



CA PROGRAM

Support for Students Policy

Document ID #EEF1FA	02-01-00-00PT		
Policy Name	Support for Students Policy		
Document Owner(s)	General Manager CA Program		
Owner Division	Education and Marketing		
Approved by	Group Executive Education and Marketing	Date Approved	20 December 2023
Date Effective	1 January 2024	Next Review Date	December 2027

Policy Statement

Chartered Accountants Australia and New Zealand (**CA ANZ**) is committed to ensuring its Chartered Accountants Program (**CA Program**) students (hereafter referred to as candidates) are provided with the support and resources required to assist them to be successful in their studies.

This policy outlines how CA ANZ will identify candidates who are at risk of not successfully completing their units of study and the support available to candidates to assist them with successfully completing their units of study, including CA ANZ's processes for ensuring that candidates are aware of these support options.

This policy is published in accordance with CA ANZ's obligations under the [Higher Education Support Act 2003 \(Cth\)](#).

This policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies, including

- Candidate Accessibility and Inclusion Policy and Procedure
- Candidate Academic Integrity Policy and Procedure
- Candidate Assessment and Grading Policy and Procedure
- Candidate Assessment Review Policy and Procedure
- Candidate Code of Conduct
- Candidate Complaints Grievances and Appeals Policy and Procedure
- Candidate Course Fees Refund Appeals and Review Policy and Procedure
- Candidate Course Progression Policy and Procedure
- Candidate Diversity, Equity, Inclusion and Fair Treatment Statement
- Candidate Enrolment Terms and Conditions
- Candidate Inherent Requirements Statement
- CA Program Special Consideration Guidance Notes for Candidates
- CA ANZ Privacy Policy

Policy

1. Scope

When is this document relevant?

- 1.1 This document applies to CA ANZ's
- (a) Graduate Diploma of Chartered Accounting (GradDipCA) higher education course qualification which forms the academic component of the CA Program;
 - (b) all other higher education course qualifications awarded by CA ANZ
- hereafter in the context of this document referred to collectively as CA ANZ's 'higher education courses'.
- 1.2 This document extends upon and does not replace or modify procedures or any other responsibilities which may arise under CA ANZ's constitutional documents namely, the CA ANZ Supplemental Royal Charter, By-Laws, Regulations and the NZICA Rules.
- 1.3 The provisions in this document do not replace or modify procedures or any other responsibilities which may arise under statute or any other law.

Who is covered by this policy?

- 1.4 This document applies to all individuals (hereafter referred to as 'candidates') enrolled in studies in CA ANZ's
- (a) Graduate Diploma of Chartered Accounting (GradDipCA) academic component of the CA Program; and
 - (b) any other higher education qualification awarded by CA ANZ.

2. Policy

- 2.1 CA ANZ will ensure that support is available to candidates to assist them with successfully completing their subjects¹ and that candidates are made aware of these support services throughout their study.

2.2 Candidates At Risk of Not Successfully Completing Subjects

- (a) CA ANZ will monitor candidate engagement to identify candidates who may be at risk of not successfully completing their subjects.
- (b) CA ANZ will communicate with candidates identified as at risk to ensure they are aware of support services available to assist them in successfully completing their subjects.

CA ANZ's CA Program *Candidate Course Progression Policy and Procedure* outlines the process that CA ANZ will undertake in regard to paragraphs 2.2(a) and 2.2(b) above. This Policy is available at <https://www.charteredaccountantsanz.com/become-a-member/ca-program-policies>.

2.3 Support Services Available to Candidates

CA ANZ offers numerous support options for candidates to assist in successful completion of their units of study.

These services include:

- (a) Candidate Health and Wellbeing services, including

¹ In this document the term subject(s) has the same meaning as unit(s) and unit(s) of study.

- a Candidate Counselling Service which utilises the EAP service of Converge International Pty Ltd to provide short-term, early intervention and solution-focussed support; and
 - general resources and information needed to maintain good mental health and manage life's challenges;
- (b) Candidate academic success services, inclusive of candidate academic and course progression support, and other study success resources, services and strategies;
- (c) Candidate inclusion and accessibility support services which support candidates whose equity of access and participation in a CA ANZ higher education course is impacted due to their living with a disability, chronic health condition, or other ongoing significant circumstances that may impact their studies;
- (d) Candidate safety resources and supports for staying safe, covering matters such as staying safe while studying online, sexual harm prevention and response, and responding to and reporting a hazard or incident;
- (e) Candidate advocacy support services which help candidates navigate policies, procedures and processes;
- (f) Resources and support services for our Indigenous Australian and Māori members; and the
- (g) The CA Library - a complimentary resource and research hub tailored especially for aspiring and current Chartered Accountants.
- 2.3 CA ANZ will publish this Support for Students Policy as well as more information regarding support for candidates on its website and any other internal sites as deemed appropriate.

3. Responsible Officer

Group Executives or their authorised delegates are responsible for ensuring that Senior Leadership and Management staff in their Division are aware of this document and their responsibilities set out herein.

The Document Owner(s) or their authorised delegate(s) are responsible for the effective approval, implementation, maintenance and appropriate communication of this document, including arranging the documents posting to the document register and repository.

Senior Leadership/Management or their authorised delegate(s) are responsible for ensuring that employees in their remit are aware of this document and their responsibilities defined herein. Senior Leadership/Management also have the responsibility for:

- determining the extent and type of documentation necessary to effectively manage and control practices, processes and activities in their area of authority; and
- ensuring the responsibilities, authorities and accountabilities of their position are satisfied.

CA ANZ staff, contractors, associates and candidates are responsible for being aware of and complying with this document.

4. Definitions

For the purposes of this document the following definitions apply.

CA ANZ higher education course means a CA ANZ course accredited by TEQSA that leads to CA ANZ awarded higher education qualification.

Candidate means a prospective or current CA ANZ program applicant, a CA ANZ registered current candidate, or a recent graduate of the academic component of CA ANZ's CA Program.

Member means a member of CA ANZ as defined in CA ANZ's constitutional documents, namely the CA ANZ Supplemental Royal Charter, By-Laws, Regulations and the NZICA Rules.

Organisation ('the organisation') means *Chartered Accountants Australia and New Zealand (CA ANZ) ABN 50*

084 642 571 having its registered office at 33 Erskine St Sydney NSW 2000.

Student has the same meaning as candidate.

5. Records

Records in association with this document will be kept in accordance with CA ANZ's *Privacy Policy*, *Records Management Procedure* and *Privacy, Data Management and Retention Policy*.

6. Related Documents

CA ANZ Supplemental Royal Charter, By-Laws, and Regulations (and the NZICA Act 1996 and the NZICA Rules if they apply to the candidate), Privacy, Data Management and Retention-Policy, Document Control Procedure, Records Management Procedure, Privacy Policy, and all CA Program policies and procedures listed in this document.

These documents can be accessed from the following website locations:

- CA ANZ CA Program Policy webpage - www.charteredaccountantsanz.com/become-a-member/ca-program-policies
- CA ANZ website. Go to Member Services - www.charteredaccountantsanz.com/member-services/member-obligations
- CA ANZ Nova intranet for staff - caanz.unily.com → [Workspaces](#) → [Policies](#) (staff login required)

7. Related legislation and standards

Tertiary Education Quality and Standards (TEQSA) Act (C'th), Higher Education Standards Framework (Threshold Standards); Australian Qualifications Framework, TEQSA Guidance Notes for Providers, Higher Education Support Act 2003 (HESA) and associated guidelines including the Higher Education Provider Guidelines 2012 and Higher Education Support (Administration) Guidelines 2022, Global Accounting Alliance (GAA) mutual recognition framework; International Federation of Accountants (IFAC) International Accounting Education Standards, Tax Practitioners Board (Board) standards for course providers, and Disability Discrimination Act 1992 (Cth) [DDA] and Privacy Act 1988 (Cth), the Human Rights and Equal Opportunity Commission Act 1986, the UN Convention of the Rights of Persons with Disabilities 2006, and Disability Standards for Education 2005 (and the 2015 review).

Version history

Approved Date	Effective Date	Change History	Version	Next Review Date
20 December 2023	1 January 2024	Policy established in alignment with the 'support for students policy' requirements set out at section 19-43 of the HESA which commence on 1 January 2024.	1.0	December 2027