Curriculum Advice to Students Procedures

(1) All curriculum advice to students should be accurate, consistent and timely, on all aspects of their engagement with the University, provided in an accessible, approachable and positive manner, promoting help-seeking behaviours, to contribute to a successful student experience.

(2) Advice to students may be provided directly by a staff member or published by the University on its websites or systems or in printed material. The responsibility for accurate advice is shared across all staff of the University. Therefore, all staff should remain up to date with the available information and referral points on University websites related to advice to students.

(3) Education Services for Overseas Students (ESOS) Act 2000 requirements are to be integrated in all systems, processes and workflows which facilitate providing curriculum information and advice to students.

(4) In providing advice to students, staff must maintain the principles of the University's Privacy Policy.

Procedures

(5) Staff who provide advice to individual students must record the advice and any interventions electronically in the appropriate University record keeping system. [Refer links provided in 'Training and Guidelines' section of this document].

(6) When providing advice to students staff must: [Refer to the Student Advice Cycle section on the Advice to Students webpage]:

a. access student records to verify and supplement information provided by the student to ensure accurate advice is provided;
b. verify the student's enrolment status;
c. ensure that relevant legislation is complied with;
d. refer students to relevant University policies such as the Student Administration Policy - Credit for Prior Learning Procedure;
e. refer students to the University Handbook and relevant Learning Guides. The Learning Guide provides detailed information to students to support them in their learning. Refer to the Curriculum Publication Procedures;
f. where a program has been suspended or discontinued, ensure that reference is made to the approved transition arrangements for the program; and be aware of the need for the relevant Head of Discipline to approve the subject substituted where no formal equivalent subject exists, and the need to approve such substitutions before the student undertakes the subject and applies to graduate;
g. take into account all known aspects of the student's circumstances, including academic, cultural and disclosed personal aspects; and
h. refer students to other University services for specialised advice outside the staff member's field of expertise, e.g. counselling, disability or welfare services.

(7) When providing advice to international students staff must (in addition to general procedures): [Refer to the Student Advice Cycle section on the Advice to Students webpage]:

a. provide advice consistent with ESOS requirements. This includes the recording in student record systems of all

intervention strategies for international students and noting placements or Work Integrated Learning (WIL) are not counted in fortnightly employment limits;

b. take into consideration that changes to study or program structure can have Confirmation of Enrolment (CoE) and visa implications;
c. note that University staff are unable to provide advice or assistance to students in applying for a visa. Staff must refer students to the Department of Home Affairs for advice and assistance;
d. note that all international students seeking to reduce their study load must receive academic advice to understand the impact the reduced study load has on their program sequence before completing the Application to Reduce Study Load Form and obtaining approval; and
e. note that all international students seeking advice regarding their CoE should have a program progress check completed by the staff member who is giving the advice.

(8) When advising students identified for 'Early Intervention' or 'At Risk', the Student Administration Policy - Progression Procedure provides: [Guidance on the Student Administration Policy - Progression Procedure is available on the Progression webpage.]

a. the framework for bringing services and support to the attention of students who are not making satisfactory progress, and appear unlikely to complete their program;
b. direction for Schools/The College staff to provide academic advice and information about resources available to students identified in the first early intervention stage and the consequences of continued unsatisfactory progression;
c. for those students identified as 'At Risk' to be invited to attend a forum that guides students towards appropriate academic advice and support services. This advice needs to be accurate, and made available in a timely manner;
d. that students will be required to take responsibility for their learning, and take steps to improve their progress, including making use of support services and learning support; and
e. that those students identified for 'Conditional Enrolment' following systematic progression checks, will be required to seek academic advice on their program sequence from a nominated academic advisor. Timely and tailored advice must be provided for these students.

(9) The listing of academic staff advice roles and responsibilities are below:

a. Academic Success and Program Support Officer or equivalent – the first and main point of contact for all academic advice, including adding or dropping subjects, majors and minors, academic program progress and Credit for Prior Learning (Credit).
b. Subject Coordinators or equivalent – all academic information related to their specific subject, including assessment details, assessment extensions, class timetables, and learning outcomes.
c. Teaching staff – academic information pertaining to the classes that they deliver, including classwork and clarification of assessment requirements. Students should contact their School's clinical placements team for information regarding placements and student compliance.
d. Head of Discipline and Director, Learning and Teaching or equivalent - for advice on program transfers, variations to a program structure; exchange programs, inherent requirements, escalated complex matters and when the Academic Success and Program Support Officer is not available.
e. Director, HDR and Honours or equivalent – all academic advice about the relevant Honours program. For information, refer to the Honours Guidelines.
f. Director, HDR and Honours equivalent – academic advice for Higher Degree Research (HDR) students or those proposing to continue their studies into an HDR program.

(10) It is recognised that students may require advice, such as welfare, disability, administrative and study advice. A

list of support services is available on the Advice to Students webpage.

Training and Guidelines

(11) The Head of Discipline must ensure that information related to relevant program advice is clearly communicated to staff who provide routine academic advice on their curriculum and is consistent with published information.

(12) Program Leaders Forums are available for the Head of Discipline (or equivalent) to meet and discuss strategic and program level matters, including academic advice.

(13) All staff who provide advice to students should complete the University ESOS training.

(14) Staff must adhere to and use the following systems and processes where appropriate:

a. Records and Archives Management Policy;
b. Student Records Information;
c. Rule Waivers;
d. DegreeWorksAudit via the Staff MySR Landing Page (log in required);
e. Student Educational Planner (In development);
f. WesternNow:
    i. Student Success Centre Check-ins (In development).

(15) Refer to the following for information about international student advice – International Student Support.

(16) Refer to the following for information relating to academic integrity

a. Academic Integrity staff resources webpage
b. Library Study Smart - Academic Integrity and Plagiarism

Resources

(17) Additional resources to assist staff provide advice to students are available on the Advice to Students webpage listed in the associated information to these procedures.

Status and Details

Status	Current
Effective Date	1st January 2026
Review Date	5th January 2026
Approval Authority	General Counsel and University Secretary
Approval Date	16th December 2025
Expiry Date	Not Applicable
Unit Head	Cath Ellis Pro Vice-Chancellor, Quality and Integrity cath.ellis4@westernsydney.edu.au
Author	Cath Ellis Pro Vice-Chancellor, Quality and Integrity cath.ellis4@westernsydney.edu.au
Enquiries Contact	Cath Ellis Pro Vice-Chancellor, Quality and Integrity cath.ellis4@westernsydney.edu.au

Glossary Terms and Definitions

"Program" - A program of study consisting of at least four subjects or 40 credit points leading to an award of the University (Foundation Studies Program, Undergraduate Preparation Program, Diploma, Advanced Diploma, Undergraduate Certificate, Associate Degree, Bachelor Degree, Bachelor Honours Degree, Graduate Certificate, Postgraduate Certificate, Graduate Diploma, Postgraduate Diploma and Masters by Coursework Degree) which when successfully completed is conferred on the graduand by the Board of Trustees.

"Major" - An approved sequence of subjects that make up a special focus within a program. The major may or may not form part of the degree title and appear on the student's testamur. Testamur majors are defined sequences of subjects in a focus area, which represents a significant area of study that the University wishes to recognise to highlight the graduate’s area of specialisation.

"Minor" - An approved sequence of subjects that makes up a shorter area of special focus (than a Major) within a program.

"Subject" - The subject of study in a program in which a student enrols.

This policy document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of staff printing this document to always refer to the Policy DDS for the latest version.