Support for Students Policy & Procedure

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Maintenance Owner:	Group Quality, Accreditation & Compliance

NextEd Group Limited (ABN 75105012066) is the ultimate holding company of Academy of Interactive Technology Pty Ltd (ABN 35094133641) also trading as Coder Academy Australia, Greenwich Higher Education, and ISCD

Contents

Section 1 – Introduction *3*

1. Purpose 3

2. Scope 3

Definitions 3

Section 2 – Policy *5*

Section 3 – Procedure *6*

Publication 7

Section 4 – Reference and Supporting Information *7*

Section 5 – Change History *7*

Section 1 – Introduction

1. Purpose

This policy describes the approaches AIT will use to identify students at risk of not completing their studies successfully, its strategy for providing the support and resources needed for students' success, and its processes for ensuring students are informed about these available support measures.

This policy is a requirement of the Higher Education Support Act 2003.

2. Scope

This policy applies to:

i) All students (domestic and international) of Academy of Interactive Technology Pty Ltd – AIT - (also trading as Coder Academy Australia, Greenwich Higher Education, and ISCD), RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J
ii) All staff of AIT including contractors;
iii) All courses delivered by AIT including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the NextEd Group policy will apply.

Definitions

At risk	Refers to a student who is identified as having a higher likelihood of facing challenges that could hinder their ability to successfully complete their units of study, courses or academic programs. This may be due to a variety of factors, including but not limited to, academic difficulties, personal or financial issues, lack of engagement with course materials, and mental or physical health concerns.
Support	Support refers to a range of services, resources, and interventions designed to assist students in overcoming challenges that may affect their academic performance, well-being, or personal development. This encompasses academic advising, tutoring and mentoring, financial aid, counselling services, accessibility accommodations, career guidance, and social integration programs. The aim of such support is to create an enabling environment that fosters students' academic success, enhances their learning experience, promotes their mental and physical health, and supports their overall growth and development throughout their educational journey.
Successful completion of studies	Successful completion of studies refers to the attainment of predetermined academic objectives and requirements set by AIT, leading to the awarding of credits or certification for the course or subject. This typically includes achieving a specified minimum grade on assessments, fulfilling attendance requirements, completing assignments, projects, and examinations satisfactorily, and demonstrating mastery of the course content. Successful completion signifies that a student has met all academic standards and requirements necessary to progress in their academic program or to earn a degree, diploma, or certificate.
Special Circumstances	Also known as Special Consideration or Compelling or Compassionate reasons - are events beyond the students control that impact upon their ability to maintain continuity of study or enrolment and may not be addressed through online study. Circumstances are such that it makes it impractical for the student to submit their assessment or continue or complete their studies including: **1. Illness** Supporting evidence will be required and may include: • a doctor's certificate, or if a mental illness; a report from a registered psychologist/psychotherapist

	2. A death in the family Supporting evidence will be required and may include: • a funeral notice (or Order of Service) **3. For a relevant cultural event or practice, Or** **- Representation at State level for a particular sport. Or** **- Requirement to participate in a performance event Or** **- Voluntary service in the SES to attend a natural disaster or other event, Or** **- Service in the Defence Force to attend a national or state emergency, or compulsory training.** Supporting evidence will be required and may include: • a Statement signed by an authorised officer of the appropriate organisation, which validates that the date/s of the commitment corresponds with the date/s for which Special Consideration is requested. **4. If you were impacted by domestic violence or other police matter.** Supporting evidence will be required and may include: • A Police Report number; or • Statutory Declaration providing an outline of the matter, and the dates of impact. 5. **Serious Unforeseen Personal Events including:** **- Natural disasters, such as bush fires or flooding.** **- Impacts from major health outbreaks, such as sudden lockdowns or border closure.** **- Family members being impacted by major health outbreaks.** **- Technology breakdowns that result in lost work.** **- Sudden serious accident involving yourself or someone else which impacts you.** Supporting evidence will be required and may include: • An official document that corroborates the nature of the event, showing dates of impact relevant to the Special Consideration being sought.
Reasonable Adjustment (Academic Progression Support0	Reasonable adjustment refers to appropriate and proportionate modifications or support strategies implemented to assist students who are experiencing difficulties meeting academic progression requirements. These adjustments are designed to provide students with a fair opportunity to successfully engage with, participate in, and complete their studies without compromising the integrity, learning outcomes, competency requirements, or standards of the course.
Reasonable Adjustment (Disability Support)	An adjustment is a measure or action taken to assist a student with a disability to participate in training on the same basis as other students. An adjustment is reasonable if it takes into account the student's learning needs and balances the interests of all parties affected, including the student, the provider, staff, and other students.
Reasonable Adjustment (Wellbeing Support)	Reasonable adjustment refers to flexible and appropriate learning support arrangements implemented to assist students experiencing personal, financial, wellbeing, or other non-academic circumstances that may impact their ability to participate effectively in their studies. These adjustments are intended to support student engagement, retention, wellbeing, and successful participation while maintaining the integrity and requirements of the course.

Section 2 – Policy

- AIT is committed to identifying students' needs for academic and non-academic support and ensuring that all students are made aware of and provided with access to the appropriate support measures.
- Wherever feasible, support measures will be customised to suit the student's circumstances as necessary.
- AIT is committed to supporting all of its students, including those from diverse backgrounds per the Access and Equity Policy.
- AIT is committed to supporting all of its students, including those requiring support to maintain adequate academic progression per the Academic Progression Policy
- AIT is committed to supporting all of its students, including those requiring support for personal, financial, wellbeing, or other non-academic circumstances to continue to effectively participate in their studies per this policy and the NextEd Group Student Support Policy
- AIT will manage all personal information in accordance with the Privacy and Data Protection Policy.
- This policy should be read in conjunction with all other relevant policies, including:

Policy Name
Academic Grievances, Complaints and Appeals Policy
Academic Freedom Policy
Academic Governance Policy
Academic Integrity Policy
Academic Quality, Total Quality Management and Continuous Improvement Policy
VET Assessment Policy
Assessment Policy (Higher Education)
Higher Education Progression Policy
Student Sexual Assault and Sexual Harassment Policy (SASH)
NextEd Group Access and Equity Policy
Admissions and Enrolment Policy
Student Code of Conduct Policy
Course Deferral, Transfer & Change of Enrolment Policy & Procedure (Higher Education)
NextEd Group Critical Incident Policy
Fees, Cancellation, Withdrawals and Refunds Policy
Student Financial Hardship Payment Plans Policy & Procedure
Code of Conduct – Online Delivery

NextEd Group Student Support Policy
NextEd Group Privacy and Data Protection Policy
Group Grievances, Complaints and Appeals Policy
Child Safety Policy
Reasonable Adjustment and Study Support Framework

Section 3 – Procedure

AIT will ensure that support is available to students to assist them with successfully completing their units through the following process:

- AIT will monitor and identify students who may be at risk of not successfully completing their units. Early identification of students at risk allows AIT to proactively support students not meeting course progress requirements.
- Non-progression indicators are monitored by Student Support staff who contact students if there are indicators that they may be at risk of not successfully completing their studies.
- Indicators which may be used by staff to determine students at risk are:
    - Low levels of attendance and/or interaction with their Learning Management Systems.
    - Disengagement in scheduled activities.
    - Failure to submit assessment tasks by the due dates.
    - Failing to submit all required unit assessment/s by the end of a semester.
    - Failing 50% or more units in a semester.
- AIT will communicate with students identified as at risk, to ensure they are aware of support services available to assist them in successfully completing their units (see below section for a list of support services available at AIT).
- Students need to be aware of the census date for their course given the financial impact of continuing past this date. Wherever possible, AIT will try to ensure that students at risk are offered support before this date.

AIT offers (either directly or through a third-party) numerous support options for students to assist them in successful completion of their units of study, such as:

Academic Support Services

Academic support services for all students include:

- study resources provided through the Library
- study skills and learning advice provided through Academic Managers
- flexible assessment strategies (e.g. extending assessment due dates and rescheduling examinations)

Academic support services for students with non-academic issues that put them at risk of not successfully completing their studies include:

- reasonable academic adjustments for academic progression support with a Progression Agreement
- academic progression interventions, and
- removal of course due to special circumstances.

Non-academic support services

Non-academic support services provided by AIT include:

- health and counselling services
- learning assistance

- career guidance
- disability support adjustments
- Peer Assisted Improvement Scheme (PAIS)
- International student supervision for international students under the age of 18
- Financial Hardship Plans
- Reasonable adjustment for well-being support to enable students to participate effectively in their studies with an Independent Learning Plan

Publication

This procedure is published on AIT's website and Learning Management System portal to ensure students have up-to-date and accurate information publicly available to them.

Section 4 – Reference and Supporting Information

Version	Approved by	Change
Student Handbook	Handbook	External website
Higher Education Support Act 2003	Regulatory Standards	External
NextEd Group Student Support Policy	Policy	Internal
Higher Education Progression Policy	Policy	Internal

Section 5 – Change History

Version	Approval date	Approved by	Change
1.0	28 March 2024	General Manager, Group Quality, Accreditation & Compliance	New policy and procedure
1.1	6 February 2025	General Manager, Group Quality, Accreditation & Compliance	Updated related links, formatting, branding
1.2	19 September 2025	General Manager, Group Quality, Accreditation & Compliance	Update to include reference to 'Greenwich Higher Education'
1.3	26 June 2026	Group Quality, Accreditation & Compliance and Academic Board	Update to include reference to Reasonable Adjustment and Study Support Framework, and procedural documents Support Plan provisioned

			under Reasonable Adjustment Disability Support, Progression Agreement provisioned under Reasonable Adjustment Academic Progression Support, and Independent Learning Plan provisioned under Reasonable Adjustment Wellbeing Support