

Student Support Policy

1. Purpose and Scope

The purpose of this policy is to outline Gestalt Therapy Brisbane's (GTB) framework for the institutional approach towards student support.

This policy applies to all stakeholders at all levels of student involvement and includes all staff, contractors, volunteers, and others who interface with GTB students.

2. Principles and Key Requirements

This policy encapsulates the various mechanisms of student support offered to those enrolled in educational programs at GTB. This document provides an overarching view of student support and as such, specific policies should be reviewed to understand student support in defined areas such as course progression, academic support, student welfare, student representation, critical incidents, grievance, sexual assault and harassment, English language, and equity and diversity.

Student support at GTB is based in the following principles:

- Student support principles are embedded throughout the organisation.
- Support mechanisms may be provided through in-house channels, through externally sourced services, or through a combination of these.
- Course admission criteria describe the foundational academic and personal characteristics that support student success.
- Course progression criteria are explicit and based in individualised attainment of integrated knowledge of gestalt therapy throughout different stages of the supported learning journey.
- Students at risk of not progressing are supported by specific content from within the course structure and, depending on individual circumstances, from in-house or external channels.
- Academic staff are able to identify at risk students and successfully direct the student to the service/s that can support their needs.
- Support mechanisms are mindful of student sub-cohorts and are able to be tailored to a diversity of student needs.

- Students are offered, and have access to, the necessary support prior to census dates.
- Assessment requirements can be adjusted to support individual student circumstances.
- Student support services are continually quality-audited through student and staff feedback, with areas for improvement identified and actioned.

Refer to the Student Support Procedure for detail regarding the processes related to the content within this document.

3. Roles, Responsibilities and Accountabilities

The roles, responsibilities and accountabilities associated with student support at GTB are shared across all levels of the organisation.

Students should be aware that they also have responsibilities towards their fellow students and to their learning journey.

4. Monitoring, Review and Assurance

This policy meets the requirements of the Australian Department of Education Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023. Ongoing monitoring and review maintain compliance and assure GTB student support meets standards.

5. Recording and Reporting

Staff are required to report on student support issues at regular meetings, with important matters escalated as necessary. Recording of these issues occurs within meeting minutes, which are communicated to the administration manager as required, who will record the information in the relevant file.

Reporting of student support issues to the Academic Governance Body and Corporate Governance Body occurs within quarterly reporting timelines.

GTB reports student support data to the Department of Education annually.

6. Related Documents

- Academic Skills Development Policy
- Assessment Policy
- Critical Incident Management Policy
- English Language Requisites and Support Policy
- Equity and Diversity Policy
- Sexual Assault and Harassment Policy
- Student Course Progression Policy
- Student Grievance Policy
- Student Representation Policy
- Student Welfare Policy

7. Policy Review

The Academic Governance Body shall review this policy annually - as per legislation - or earlier if required.

8. Appendix

- Australian Department of Education (2023). Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023. <https://www.education.gov.au/higher-education/resources/draft-higher-education-provider-amendment-support-students-policy-guidelines-2023>

9. Version Control

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