locations in Australia and to assist students in campus orientation a guide to campus life is available for each location during 'O-Week, at student services and via the website <https://www.endeavour.edu.au/About-Us/Campuses> section.

These guides have been designed to assist students in discovering important information about each campus location.

- [Adelaide Campus](#)
- [Brisbane Campus](#)
- [Gold Coast Campus](#)
- [Melbourne Campus](#)
- [Perth Campus](#)
- [Sydney Campus](#)

Learning Management System

The Learning Management System (LMS) is where you will find all of your course information. Through the LMS you can access your course materials, submit assignments, book consultations with academics, Student Services, Course Progression, view your subject outlines and access a wide range of support tools.

Access the LMS via <https://learn.endeavour.edu.au/portal/>.

Student Portal

The Student Portal is the administration site of your studies. You can check your enrolment history or subject's results, check and manage your timetable and enrol in new subjects, access forms and policies and receive notices from the College via your Student Portal.

Access the Student Portal via <https://portal.endeavour.edu.au/>.

Student Services Support

Student Advisers

The College has Student Services Advisers at each campus (part of the Student Services team) who students can contact directly at any time during business hours on campus, by telephone on 1300 462 887 (option 2), or by submitting a ticket via the Student Portal Feedback and Assistance –Student Services or by emailing student.services@endeavour.edu.au. Alternatively students can arrange a specific time to meet in person to seek support throughout their time studying with the College. Student Advisers are also available in person for Student Consultations and these can be booked through LMS / Learning Resources - Student Consultations.

The Student Services team will be able to assist all students with their enquires from orientation to graduation. All students are able to access brochures that have been designed to assist students and provide valuable information and support for students via the FAQ and Information sections on the College website. A range of information brochures that support student enquiries are:

- [ECNH Student Support - Connect with Student Support Brochure](#)
- [ECNH Student Support - Course Progression FAQ Brochure](#)
- [ECNH Student Support - Safe Campus Brochure](#)
- [ECNH Student Support - Student Code of Conduct Brochure](#)
- [Student Handbook –Higher Education.](#)
- [Wellnation Clinics FAQ –A guide to your first time in clinic](#)
- [ECNH Student Support WWCC Brochure](#)
- [ECNH Student Support - Course Completion and Graduation Brochure](#)

Course Progression Support

To support students with planning their studies based on the course outlines monthly course progression webinars are available to all students with registration links available on the website under current students. The College recognises that during the course of study a students' circumstances may change and impact their study plans and all students are encouraged to seek assistance by contacting a Student Adviser or Retention Co-ordinator by emailing courseprogression@endeavour.edu.au. To discuss options in person a student consultation can be booked via LMS / Learning Resources - Consultation Student Services/ Consultation – Course Progression.

For further information refer to [ECNH Student Support – Course Completion FAQ Brochure](#)

For further details refer to [Course Outlines](#) and the [Academic Progression Policy – HE](#)

Student Representatives

The College provides students with an opportunity to represent the student body in an ongoing partnership with staff and the broader College community supporting open channels of communication between students, operational and academic departments across each of the campuses. The student representative roles are designed to support the student experience on campus and are underpinned by the [Student Code of Conduct-HE](#) that defines the relationship that exists between students, the staff who teach them and the broader College community.

The College offers a variety of opportunities to become involved in support initiatives, events and activities as an active student representative on campus by connecting with your local campus teams. If you are interested in becoming a student representative and are a proactive and supportive member of the student body further details are available by emailing studentreps@endeavour.edu.au, for involvement in campus activities and events email student connect at connect@endeavour.edu.au and for the opportunity to be part of the academic governing bodies email Student Voice student.voice@endeavour.edu.au

In addition a number of the College's academic governing bodies include student representatives who are a key part of the 'student voice' at the highest level of governance at the College. These students are typically invited from those participating in other representative opportunities such as the Student Voice. If you would like to be more involved in decision-making and recommendations to improve College life email student.voice@endeavour.edu.au.

Student Feedback

The College welcomes and supports feedback from students as this allows the College the opportunity to continuously review and improve service offerings and support provided to students during their time with the College. The forums for such feedback are:

- to approach a member of Student Services staff,
- to provide feedback through the Student Portal via the feedback and assistance form,
- to use regular student feedback surveys such as the academic student feedback via the LMS administered for every subject at the end of each semester,
- to provide feedback through the department specific student feedback forms via the student portal,
- to provide feedback via student feedback surveys available in the LMS,
- to provide feedback via student feedback surveys sent via marketing communication channels,
- to provide feedback via the suggestion boxes located on each campus
- to provide feedback by emailing qualityfeedbackmonitor@endeavour.edu.au
- to provide feedback via the Student Experience QILT (Quality Indicators for Learning and Teaching) Higher Education annual survey <https://www.qilt.edu.au/>

All students are encouraged to speak with a Student Adviser about feedback and support options available to students. In some cases, students or potential students may feel that they have experienced unfair or unreasonable treatment, disadvantage or distress and may wish to pursue feedback through a more formal process. For further details refer to the [Grievance Policy – Domestic Students – HE](#).

Fee Support

All students studying at the College and enrolled within a higher education course are expected to pay the enrolled tuition fees in full by the census date of the relevant subject. This can be undertaken using the FEE-HELP loan scheme or by full upfront payment of fees upon enrolment. In cases where students may be struggling to pay fees it is recommended that you contact a Student Adviser or email feehelp@endeavour.edu.au to discuss support options available.

For further details refer to the [Fees Policy – Higher Education](#).

Facilities Support

Our Campuses have a national footprint. Each campus has a different vibe reflecting the culture of each city and supports a Student Break-Out Area; a place to socialise with other students and to form life-long friendships. Enjoy these spaces as a place to relax, study, meet with friends, eat and learn together. All students are able to provide feedback about campus facilities by submitting a feedback form via the Student Portal or by speaking with a Student Adviser or Campus Manager on site.

The College has a range of policies that supports a positive, harmonious and safe campus environment for all students such as:

- [Alcohol and Other Drugs Policy –Higher Education Students](#)
- [Children on Campus Policy](#)
- [Health, Safety and Environment \(HSE\) Policy](#)
- [Student Code of Conduct – HE](#)

To support students throughout their study the College also offers the following on-campus and online facilities:

- **Wellnation Clinics** are located on each of our campuses and are an important part of your study journey. All students have access to support resources that outline expectations in a clinical setting and the standards required to support the health and safety of students, staff and patients. Refer to the [Clinic Handbook](#), [Clinic Student Safety Policy](#) and the [Clinic Client and Visitor Safety Policy](#). The college encourages you to visit and make an appointment at Wellnation Clinics to support your health and wellbeing throughout your studies. All students holding a current Student ID Card are eligible to receive treatments for a special concession price.

For further information, visit the Wellnation Clinic website <https://www.wellnationclinics.com.au>.

- **Wellspring Bookstore** is the natural health and wellbeing retail specialist store stocking textbooks, gift ideas, natural cook books and must-have wellness products. The Bookstore supports and services students around Australia. A list of textbooks based on the curriculum are available to be ordered online with free delivery to all of the campuses nationally. For further information visit the website at <https://www.endeavourbookstore.com.au>.

Student Safety on Campus

The College is committed to supporting a positive health and safety culture and ensuring, as far as practicable, a safe and healthy environment for all students on campus.

The College has a range of policies and procedures that are enacted for any incident which has the potential to, or actually does, impinge upon the wellbeing of the students, staff or the College. The college conducts regular health and safety training with staff to support the implementation of health, safety and wellbeing policies outlined below to support students' safety on campus:

- [Critical Incident Policy](#)
- [Clinic Client and Visitor Safety Policy](#)
- [Clinic Student Safety Policy](#)
- [Children on Campus Policy](#)
- [Disability Policy](#)
- [Health, Safety and Environment \(HSE\) Policy](#)
- [Notifiable Disease and Infection Control Policy](#)
- [Student Equal Opportunity and Fair Treatment Policy – Higher Education](#)
- [Student Code of Conduct - HE](#)

To support a safe and harmonious campus environment the college encourages feedback on facilities and campus related health and safety feedback via Student Portal / Feedback and Assistance / Facilities. The Campus Manager teams monitor feedback regularly and address any reported facilities, hazards or incidents reported.

Students should be mindful of their own safety on campus and to raise student's awareness to personal safety and procedures on campus. All students can expect regular communications via the Student Portal, LMS, student newsletters, student notice boards and social media communication channels.

If a student requires extra support on campus it is recommended to contact a Student Adviser for support options and refer to the [Safe Campus Brochure](#) and safe campus business cards available at all campus locations. To discuss support options in person a student consultation can be booked via LMS / Learning Resources-Consultation Student Services.

Safe Campus

The College has zero tolerance for sexual assault, harassment, bullying and discrimination and expects that students regardless of background or intrinsic characteristics, are able to participate fully in College activities and will feel their contribution is welcomed, valued and supported.

All students are expected to observe reasonable standards of behaviour with respect to all activities and property while on campus and the College requires all students to adhere to the [Student Code of Conduct – HE](#). Students who behave in a manner that contradicts the Student Code of Conduct or any other related codes and policies may be liable for student misconduct and disciplinary action as per the [Student Misconduct Policy – Higher Education](#).

In cases where students may require extra support on any matter of a sensitive nature, students are encouraged to approach a Student Services Adviser or a trusted member of staff. To discuss support options in person a student consultation can be booked via LMS / Learning Resources-Consultation Student Services.

In cases where students may be uncomfortable approaching a member of staff, students may email in confidence to safecampus@endeavour.edu.au. All feedback lodged through this email is monitored and all allegations will be investigated in a manner that is fair, impartial, equitable and with compassion and empathy. In each case the principles of natural justice (procedural fairness) will be adhered to in making decisions related to addressing concerns and determining outcomes.

In some cases students may experience a misadventure that is outside the control of the College and unrelated to their course of study, such as an assault in a city street. In such circumstances the College may not have jurisdiction to investigate such incidents or take actions against those responsible. The College is able to offer and extend all of the support options available such as counselling services, access to crisis support providers, academic support to students who experience extenuating or exceptional circumstances due to misadventure.

For further information refer to the [Student Equal Opportunity and Fair Treatment Policy – Higher Education](#)

Student Assistance Program (SAP)

The College understands that students face many pressures when studying and provides all students' access to the Student Assistance Program (SAP), a counselling service that is independent of the College. Students may access up to 6 appointment's free of charge per year and this service is available by calling 1800 336 207(24/7) or via www.acesseap.com.au and is exclusively available for Endeavour students.

Students may require this support for various situations including:

- Medical Reasons – where a student's medical condition has changed to such an extent that it impacts upon their current studies and performance,
- Family / Personal Reasons – such as death or severe medical problems within a family, or unforeseen family financial difficulties that may impact upon current progress and performance,
- Personal Circumstances – that may be impacting a student's ability to focus on studies,
- Stress due to study – such as insufficient development of skills in the area of expertise, underestimation of the demands of study and course load requirements, academic capacity, differing expectations of teaching and learning styles.

For further information refer to the website [Current Students/ Support Services](#).

Academic Support

The College is committed to assisting students in their studies to achieve their academic goals. Academic assistance and support is offered to all students to ensure that the professional learning outcomes of each subject is achieved and a range of support opportunities are provided through the provision of extra tutorial support, academic resources, special considerations and academic consultations.

Students are able to book a consultation with an academic via LMS / Learning Resources Consultation – Academic. For further support refer to the [Student Consultation Policy – Higher Education](#).

To support students who are commencing their studies the [Introduction to Academic Skills \(ACAS011\)](#) and the [Introduction to Health Sciences \(BIOH011\)](#) subjects are offered as non-award subjects (for a fee). These subjects are available to all students and introduce study skills, academic writing, reflective writing, numeracy, referencing, critical thinking, collaboration, time-management, communication, goal-setting, technology based skills and general biology related skill strategies to support a student's success as they start their learning journey at the College.

For further information refer to the [Subject Outline – ACAS011 – Introduction to Academic Skills](#)

[For further information refer to the Subject Outline – BIOH011 Introduction to Health Sciences](#)

Study Skills

To assist students in gaining maximum results academically a range of resources to support skill development in the areas of academic integrity and study skills are available to all students and can be accessed via the LMS / Learning Resources, such as:

- [LMS / Learning Resources – Academic Integrity subject](#),
- [LMS / Orientation – Learning Resources/Preparation](#),
- [LMS / Orientation – Learning Resources/Academic Skills](#),
- [LMS / Orientation – Learning Resources/Assessments](#),
- [LMS / Learning Resources – Library Research Skills Tutorial](#),
- [Library Services / Study Skills](#) ,
- [Library Services / Databases - https://endeavour.libguides.com/az.php](#) Learner databases

All students are encouraged to build academic skills throughout their study. In cases where extra academic and library support is required an in person consultation can be booked via LMS / Learning Resources – Consultation Academic, LMS / Library - Consultation Library.

For further information refer to the [Student Consultation Policy – Higher Education](#).

English as a Second Language Program

In cases where students may be struggling with the English language requirements of their enrolled course, students may choose to register as an ESL (English as a Second Language) student at the College. Registration with the program allows access to the provision of 'reasonable adjustments' including access to additional support particularly relating to assessment, such as providing additional exam time or allowing a dictionary to assist in completion of an exam. A Student Adviser can support your registration for the ESL program, to discuss options in person a student consultation can be booked with Student Services via the LMS / Learning Resources-Consultation Student Services.

For further details refer to the [English Proficiency Policy- Higher Education](#).

Language, Literacy & Numeracy (LLN) Support

The College employs a number of teaching and learning strategies including the use of verbal explanations, diagrams/charts, group presentations, demonstrations, modelling and activities to assist and support students with differing student learning styles and requirements. In cases where student's may be

Australian College of Natural Medicine Pty Ltd (ACNM) trading as Endeavour College of Natural Health, Wellnation (National CRICOS Provider #00231G)

struggling with LLN or to support students who self-identify with LLN it is recommended to contact a Student Adviser. To discuss options in person a student consultation can be booked via LMS / Learning Resources-Consultation Student Services.

For further details refer to the [Inherent Course Requirements](#) and the [Reasonable Adjustment Policy](#).

Student At Risk Support

The College recognises that during the course of study a students' academic performance may fluctuate due to a range of factors, placing students 'at risk' of losing their good academic standing. To support students 'at risk' from losing their 'good academic standing', systematic assessments of student performance occurs during the study period through a series of Risk Assessments including review of attendance/login, first assessment task failure/non-submission, first period subject failure/ academic reviews post result release.

To support a student that has been classified as a Student at Risk the student may be required to:

- meet with a Retention Co-ordinator to assess study load management and course progression,
- to attend recommended on-campus tutorials and additional tutorial classes,
- to complete additional study via the library A-Z databases and learning modules such as PALMS,
- meet with a Head of Department (HOD), Associate Head of Department (A-HOD), Senior Lecturer (SL) to provide additional academic support planning,
- to agree to an intervention strategy to support probationary enrolment to support subject success,

All students are encouraged to seek assistance from a Student Adviser or Academic if they are struggling with their study load or course or if there has been a sudden change in circumstances that may impact success in their studies. To discuss options in person a student consultation can also be booked via LMS / Learning Resources - Consultation Student Services and an in person academic consultation booked via LMS Learning Resources – Consultation Academic.

For further details refer to the [Students at Risk \(Academic Standing\) Policy – Higher Education](#).

Access and Equity Program

The College encourages students with a disability, mental health or medical condition to self-disclose their condition to a Student Services Adviser. In cases where student's may present with a disability, mental health or medical condition that impacts their study it is recommended that students register and engage the support of the [Access and Equity Program](#). The primary purpose of self-disclosure is to enable the College to facilitate a student's successful progression through study by providing 'reasonable adjustments'. A Student Adviser can discuss reasonable adjustments and support options. To discuss options in person a student consultation can be booked via LMS / Learning Resources-Consultation Student Services.

For further information refer to the [Disability Policy](#).

Reasonable Adjustment Support

To support students that disclose a disability, mental health or medical condition, a 'reasonable adjustment' plan will be put in place to support reasonable adjustments in a learning environment. Reasonable adjustments may modify learning resources, learning environment, teaching method, or assessment conditions to increase the participation of a student with a disability, mental health or medical condition to maximise their success in the subject and course. When taking into consideration reasonable adjustments to support students it is still a requirement that the Inherent Course Requirements are met for course completion and association registration. The Inherent Course Requirements will not be compromised. To support students understanding of any recommended adjustments to support subject and course studies a meeting may be arranged with the Head of the Department, (HOD), Associate Head of Department, (A-

HOD), or Senior Lecturer (SL) with the Student Services Experience Manager (or nominated delegate) to discuss the reasonable adjustments that can be agreed to without compromising academic standards or the inherent requirements of the course. A Student Adviser can discuss your reasonable adjustments requirements and support options. To discuss in person a student consultation can be booked via LMS / Learning Resources-Consultation Student Services.

For further information refer to the [Reasonable Adjustment Policy](#) and the [Access and Equity Handbook](#).

Careers Support

The Endeavour Careers Services (ECS) is dedicated to supporting and empowering current students to unlock their full career potential. For support and assistance call 1300 884 246 or email careers.service@endeavour.edu.au

The ECS offers a range of support tools and resources such as;

- [career planner](#) – invest time in identifying your ideal career path
- *careers focus module* - LMS / Orientation / Careers Focus
- *on campus/ skype appointments* – career advice and direction
- [webinar series - to connect to industry](#)
- [webinar recordings – industry panels](#)
- [alumni events webinar series](#) - graduate success stories/ working in wellness
- [internship opportunities](#) – career relevant internships
- [industry job board](#) – current vacancies in the natural health industry

For further information refer to the website section [Careers Service](#)

Privacy

A student's right to privacy is respected and upheld and the College aims to protect and provide absolute privacy and quality assurance for all students at the College.

For further information refer to the [Privacy Policy](#)

College Support

To support students who experience extenuating or exceptional circumstances, the College:

- extends special consideration to students in respect of the course and any assessment item in the course as specified in the [Assessment Policy - Higher Education](#) and the [Special Consideration Policy - Higher Education](#)
- provides an application process for deferred assessment or examination for students prevented from undertaking an assessment item or exam as specified in the [Examination Policy - Higher Education](#)
- considers requests for withdrawal from a course/s due to special circumstances on the grounds supported by appropriate documentary evidence as specified in the [Deferral, Withdrawal and Course Variation Policy - Higher Education](#) and related (International) Procedure
- considers requests for remissions of fees based on special circumstances on the grounds supported by appropriate documentary evidence as specified in the [Remissions of Financial Liability due to Special Circumstances Policy - Higher Education](#)

- may extend the maximum period of completing a program on the basis of exceptional circumstances affecting the student's progress in the program as specified in the [Academic Progression Policy - Higher Education](#).

Resources

The College integrates equal opportunities and fair treatment principles for students throughout its operations. In affirmation of this integration the College has policies, procedures and programs such as:

- [Access and Equity Program](#) that exists to enable equal participation of every student focusing on increasing student social inclusion and assisting students to achieve the graduate outcomes in their course.
- [Admission and Enrolment Policy – International](#) and related Procedure that explain the commitment and process of ensuring that admission of international students is fair, transparent and ethical, and in line with the National Code and legislative requirements around the provision of education to international students in Australia.
- [Admissions Policy - Undergraduate - Higher Education](#) and related Procedure that explain the commitment and process of ensuring that admission of students is fair, transparent and ethical and compliant with Higher Education Standards.
- [Complaints and Appeals Policy - International](#) and related Procedure that sets out the considerations and processes that must be taken into account when managing international students complaints and appeals to ensure that the concern raised by an international student are addressed using the appropriate channels in order to facilitate an equitable, confidential and a timely resolution.
- [Disability Policy](#) which sets out the College's commitment to provide an accessible and inclusive study environment to all students with a disability or mental health or medical condition.
- [Examination Policy - Higher Education](#) which provides a framework, set of principles and the minimum requirements for circumstances under which a student may seek requests for deferred examinations under special considerations and circumstances.
- [Grievance Policy - Domestic Students - Higher Education](#) and related Procedure which includes the strategies and processes needed to manage student grievances to ensure that the students concern is raised and addressed using the appropriate channels to facilitate equitable, confidential and a timely resolution.
- [Privacy Policy](#) describes the importance of privacy and security of personal details of students and the practices required to handle the information.
- Provision of Reasonable Adjustment ([Reasonable Adjustment Policy](#)) in which the College will take all reasonable steps to ensure a student with a disability or special need is able to seek admission to or apply for enrolment; is able to participate in the courses provided; is able to use the facilities and services of the College; and where required able to participate in assessment tasks.
- [Remission of Financial Liability due to Special Circumstances Policy - Higher Education](#) which provides a broad framework, set of principles and the minimum requirements for circumstances under which a student may seek remission of debt or refund of fees under special considerations or other circumstances where the application of the College's policies requires consideration of special circumstances.
- [Special Consideration Policy - Higher Education](#) which provides a broad framework, set of principles and the minimum requirements for circumstances under which a student may seek requests for assignment extensions under special considerations or other circumstances where the application of the College's policies requires consideration of special circumstances.

- *Student Code of Conduct - HE* frameworks the College's values and encourages active engagement between the College and the higher education student body within the contexts of professional practice, teaching and learning, research and the life of the College community. It outlines the College's expectations of students as individuals and responsibilities of a higher education student enrolled at the College.

Definitions

Academic Integrity - requires that in providing for students with disabilities, the College continues to ensure the integrity of its courses and assessment requirements and processes, so that those upon whom it confers an award are able to present themselves as having the appropriate knowledge, experience and expertise implicit in the holding of that particular award.

Complaint - A statement that a situation is unsatisfactory.

Disability – The College defines disability in accordance with the *Commonwealth Disability Discrimination Act 1992*.

Formal Grievance - refers to the formal lodging of a written grievance, complaint or appeal.

Grievance - An official statement of a complaint over something believed to be wrong, which has resulted in what is believed to be by the Claimant, unfair treatment.

Health – the state in which an individual does not suffer from any disease or injuries as a result of work, work activities or the work environment.

Informal Grievance - refers to a range of processes, such as discussion, a request or query lodged with an appropriate staff member.

LLN - language, literacy and numeracy skills relate to how we communicate with each other. LLN skills are often, but not always, used at the same time.

Language – Language relates to the words, verbal structures and gestures we use to convey meaning. This includes communication forms such as speaking, listening, reading, writing and visual communication (such as the Australian sign language – AUSLAN), Language also encompasses broad groupings, such as English, Mandarin, Waripiri, and industry-specific jargon, acronyms and technical references. These can change and evolve over time. The value placed on the different communication forms of language will vary.

Learning Outcomes - the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning. Literacy – Literacy means being able to read and use written information. It also means being able to contextualise writing in an appropriate way.

Literacy - involves synthesising speaking, listening and critical thinking with reading and writing. Literacy skills allow us to interact effectively with one another.

Natural Justice Principles - Principles that ensure justice is not only done, but seen to be done. In procedural terms, a decision maker should not only act in good faith and without bias but should also grant a hearing to any person whose interests will be

affected by the exercise of that decision before the decision is made. The respondent must be given full details of the matter.

Non-academic Grievance - a grievance about operational or administrative matters within the College, unfair treatment, abusive behaviours, concerns about facilities, environment and safety.

Reasonable Adjustment – The College defines reasonable adjustment in accordance with the Commonwealth Disability Standards for Education 2005 subsection 3.4

An adjustment is a measure or action (or groups of measures or actions) taken by the College to assist a student with a disability, mental health or medical condition to participate in education and training on the same basis as other students. An adjustment is reasonable if it achieves this purpose while taking into account the student's learning needs and balancing the interests of all parties affected, including those of:

- the student with the disability
- the education provider (the College)
- staff
- other students

An adjustment is reasonable in relation to a student with a disability, mental health or medical condition if it balances the interests of all parties affected.

Safety – the state in which the risk of harm (to persons), damage to property or the environment is limited to an acceptable level.

Special Circumstances – Students may apply for Special Circumstances when a decision has been made by the College upon application of the relevant policy that may require reassessment due to extenuating circumstances. For example, students may apply for an extension of a written assessment or deferral of an examination if a situation occurred that was beyond the student's control which affected the student's participation in study. For further information refer to [Special Consideration Policy - Higher Education](#), or [Special Circumstances Policy - VET](#).

Staff - Refers to anyone employed and being paid by the College either on an ongoing basis or as a casual contractor

Student – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Student at Risk (SaR) –a student is deemed to be ‘At Risk’ if they are not performing adequately in, or progressing through, their course as per the *Academic Progression Policy –Higher Education*

Student Services Staff - Staff who provide a comprehensive range of services to support students in their educational, vocational, cultural, social and personal development and success.

Study period – is a period of time over which a subject is taught, according to the College calendar. On campus study periods are expressed in semesters (16 weeks). Online study periods run for the same length of time as on campus study periods but may begin on a different date.

Support – The College connects students with a disability to specialised services or adjustments with the aim of assisting them to achieve personal and educational goals at the College. This support enables the College to meet its access and equity commitments as well as disability legislative requirements under Commonwealth law. For further information refer to the [Access and Equity Handbook](#).

Working Day - a weekday (Monday to Friday) on which the College is open for business. This does not include national public holidays or College shutdown periods (e.g.: Christmas holidays) as noted on the Student Calendar.

Related Procedures

[Grievance Procedure](#)

[Student at Risk Procedure](#)

Further Information

Related Policies

[Academic Integrity Policy – Higher Education](#)

[Academic Progression Policy – Higher Education](#)

[Admissions and Enrolment Policy – International](#)

[Admissions Policy – Undergraduate – Higher Education](#)

[Alcohol and Other Drugs Policy – Higher Education](#)

[Assessment Policy – Higher Education](#)

[Clinic Client and Visitor Safety Policy](#)

[Children on Campus Policy](#)

[Clinic Student Safety Policy](#)

[Complaints and Appeals Policy – International](#)

[Critical Incident Policy](#)

[Deferral, Withdrawal and Course Variation Policy – Higher Education](#)

[Disability Policy](#)

[English Proficiency Policy – Higher Education](#)

[Examination Policy](#)

[Fees Policy – Higher Education](#)

[Grievance Policy – Domestic Students – HE](#)

[Health, Safety and Environment \(HSE\) Policy](#)

[Notifiable Diseases and Infection Control Policy](#)

[Non Award Study Policy](#)

[Privacy Policy](#)

[Student Code of Conduct - HE](#)

[Special Consideration Policy – Higher Education](#)

[Students At Risk \(Academic Standing\) Policy – Higher Education](#)

[Student Consultation Policy - Higher Education](#)

[Student Equal Opportunity and Fair Treatments Policy – Higher Education](#)

[Student Services Support Policy – International](#)

[Reasonable Adjustment Policy](#)

[Remission of Financial Liability due to Special Circumstances Policy – Higher Education](#)

[Working with Children Checks Policy](#)

Related Documents

[Access and Equity Program Registration Form](#)

[Access and Equity Handbook](#)

[Application for Remission of Financial Liability – HE](#)

[Campus Brochure Adelaide](#)

[Campus Brochure Brisbane Campus](#)

[Campus Brochure Gold Coast Campus](#)

[Campus Brochure Melbourne Campus](#)

[Campus Brochure Perth Campus](#)

[Campus Brochure Sydney Campus](#)

[Clinic Handbook](#)

[Course Outlines](#)

[ECNH Student Support – Connect with Student Support Brochure](#)

[ECNH Student Support – Course Completion and Graduation Brochure](#)

[ECNH Student Support – Course Completion and FAQ Brochure](#)

[ECNH Student Support – Safe Campus Brochure](#)

[ECNH Student Support – Student Code of Conduct Brochure](#)

[ECNH Student Support – WWCC Brochure](#)

[ESL Registration Form - HE](#)

[FAQ for New Endeavour Students \(Booklet\)](#)

[Formal Grievance Form - Higher Education](#)

[Student at Risk - Online Form](#)

[Student Handbook –Higher Education](#)

[Subject Outline – ACAS011 – Introduction to Academic Skills](#)

[Subject Outline – BIOH011 Introduction to Health Sciences](#)

[Wellnation Clinics FAQ – A guide to your first time in clinic](#)

[WWCC \(Working with Children Checks\) Brochure](#)

Guidelines

[Higher Education Provider Guidelines 2012](#)

Benchmarking

Bond University

CQ University

Curtin University

Griffith University

Supporting Research and Analysis

Not applicable

Related Legislation

[Australian Qualifications Framework](#)

[Higher Education Support Act 2003](#)

[Higher Education Support \(Transitional Provisions and Consequential Amendments\) Act 2003](#)

[Higher Education Standards Framework \(Threshold Standards\) 2015](#)

[Tertiary Education Quality and Standards Agency Act 2011 \(Cth\).](#)

[State Work Health and Safety Laws](#)

Review and Approval

Policy Author	Director, Student Services and Retention
Policy Owner	Director, Student Services and Retention
Contact	Director, Student Services and Retention deirdre.mathias@endeavour.edu.au
Recommending Body	Academic Board Meeting date: 3 October 2019
Approval Body	College Council Meeting date: 18 October 2019
Policy Status	New
Responsibilities for Implementation	Academic Staff Director of Education Head of Marketing Heads of Department / Associate Heads of Department / Course Coordinators Student Advisers, Student Services, Retention Co-ordinators Student Enrolment Advisers, Student Recruitment
Key Stakeholders	Dean and Director of Operations Director, Student Services and Retention National Quality, Governance and Compliance Manager Retention Co-ordinators Student Advisers, Student Services Students