ACER

POLICY AND PROCEDURE

Name:	STUDENT ORIENTATION, TRANSITION, and SUPPORT POLICY
Policy No:	PP3129
Approved by:	ACER Academic Board
Last reviewed:	August 2018
Responsible Division/ Department	Professional Resources Division/ ACER Institute

1. Purpose

To ensure that all Students have equivalent opportunities for successful transition into and progression through their Course of study, irrespective of their educational background, entry pathway, mode or place of study.

2. Scope

This Policy applies to all Staff Members and Students. It complies with the Higher Education Standards Framework (Threshold Standards) 2015.

3. Definitions

See: Glossary of Terms

4. Legislation and Related Documents

Equal Opportunity Act 2010 (Vic).
Higher Education Standards Framework (Threshold Standards) 2015.
ACER Electronic Communication and Information Systems Policy
ACER Records Management Policy
ACER Student Policies

5. Roles and Responsibilities

i. The Director has responsibility for ensuring that all Staff Members are familiar with the early signs that a Student may be at academic risk.
ii. The Director will ensure that software specified or recommended is relevant to a specific Course or Unit, is up-to-date, and accessible to all Students.
iii. The Director will ensure that relevant Staff Members participate in appropriate training for the technology used by Students, and for the online delivery methods of Courses and Units.
iv. While ACER is committed to providing a supportive environment, there are limits to the extent of support that can be provided, and it is not the responsibility of ACER to replicate services that already exist in the community.

6. Orientation, Transition and Support

  i. Orientation programs and resources will provide Students with relevant information relating to academic and administrative activities and Student support, in order to assist Students to make a successful transition into, and out of, their Course of study.
 ii. Orientation, transition, and ongoing study are facilitated by a quality learning environment and effective support services consistent with studying a fully online postgraduate course.
iii. ACER will provide Students with sufficient, accurate, transparent, and timely information regarding fees and charges, enrolment, withdrawal, progression, Student support services, and changes to Units or Courses.
 iv. ACER will endeavour to identify Students needing additional personal support so that the intervention is respectful, timely, equitable, consistent, in line with policies and procedurally fair.
  v. Students may contact all Staff Members or The Director, for personal support.
 vi. Students who have a medical illness, injury, health or psychological condition, a permanent or temporary disability, a significant life stressor or other extenuating circumstances, are able to apply for Special Consideration.
vii. ACER will provide online access consistent with the Australian Government's accessibility guidelines, and will advise all users of access requirements and technological support available.
viii. ACER will endeavour to provide access to learning resources that will not present unexpected barriers, costs or technological requirements for Students, including for Students with special needs.
 ix. Confidential advice can be sought through our external provider (ORS). For confidential phone counselling, please contact 1300 677 789. Students will need a current ACER Student number for verification purposes.

7. Dispute Resolution

Should a dispute arise in relation to the interpretation or application of this Policy, or its Procedures, a Grievance may be notified and managed in accordance with the ACER PP3111 Student Grievance Resolution Policy.

8. Awareness of Policy

The Director will take reasonable steps to disseminate and explain this Policy to all Students, and Staff Members who may be affected by it.

The policy will be available online at:

https://www.acer.org/professional-learning/postgraduate/students/policies

9. Version control

Authorised by: ACER Academic Board
Maintained by: Director, ACER Institute
Written: August 2016
Review: January 2020
Version: 2

Version Control	Date Effective	Approved by	Amendment
1	17/8/2016	ACER Academic Board	New Policy
2	1/8/2018	P. Taylor-Guy	Minor edits Update version control Check links