Support for Students Policy

Section 1 - Purpose

(1) This policy consolidates RMIT policies, procedures and resources that inform and guide the delivery of support for students at RMIT in accordance with legislative requirements of the:

a. Higher Education Support Act 2003, Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
b. Australian Skills Quality Authority Outcome Standards for NVR Registered Training Organisations 2025
c. Education Services for Overseas Students National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the
d. Tertiary Education Quality and Standards Agency Higher Education Standards Framework 2021.

Section 2 - Overview

(2) Through this policy, RMIT recognises the obligation to support student retention and progression, principally to:

a. identify, assess, and assist students who are at risk of not successfully completing their studies.
b. provide and promote access to academic and non-academic support services, such as mental health support, equitable support for students with diverse needs, language, literacy and numeracy support, and safety, wellbeing, crisis and critical harm response arrangements.
c. comply with the Australian Privacy Principles in respect of student personal information.

Section 3 - Scope

(3) This policy applies to students in all programs, courses and non-award study offered by the RMIT Group, RMIT partner institutions and third-party educational providers, including those delivered by RMIT UP and RMIT Online.

a. Student support, services and entitlements may vary depending on the education or training product. For example, students undertaking Microcredentials and Future Skills offerings delivered by RMIT Online are entitled to Equitable Learning Services and online learning support, but enrolment in these products does not entitle the student to an RMIT student card.

(4) This policy should be read in conjunction with the range of related RMIT policies included in the Student Policies category available on the RMIT Policy Register.

Section 4 - Policy

Principles

(5) RMIT provides students a range of support and services to assist them to succeed in their program. Information

about these services, including how to access them, is available via the Support and Services webpage.

(6) RMIT is committed to providing students:

a. timely, transparent, fair, and consistent student admission information and processes
b. clear and accessible enrolment information and processes
c. access to academic and learning support and resources that consider specific cohort and individual student needs
d. guidance on academic and research integrity
e. access to university-provided welfare and wellbeing support and information about relevant government and community-based support and services, and referral to those resources
f. inclusive environments that support student diversity
g. learning, teaching and research environments with a focus on safety, health and wellbeing
h. gender-based harm prevention and critical incident management
i. timely and objective responses to student grievances and complaints
j. easily accessible information and regular communication on services and support available to students.

(7) RMIT regularly monitors, analyses and reports on student support services to ensure they are appropriate, effective and continuously improved.

Supporting Student Admission

(8) The RMIT Admission Policy establishes the principles for admission of students to RMIT courses and programs.

(9) The policy ensures that admissions principles, procedures, and requirements are applied fairly and consistently across all programs, and that admitted students have the academic requirements and English language proficiency, and language, literacy, numeracy skills to participate successfully in their intended program of study.

a. For vocational education students, the results of language, literacy and numeracy skills tests are used to determine both their suitability for the program and to identify educational support requirements for them prior to enrolment.

(10) The policy ensures students are informed of their rights and obligations during selection, admission and enrolment processes, all associated fees, charges or funding arrangements, potential eligibility for credit and recognition of prior learning, and provision for changes to or withdrawal from offers and acceptance of admission.

(11) RMIT ensures that prospective and current students are made aware of any inherent requirements before undertaking a program, or part of a program, to assist students to make informed decisions prior to admission. Inherent requirements are not a means to exclude students with disabilities as many inherent requirements can be supported via reasonable adjustments.

(12) Students who may have difficulty meeting inherent requirements should discuss the requirements of the program with school staff where possible and should contact Equitable Learning Services to discuss reasonable adjustments relevant to their circumstances.

(13) The Ngarara Willim Centre provides advice and support to Aboriginal and Torres Strait Islander students and future students. The Indigenous Access Program supports Aboriginal and Torres Strait Island people to gain access to study at RMIT.

Supporting Student Enrolment and Retention

(14) RMIT's Enrolment Policy and associated procedures articulate RMIT's commitment to providing information

relating to enrolment and enrolment variation, including the communication of census dates, that is clear and accessible to students, and includes information on the availability of academic and student support services and appropriate learning resources.

a. The HDR Admissions and Enrolment Procedure sets out the rules and processes relating to Higher Degree by Research (HDR) admissions and enrolment, including candidature duration, enrolment variation, and leave entitlements, including where:
    i. medical, compassionate or compelling circumstances prevent the candidate carrying out research
    ii. candidates require parental leave, including adoption leave or pregnancy loss during candidature
    iii. Aboriginal and Torres Strait Islander candidates may access leave for cultural and ceremonial obligations.

(15) Schools are responsible for providing local support for HDR candidates, including day-to-day academic guidance; access to supervisory and research environments; and early identification of risks to candidate progress.

Supporting Student Academic Success and Progression

(16) RMIT's Assessment, Academic Progress and Appeals Regulations provide for assessment and appeals relating to academic and student matters and the monitoring and management of student progress.

(17) RMIT's Assessment and Assessment Flexibility Policy articulates RMIT's commitment to flexible, equitable and inclusive assessment with a commitment to fairness and support for students whose circumstances require assessment flexibility.

Coursework Students

(18) Study support services, including one-to-one study help, peer mentoring, disability and neurodiversity support, referencing, planning and writing help, are available through RMIT Library and are widely publicised to assist students to build their study skills and support success in their program.

(19) Assessment design, where possible, includes early diagnostic or formative assessment tasks that help assess a student's likely success in a course and identify areas for improvement and support.

(20) School and College Student Lifecycle teams will support Program Managers, Course Coordinators, and educators to identify, early in each course offering, students who have indicators of academic risk, including previous unsuccessful completion and non-engagement using various data analytic tools, including but not limited to the Early Warning Signs Dashboard. Students identified this way are provided referrals to academic and non-academic support services as appropriate.

(21) Prior to the census date, students are advised that if they are experiencing circumstances that may make it unlikely for them to successfully complete their courses, there are support services and resources available, and they may:

a. seek assessment adjustments
b. consider a leave of absence, or
c. withdraw from the course prior to the census date.

(22) RMIT's Academic Progress identification and response measures as outlined in the Assessment Processes ensure that students who fail more than 50% of their enrolled courses in a study period are identified as formally at First Stage: Academic Progress, i.e. at risk of unsatisfactory progress and are invited to an academic advice interview, provided an Academic Performance Improvement Plan, and offered learning support, resources and assistance to complete their program.

Research Students

(23) RMIT's HDR Progress Management and Support Procedure provides that:

a. HDR candidates should be supported through regular, structured supervision, with meetings held at a frequency appropriate to the stage and mode of candidature (normally at least fortnightly or part-time equivalent). HDR candidates will also undergo formal milestone reviews at key stages of candidature to assess academic progress and readiness for completion.
b. Supervisors and candidates must establish, within the first three months of candidature, a documented research plan, including: scope and structure of the research project; expected research outputs and examination format; ethics, biosafety, and integrity requirements; training and development needs.
c. RMIT will provide timely and proactive support where a candidate's academic progress is at risk via a Candidate Action and Support Plan (CASP) which may be initiated by the candidate, supervisory team, or authorised University staff, and will be proportionate to the level of risk and complexity of circumstances. CASPs should address barriers to progress, clarify expectations and responsibilities for candidate and supervisory team, and provide structured academic support.

Supporting Student Academic Integrity

(24) RMIT's Academic Integrity Policy ensures RMIT adopts a consistent approach to academic integrity across the RMIT Group. It sets out the expectations of staff and students in upholding academic integrity standards, supporting an educative approach to academic integrity and deterring and detecting breaches of academic integrity.

Supporting the Needs of Diverse Students

(25) RMIT's Inclusion, Diversity and Equity Policy articulates RMIT's commitment to providing an accessible and inclusive learning and work environment that promotes diversity, inclusion and equal opportunity and is free from discrimination, sexual harm, victimisation, and vilification.

(26) The Equitable Learning Services work with students and academic staff to develop appropriate adjustments for students with a disability, long-term health condition, or primary carer responsibility.

(27) Ngarara Willim Centre is a dedicated service for Aboriginal and Torres Strait Islander students to engage with their education and be supported throughout their studies.

(28) RMIT promotes equity and inclusions for LGBTIQA+ students with a range of support services and resources.

Supporting Student Health, Safety and Wellbeing

(29) RMIT's Health, Safety and Wellbeing Policy articulates RMIT's commitment to provide a healthy and safe working, research and learning environment that enhances wellbeing across the RMIT community.

a. Specific responsibilities defined by role and leadership position are outlined in the Health, Safety and Wellbeing Policy Schedule 1 - Responsibilities and Accountabilities.

(30) Safer Community is a dedicated service for students to seek support about experiences of violence, trauma, sexual harm, and concerning, unwanted, uncomfortable or threatening behaviour. See RMIT Safer Community and RMIT Vietnam Safer Community for further information.

a. HDR candidates have access to Safer Community and respectful research training initiatives, including participation in relevant programs delivered through the Research Plus framework.

(31) RMIT provides emergency and crisis support including urgent mental health support, connection to campus

security and emergency services.

(32) Health, safety and wellbeing services and resources are available to support student wellbeing, including career support and peer support.

(33) The Higher Degrees by Research Policy provides that:

a. HDR candidates are entitled to a respectful, inclusive, and safe research training environment, consistent with University values and regulatory obligations.
b. Candidates and supervisors are expected to engage in respectful research practices, including appropriate supervision conduct, professional communication, and adherence to research integrity standards.

Preventing and Responding to Gender-Based Harm

(34) RMIT's Gender-Based Violence Prevention and Response Policy establishes a framework to support and enable the prevention of and response to gender-based harm and violence at RMIT.

Commitment to a Child Safe Environment

(35) RMIT's Child Safe Policy outlines RMIT's commitment to child safety and wellbeing and guides the development maintenance of best practice child safety systems and processes across RMIT campuses and online environments.

(36) The Child Safe Code of Conduct provides guidelines about professional behaviours, expectations and obligations, and outline appropriate and inappropriate behaviours when interacting with children, and the consequences of inappropriate conduct.

Supporting Student Grievances and Complaints

(37) RMIT's Student and Student-Related Complaints Policy establishes a transparent student and student-related complaint handling framework to ensure complaints management is fair, objective and prompt and allows for external review.

(38) The RMIT University Student Union (RUSU) maintains the RUSU Student Rights Service, which assist students with navigating rules and processes at RMIT. The service can assist students in engaging with the Student Complaints process.

Supporting Student Privacy

(39) RMIT's Privacy Policy affirms RMIT's commitment to privacy and its approach to managing personal, sensitive and health information, consistent with relevant legislation.

Responsibilities

(40) Academic Board is the approval authority for this policy.

(41) The Deputy Vice-Chancellor Education is the policy owner for this policy and is responsible for:

a. communicating this policy to staff and students via RMIT communication channels
b. providing the annual Support for Students Policy report to the Commonwealth Government annually on or before 1 March.

(42) The Executive Director, Students is the policy author for this policy.

Review

(43) The Deputy Vice-Chancellor Education reviews this policy annually for quality assurance, to identify opportunities for improvement and ensure alignment with regulatory requirements.

(44) A major review of this policy is undertaken on a five-yearly cycle in accordance with the requirements of the Policy Governance Policy.

Section 5 - Compliance

(45) As per the Policy Governance Policy and the Policy Governance Procedure, the Deputy Vice-Chancellor Education (the Policy Owner) is accountable for compliance of this policy.

(46) The Executive Director, Students (the Policy Author) establishes and monitors the mechanisms to monitor compliance with this policy.

(47) Actual or perceived breaches of this policy can be reported through the Organisational Breach Reporting Portal and are managed in accordance with the Compliance Breach Management Procedure.

Section 6 - Definitions

(48) For the purposes of this policy, the following definitions apply:

Term	Definition
Academic (category)	All matters pertaining to intellectual freedom, learning, teaching and education services, programs and courses, student administration including enforcement of student regulations, research and research training, student life and student services. It includes human resource matters that relate to academic status (such as titles, promotions, academic misconduct).
Approval authority	The Council, Academic Board, University Executive, or the policy owner with prescribed authority to approve a policy document.
Early Warning Sign	Data collected by schools and colleges to identify students who are in danger of not passing a unit or course.
Final Stage: Academic Progress	Classification applied to a student when they are first identified as meeting unsatisfactory academic performance criteria.
Group policy	Statements of the mandatory principles guiding the operations and significant decision-making of the RMIT Group. They must support national and international legislation and/or Group objectives to enable Group-wide application
Policy author	A senior subject matter expert nominated by the policy owner. Policy authors are responsible for the accuracy and maintenance of the policy document lifecycle and any supporting resources. They will act as a key liaison for the University Policy Manager. The policy author may also be delegated the custodian of a procedure or resource by the policy owner.
Policy document	The collective term for all policies, procedures, associated resources. A schedule to a policy document forms part of the policy document.
Policy Register	The official repository for all current and expired policy documents of the RMIT Group. It contains the operational details for policy documents.
Policy owner	The University Executive Committee member with whom the policy matter most clearly resides, having regard to the organisational structure and the prescribed purpose and scope of the policy document.
Procedure	A document that captures the ‘how to’ statements of mandatory prescribed processes, practices and/or actions to give effect to principles under a Policy

Term	Definition
Support for Students (secondary category)	A secondary category for all matters pertaining to the provision of support for students. Specific policies that are included in this secondary category are approved in accordance with RMIT’s Policy Governance Policy categories and Operational domains.

Status and Details

Status	Current
Effective Date	6th August 2026
Review Date	15th December 2028
Approval Authority	Manager, Central Policy
Approval Date	15th December 2023
Expiry Date	Not Applicable
Policy Owner	Sherman Young Deputy Vice-Chancellor Education
Policy Author	Dene Cicci Executive Director, Students
Enquiries Contact	Academic Policy

Glossary Terms and Definitions

"Policy Register" - The official repository for all current and expired policy documents of the RMIT Group. It contains the operational details for policy documents.