

# Support for Students (DLI) Policy

## Section 1 - Preamble

- (1) This Policy is effective from 17<sup>th</sup> September 2025.
- (2) Central to the mission of DLI is a strong and productive partnership between students and staff. This Policy articulates this relationship and the standards to which DLI and its students aspire.

## Section 2 - Purpose

- (3) This Policy outlines DLI's commitment to providing a supportive and equitable learning environment, ensuring students have access to academic and personal support services to enhance their success and wellbeing, while also clarifying the responsibilities of students within this partnership.

## Section 3 - Scope

- (4) This Policy applies to all DLI students. It covers academic, personal, and wellbeing support services at DLI's Bandung campus.
- (5) During the establishment of DLI, all policy, procedures and supporting processes will be regularly reviewed. In the establishment phase, defined as the first two years from when students commence DLI programs, any issues arising from the implementation of current policy, procedure or process will be referred to a jointly convened Policy and Procedure Review Panel (PPRP). The PPRP will comprise designated academic and professional service representatives from the University Partners and the Office of the Rector. The PPRP will recommend an outcome best aligned with relevant principles and the best interests of any student(s) concerned and will advise DLI on the future development of policy, procedure and supporting processes. During the establishment phase, the PPRP may make recommendations to vary any given policy only with endorsement from relevant University Partner governance processes. All policy and procedure will be subject to a full review at the end of the two-year establishment phase.

## Section 4 - Policy

### Principles

- (6) DLI is committed to maintaining high academic standards and supporting students to succeed in their studies.
- (7) DLI ensures an inclusive, safe, and respectful environment where all students are treated with equity, fairly and free from discrimination or harassment.
- (8) DLI provides encouragement to develop academically and personally through learning, teaching and assessment activities which are informed by research and taught by appropriately qualified academic staff.
- (9) DLI maintains an assessment system which is fair, transparent and based on academic merit.
- (10) Student privacy and confidentiality in accessing support services are upheld within the required policy and legislation frameworks.

## Student Support Services

(11) DLI offers comprehensive support services, including:

- a) Academic support – study skills, library access, academic advice and guidance on programme requirements, and learning assistance to develop students as independent learners.
- b) Personal counselling and well-being – short-term mental health support and confidential counselling. This support is not intended to replace long-term mental health care.
- c) Disability support services – reasonable accommodations, assistive technologies, and accessibility resources to ensure equitable access for students with disabilities.
- d) Health services – access to basic medical and wellbeing service information regarding affordable, high-quality primary and tertiary medical services for non-urgent presentations.
- e) Financial aid – emergency financial support and information on accessing financial assistance for eligible students.
- f) Scholarships – information and guidance on available scholarships and application processes.
- g) Legal – information and referral to local services who can provide the required advice and support.
- h) Accommodation and welfare support – assistance with housing and welfare concerns, including information on preferred student accommodation providers.
- i) Employability enhancement – opportunities to develop employability skills through programme components, extracurricular activities, and careers services.
- j) Timely and accessible information on available support services through orientation, digital platforms, and student handbooks.
- k) A proactive approach is taken to identify and assist students at risk of academic or personal hardship.
- l) Student feedback is actively sought to improve service quality.

## Continuous Improvement

(12) DLI monitors student support services and adjusts provisions based on student needs, feedback, and performance indicators.

(13) Regular reviews align DLI's services with best practices from Deakin and Lancaster University, as well as Indonesian higher education standards.

(14) Students are encouraged to actively engage with available support services and seek assistance when needed.

## Section 5 - Procedure

(15) The following policies and procedures document how to comply with this Policy:

Name	Purpose
Admissions (DLI) Policy	Governs the admission of students to DLI.
Child Safety (DLI) Policy	outlines DLI's commitment to promoting the safety and wellbeing of children connected to the DLI community, aligning with Indonesian child protection laws.

Child Safety (DLI) Procedure	outlines the process that students, staff and associates are required to follow when they have concerns about the safety of a person under the age of 18.
Diversity Equity and Inclusion (DLI) Policy	outlines DLI commitment to providing an accessible and inclusive learning and work environment free from discrimination, sexual harassment, victimisation and vilification.
Enrolment (DLI) Policy and Procedure; Fees and Charges (DLI) Policy and Procedure	outline the principles and guidelines governing student enrolment and fees and charges at DLI.
Progression (DLI) Policy	outlines the principles governing, promoting and supporting Academic Progression for all students enrolled in DLI programs leading to Higher Education awards.
Health, Wellbeing and Safety (DLI) Policy	establishes the principles governing health, wellbeing and safety at DLI.
Sexual Misconduct Prevention and Response (DLI) Policy	sets out DLI's commitment to providing a learning and working environment that is safe, respectful and free from sexual misconduct.
Sexual Harm (DLI) Procedure	guides and informs the way in which DLI will support and respond to any matter involving sexual harm.
Student Code of Conduct	sets out the standards of responsible and ethical behaviour and conduct expected of DLI students as part of contributing to a thriving, progressive, respectful and inclusive University community.
Student Complaints (DLI) Policy and Students Compliant Resolution (DLI) Procedure	outlines the framework and processes for resolving complaints made by students.
Students with a Disability (DLI) Policy and Making Reasonable Adjustments – Students with a Disability (DLI) Procedure.	outlines DLI's commitment to providing an inclusive and accessible learning environment free from discrimination, sexual harassment, victimisation and vilification and equitable access to campus education and resources for students with disabilities and diverse needs.
Underage Student (DLI) Guideline	guides and informs the successful transition, learning and support of domestic students under 18 years of age.

## Section 6 - Definitions

(16) For the purpose of this Policy:

- a) **"Academic support"** refers to services that directly assist students with their academic progress, including study skills development, academic advising, and learning assistance.
- b) **"Short-term mental health support"** refers to time-limited counselling services designed to address immediate concerns affecting a student's wellbeing, not intended as a replacement for comprehensive mental health care.

## ASSOCIATED DOCUMENTS

(17) These associated documents are available on the DLI Policy page:

- a) Admissions (DLI) Policy
- b) Child Safety (DLI) Policy
- c) Child Safety (DLI) Procedure
- d) Diversity Equity and Inclusion (DLI) Policy
- e) Enrolment (DLI) Policy and Procedure; Fees and Charges (DLI) Policy and Procedure
- f) Progression (DLI) Policy
- g) Health, Wellbeing and Safety (DLI) Policy
- h) Sexual Misconduct Prevention and Response (DLI) Policy
- i) Sexual Harm (DLI) Procedure
- j) Student Code of Conduct
- k) Student Complaints (DLI) Policy and Students Compliant Resolution (DLI) Procedure
- l) Students with a Disability (DLI) Policy and Making Reasonable Adjustments – Students with a Disability (DLI) Procedure.
- m) Underage Student (DLI) Guideline

POLICY DETAIL	
<b>Name of policy</b>	Support for Students (DLI) Policy
<b>Approved by</b>	Yayasan Governing Board
<b>Approval date</b>	17th September 2025
<b>Date of effect</b>	17th September 2025
<b>Version</b>	V1.0
<b>Date of review</b>	The standard is five years from effective date, although can be reviewed more frequently if required. New policies are to be reviewed within 12 months to confirm effectiveness.
<b>DLI Approval</b>	Yayasan Governing Board 17 <sup>th</sup> September 2025
<b>Deakin University Approval</b>	Vice-Chancellor Professor Iain Martin 16 <sup>th</sup> September 2025
<b>Lancaster University Approval</b>	Lancaster University Sarah Randall-Paley 12 <sup>th</sup> September 2025
<b>Responsible Executive</b>	Chief Operating Officer
<b>Implementation Officer</b>	Chief Operating Officer or nominee
<b>Policy/procedure superseded</b>	Support for Students interim policy
<b>Summary</b>	This Policy outlines DLI's commitment to providing a supportive and equitable learning environment, ensuring students have access to academic and personal

	support services to enhance their success and wellbeing, while also clarifying the responsibilities of students within this partnership
<b>Key words for online searching</b>	support services, Academic support, counselling
<b>Category</b>	Academic or Administrative or University governance
<b>Target audience</b>	Students, staff, associates