

Guidelines: How can academic staff support students?

Student Engagement and Administration Services (SEAS) provides students with general and targeted support at key times during each semester. Please read the following information to find out how SEAS can support you, your teams, and your students.

FedReady

- Runs two weeks prior to Week 1.
- Federation University's preparatory program is designed to support students through their transition into university, with an emphasis on academic skill development.
- All commencing undergraduate students are enrolled in [FedReady](#) and the FedReady Moodle shell is available for the duration of their studies.
- Academic staff can recommend students complete FedReady prior to starting their studies or as a catch up if students are struggling with certain academic skills.

Welcome phone calls

- Start two weeks prior to Week 1.
- Student Academic Leaders (SALs), who staff the ASK Desk, contact all commencing students to ensure they are ready to start their semester. They can help students at this initial point of contact or refer students on to teams that can help them.

Orientation

- Runs the week prior to Week 1.
- The aim is to give students the information they need to start their university experience successfully.
- Students can be directed to [online Orientation information](#) if they did not attend.

ASK Desk

- Open from Orientation to SWOTVAC each semester.
- Support provided by Student Academic Leaders (SALs) online and on campus.
- SALs assist students with the use of all Fed systems and provide guidance on academic skills related queries. Find out more [here](#).

InfoPoint

- Located in each campus [Library](#).
- Operates all year managing Library and basic student administration enquiries, such as obtaining graduate certificates and transcripts, getting new or replacement student IDs, or making payments. You can find out more on the [InfoPoint website](#).

Wellbeing and Disability support

- Operates all year to help students who are experiencing barriers to their studies.
- Students can make an appointment with a Federation University [Counsellor](#) or [Disability and Learning Access Officer](#) for support.

Equity support

- Students can get advice, support and reasonable adjustments for: gender affirmation and name changes at uni, family violence, breastfeeding and children on campus, pregnancy, students from care-experienced backgrounds. See [Student Equity and Inclusion website](#).

Job-Ready Graduates Package (JRGP)

- The Job-Ready Graduate Package (JRGP) puts in place conditions students must meet to maintain their eligibility for a Commonwealth Supported Place (CSP) or HELP loan. Notably, there is a new 50% completion rate requirement for students commencing after 1 January 2022. More information is available at the [JRGP website](#).

How and when to direct students to support services

Pre-semester academic support

In the very early stages of their transition into university, students should be directed to targeted support here:

- **FedReady:** You can direct students to the FedReady Moodle shell. All commencing undergraduate students will be enrolled.
- **ASK Desk:** Students will often contact Academic staff with questions that can be answered elsewhere. From Orientation onwards, you can direct all of these enquiries to the ASK Desk in each campus Library, or through ASK online here: [ASK Desk chat](#).
- **Orientation:** You can direct students to the Orientation website for the very basics of what a student needs to do in the early stages of their degree.
- **InfoPoint:** Provides face-to-face and online assistance on a range of topics including study, research and referencing questions, finding textbooks and a place to study.

Pre-Census academic support

This is a critical time to refer students to [study support services](#), who have concerns about their studies or general progress.

- For concerns about student academic progress and their enrolment, staff can direct students to [InfoPoint](#) at their campus Library, or online by submitting an enquiry here: [Fred enquiry portal](#). InfoPoint staff also support foundational academic literacies.
- If your course has [Peer Assisted Study Sessions \(PASS\)](#) available, any students having difficulty with content can be directed to the PASS section of your course Moodle shell and encouraged to engage with peers for support.
- Students may also seek support with their academic skills. When you have identified a student with academic skill needs, they should be directed to make a booking with a Learning Skills Advisor (LSA) via the [LSA booking page](#); or with a Liaison Librarian via [InfoPoint](#).
- You can refer students to the [Study Skills website](#) for a range of learning materials to help them in areas such as learning technology, assessment, referencing and time management.
- SEAS runs retention campaigns prior to census to support students who may be struggling. You can [flag students for support](#) through FDL and SEAS teams will contact those students to give them the help they need.

Non-academic support during semester

- If you know of a student with wellbeing needs, you can refer them to the [Counselling](#) team. Students can make a booking through EDGE, or call 1300 687 399 from 9am to 5pm, Monday to Friday for a check-in conversation with expert staff.
- The [Wellbeing Check-In Service](#) offers students free, confidential one-on-one support available on: 1300 687 399, Monday to Friday between 9am and 5pm.
- There is the [Federation University Crisis Line](#) after-hours mental health support 1300 758 109.
- You can also refer students to [Disability Services](#) who can help students with known disabilities or to discuss other learning barriers to their studies.
- There is a list of [emergency and crisis supports](#) that staff and students can contact in the event of life-threatening incidents.
- More information is available on the [Support Services website](#).

SWOTVAC and exams

- Staff can encourage students to attend SWOTVAC [PASS](#) sessions for courses that have a PASS session attached.
- SWOTVAC PASS sessions cover key exam content.

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