



Student Support Framework

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Policy owner	Executive Dean
Responsible Officer	Executive Dean
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Related Documents	Communication and Usage of Internet and Email Policy Communication and Usage of Internet and Email Procedure Critical Incident Management Plan Diversity and Equity Policy Fees and Charges Policy and Procedure Management of Personal Information Policy Management of Personal Information Procedure Quality Assurance Framework Records Management Policy Records Management Procedure Reduced Study Load Application Form Student Assessment Policy Student Assessment Procedure Student at Risk Early Intervention Policy Student at Risk Early Intervention Procedure Student Handbook Student Progression and Exclusion Policy Student Progression and Exclusion Procedure Work Health, Safety and Wellbeing Policy and Procedure

1. Purpose

The purpose of this Framework is to ensure that all students at the Australian Institute of Higher Education Pty Ltd ('the Institute') are provided with access to support from academic and non-academic staff.

2. Principles

The key principle informing this Framework is that of fair and appropriate access to support and consultation in both academic and non-academic matters.

3. Context

This Framework has been developed in the context of the Institute's commitment to and concern for the welfare of its students.

4. Scope

The Framework applies to all students at the Institute and relevant staff, including lecturers, Course Coordinators, Student Services, the Student Services Manager, the Learning Support Officer, and the Executive Dean.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy Details

6.1 Avenues of Consultation – Non-Academic Matters

6.1.1 Student Services:

Primary Role and Responsibility to Students

Student Services' responsibility is to ensure that all students are provided with administrative support.

When to see Student Services

The first point of contact for students requiring administrative assistance will be Student Services. This includes matters that need not be dealt with directly by the Executive Dean.

Students may access a Student Service Officer directly or through Reception. Details of the current Student Service Officers and how to contact them will be made available in the *Student Handbook*.

Process

During the meeting with Student Services, notes will be taken and recorded on the students file in the Institute's electronic database. If the administrative staff member believes that another person should be present due to the circumstances of the meeting, the Head of Student Engagement and Administration and the student will be informed before the meeting. The outcome of the interview will be communicated expeditiously to the student in writing (student e-mail or letter) or through relevant administrative documents.

6.1.2 Student Services Manager, Head of Student Engagement and Administration and/or Learning Support Officer:

Primary Role and Responsibility to Students

The responsibility of the Student Services Manager, Head of Student Engagement and Administration and the Learning Support Officer is to ensure that all students are provided with support in any non-academic matters and ensure that they are equipped with life skills and other aspects necessary for success in their academic study.

When to see the Student Services Manager or Learning Support Officer

The first point of contact for students concerning personal matters would normally be the Student Services Manager, Head of Student Engagement and Administration or Learning Support Officer. If a staff member is aware that a student may need personal support, they should first report it to the Head of Student Engagement and Administration, who may refer the student to the Student Services Manager or Learning Support Officer.

Process

During the meeting with either the Student Services Manager, Head of Student Engagement and Administration and/or Learning Support Officer, notes will be taken and recorded on the students file in the Institute's electronic database. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel.

6.1.3 Executive Dean:

Primary Role and Responsibility to Students

In non-academic matters, the Executive Dean's responsibility is to ensure that all students are treated equitably and fairly in all aspects of their education at all times.

When to see the Executive Dean

The Executive Dean will provide support for students and staff in matters of urgency, gravity and other exceptional circumstances. The student may be referred to other officers, e.g. the Student Services Manager or Learning Support Officer, as the Executive Dean sees fit.

The Executive Dean will be accessible by appointments through Student Services at a time amenable to both parties.

Process

During the meeting with the Executive Dean, notes will be taken and recorded on the students file in the Institutes electronic database. If the Executive Dean believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel. The outcome of the interview will be communicated expeditiously to the student in writing (student e-mail or letter).

6.2 Avenues of Consultation – Academic Matters

6.2.1 Lecturers (and Sessional Lecturers):

Primary Role and Responsibility to Students

The lecturer's responsibility is to lecture and tutor the students and to support the students' academic progress. They are the first point of contact for student concerns. However, the student may be referred to other officers, e.g. Student Services and/or the Learning Support Officer, as the lecturer sees fit.

When to see Lecturers

The lecturer is the first point of contact for students concerning operational and academic matters. The student can then appeal to the Course Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer.

Lecturers will be available for consultation by appointment. For the contact details of the lecturer for a specific unit, refer to the Unit Outline available in the Learning Management System (Moodle).

Process

During the meeting with the lecturer, notes will be taken and recorded on the students file in the Institute's electronic database. If the lecturer believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated expeditiously to the student in writing (student e-mail or letter).

6.2.2 Course Coordinator:

Primary Role and Responsibility to Students

The Course Coordinator's responsibility is to support the Executive Dean in ensuring that all students are provided with a safe, supportive and challenging teaching and learning environment at the higher educational level. The Course Coordinator also monitors student and lecturing staff performance, and provides an avenue for appeals from students and lecturers.

When to see the Course Coordinator

The first point of contact for students concerning operational matters will be their lecturer. The student can then appeal to the Course Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer. The student may be referred to other officers, e.g. the Learning Support Officer, as the Course Coordinator sees fit.

Course Coordinators will be available for consultation by appointment. For the contact details of the Course Coordinator for a specific unit, refer to the Unit Outline available in the Learning Management System (Moodle).

Process

During the meeting with the Course Coordinator, notes will be taken and recorded on the students file in the Institutes electronic database. If the Course Coordinator believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

6.2.3 Executive Dean:

Primary Role and Responsibility to Students

In academic matters, the Executive Dean's responsibility is to ensure that all students are provided with a safe, supportive and challenging teaching and learning environment at the higher educational level.

When to see the Executive Dean

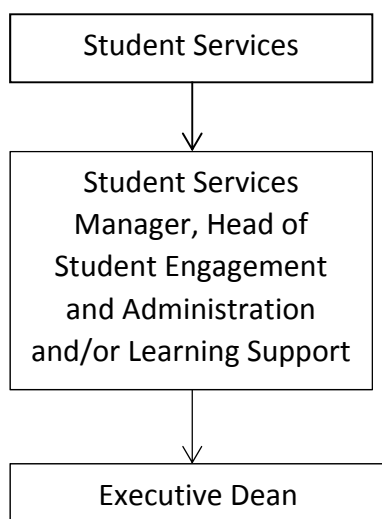
The first point of contact for students concerning operational matters will be their lecturer. The student can then appeal to the Course Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer. The Executive Dean ensures that due process is followed, and if necessary, provides an avenue for appeals. The Executive Dean will be accessible by appointments through Student Services at a time amenable to both parties.

Process

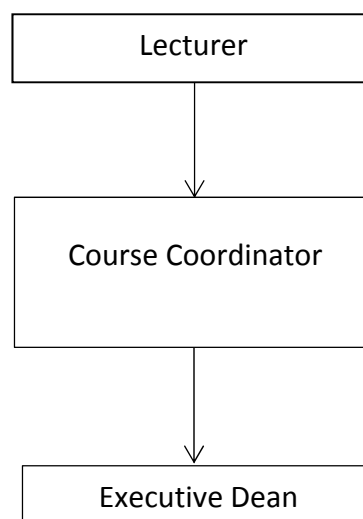
During the meeting with the Executive Dean, notes will be taken and recorded on the students file in the Institutes electronic database. If the Executive Dean believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

6.3 Sequence of Consultation

Non-Academic Matters



Academic Matters



6.4 Student Support Services

The following support services are available and accessible for all students studying with the Institute. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are made by the Institute at no cost to the student, but fees and charges may apply where an external service is used by the student. This should be clarified by the student prior to using such services outside of the Institute.

6.4.1 Academic Support

Students may have concerns about their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified.

A student is able to access a Student Services Officer to discuss any academic, attendance, or other related issues at any time. The Student Services Officer will be able to provide advice and guidance, or referral, where required.

Academic Progress

Student's Academic Progress is monitored in accordance with the ***Student at Risk Early Intervention Policy*** and associated Procedure. Students who fail to maintain satisfactory academic progress will be dealt with in accordance with the ***Student Progression and Exclusion Policy*** and associated Procedure. If a student has any concerns about their academic progress, they should consult Student Services to discuss support options available.

Attendance

Attendance will be recorded by Lecturers in all classes. Student Services will then contact all students who failed to attend a class either by text message, email or phone and asked the student to explain the reason behind the absence. Students will be reminded of their responsibilities and if there are extenuating circumstances for the absence, the student will be advised of support strategies on offer.

If a student knows in advance they will be unable to attend classes, they should contact Student Services as soon as possible.

YourTutor

Students will be provided with free access to friendly, high-quality tutors via online messaging and chat. Tutors are available 3pm – late, Sunday to Friday. Tutors can assist students in the following areas:

- Maths
 - General, Intermediate and Specialist/Extension Maths for high school students
- English
 - Skills and Concepts
 - English and Literacy
- Science
 - General Science
 - Biology
 - Chemistry
 - Physics
- Assignment help for all subjects
 - Essay and report writing
 - Assignment research
 - Referencing and citation support
- Business Studies
- Economics

Students can also upload their written draft assessments for comprehensive, useful feedback on how to improve their work. Feedback will be returned to students in less than 24 hours.

YourTutor can be accessed through the Student Management System (Moodle). For further information on YourTutor, visit <http://www.yourtutor.com.au/>.

For some subjects, students may be required to submit an assessment through YourTutor as a component of their assessment.

The usage of YourTutor will be monitored by staff.

Prescribed Textbooks

All students will be provided with an electronic copy (E-book) of their prescribed text for each unit of study free of charge. If an E-book is unavailable, students will be loaned a hardcopy for the duration of the semester once a security deposit is received.

The usage of E-books and collection of hardcopy prescribed texts will be monitored and students may be contacted if they have failed to access their prescribed text.

Academic Workshops

The Learning Support Officer will run a number of academic workshop each semester. A schedule of academic workshops will be published in the Learning Management System (Moodle). The workshops will be free of charge and open to all students to attend.

6.4.2 Personal/Social Support

There are many issues that may affect a student's social or personal life and students have access to the Student Services Officers during Institute hours of operation to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Services Officer feels further support may be required, a referral to an appropriate support service will be organised.

The ***Student Handbook*** contains useful contact information for the following services:

- Legal services
- Emergency and health services
- Accommodation services
- Counselling services
- Mental health services
- Public transport
- Translating and interpreting services
- Consular representatives
- Funeral services
- Religious leaders

6.4.3 Accommodation Support (International Students)

While the Institute does not offer accommodation services or take any responsibility for accommodation arrangements, the Institute is able to refer students to appropriate accommodation services and staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All international students are encouraged to have accommodation organised prior to arrival in Australia but, if not, the Student Services Officer can refer students to appropriate accommodation services.

6.4.4 Special Needs or Disabilities Support

A student is requested to advise Admissions at the time of enrolment if they have any special needs or a disability that may affect their learning, e.g. difficulty in hearing. Once a student has commenced their studies, if they require additional support for a special need or disability, they should contact a Student Services Officer.

Students may apply for reasonable adjustment in accordance with the **Student Assessment Policy** and associated Procedure if they require any special arrangements.

6.4.5 Hardship Support

The requirements of study may present some students with hardship due to economic, social or other difficulties. Where genuine hardship exists, a student may make an application seeking permission to review their workload or other related matters.

To make an application, a student is required to complete the **Reduced Study Load Application Form** along with any supporting evidence to the Student Services Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: Austudy, Youth Allowance, other Centrelink or government benefit, pay slips or bank statements which indicate financial status;
- Medical grounds: medical certificates stating nature of condition, duration;
- Single parent: evidence by way of statutory declaration and supporting government documentation.

For financial hardship, students may also be eligible for a payment plan. Refer to the **Fees and Charges Policy and Procedure** for further information on payment plans and how to apply.

6.4.6 Student Orientation

All students are required to attend an orientation day at the beginning of their studies with the Institute. This orientation day is managed by the Student Services team and will include:

- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- A copy of the **Student Handbook** given to each student (either in an electronic or hardcopy format), which contains information about the Institute's policies and procedures, complaints procedures, and how to access the services of the Student Services team.

6.4.7 Student Council

The Student Council helps share students' ideas, interests, and concerns with the Institute's staff. Student Council may also be involved in assisting with student orientation and other events and helping to raise funds for Institute activities such as social events.

Details on the members of Student Council and how to contact them will be made available around the campus.

6.4.8 Student Events

A schedule of student events will be published each semester around the Institute's campus. Student events provide an opportunity for students to socialise and network with other students not in their classes and will staff.

6.4.9 Support for Aboriginal and Torres Strait Islander students

The Institute provides alternative entry, assistance and support to all Aboriginal and Torres Strait Islander students throughout their journey at the Institute. From admissions to graduation - including pastoral care, academic workshops, access to mentors and faculty staff. The Institute can also provide referrals and tutorial assistance.

For information on legal, health, domestic violence and sexual assault services available to Aboriginal and Torres Strait Islanders refer to the **Student Handbook**.

6.5 Review and Improvement

In order to ensure that the Institute has support services for students that are appropriate in scope and quality for the capacity of the Institute and mode of delivery of its courses, the Institute implements a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services, and actions enhancements and improvements where necessary.

6.5.1 Stakeholder Feedback

Regular stakeholder feedback through the use of survey instruments will inform the Institute when reviewing the adequacy of its support services. Further information can be found in the **Quality Assurance Framework**.

6.5.2 Ongoing Review

The Institute will continuously review the efficacy of support services in their areas of responsibility through the following process:

- A weekly Management Meeting will be attended by key members of management.
- Each member of the Management Meeting will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting.
- Where improvements to the Institute's support services need to be addressed, any actions required will be decided upon by the Management Meeting and will be allocated to a responsible person for completion within the agreed timeframe.
- Outstanding actions will be monitored by at the Management Meeting until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of facilities or resources, the Institute's Chief Executive Officer will include it in their report to the Board of Directors in conjunction with a request for additional funding.

7. Legislation

This Framework complies with the following Higher Education Standards Framework standards:

1. 2.3 (Wellbeing and Safety), which specifies that:

"All students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education."

2. 3.2.5 (Staffing), which specifies that:

"Teaching staff are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort."

3. 1.3. (Orientation and Progression), which specifies that:

"Successful transition into courses of study is achieved through orientation programs that are tailored to the needs of student cohorts and include specific consideration for international students adjusting to living and studying in Australia. Specific strategies support transition, including:

- c. providing access to informed advice and timely referral to academic or other support."

8. Version Control

This Framework has been endorsed by the Australia Institute of Higher Education Academic Board as at July 2017 and is reviewed every 3 years. The Framework is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-1	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Revised rules.	1 March 2017	6 March 2017
2017-2	Registrar	Consolidated with Student Consultation Policy and Procedure.	19 July 2017	20 July 2017