



Student Support Framework

Policy Category	Academic
Policy Code	ACA-HE-10
Policy owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approving authority	Academic Board
Contact Officer	Registrar
Approval date	24 September 2020
Commencement date	25 September 2020
Review date	3 years
Version	2020.1
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, Program Managers, Student Services team, Academic Success team, Student Services Managers and the

Registrar.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy Details

6.1 Avenues of Consultation – Non-Academic Matters

Role & Responsibility	When to see	Process
<p>Student Services Student Services' responsibility is to ensure that all students are provided with administrative support.</p>	<p>The first point of contact for students requiring administrative assistance will be Student Services. Students may access a Student Services Officer directly or through Reception. For details on how to contact Student Services are available in the <i>Student Handbook</i>.</p>	<p>During the meeting with Student Services, notes will be taken and recorded on the students file in the Institute's Student Management System. If the administrative staff member believes that another person should be present due to the circumstances of the meeting, the Registrar and the student will be informed before the meeting. The outcome of the interview will be communicated to the student in writing (student e-mail or letter) or through relevant administrative documents.</p>
<p>Student Services Manager The responsibility of the Student Services Manager is to ensure that all students are provided with support in any non-academic matters and are equipped with life skills necessary for success in their academic study. Responsibilities:</p> <ul style="list-style-type: none">• Coordinating and ensuring students have efficient and effective experiences at the Institute;• providing engagement functions for current and prospective students at the Institute;• overseeing events such as orientation;• ensuring that enrolled and prospective students are receiving high quality student support;• advising on matters such as admission, enrolment, fees, progression, and student activities.	<p>The first point of contact for students concerning non-academic matters would normally be the Student Services team. If a staff member is aware that a student may need personal support, they should first report it to the Student Services Manager, who may refer the student to the Academic Success Manager.</p>	<p>Students who wish to meet with the Student Services Manager, should contact Student Services or Reception to make an appointment. When the meeting is held, notes will be taken and recorded on the student's file in the Institute's electronic database. The student will be informed before the meeting, if the Student Services Manager believes that another person should be present due to the circumstances of the meeting.</p>

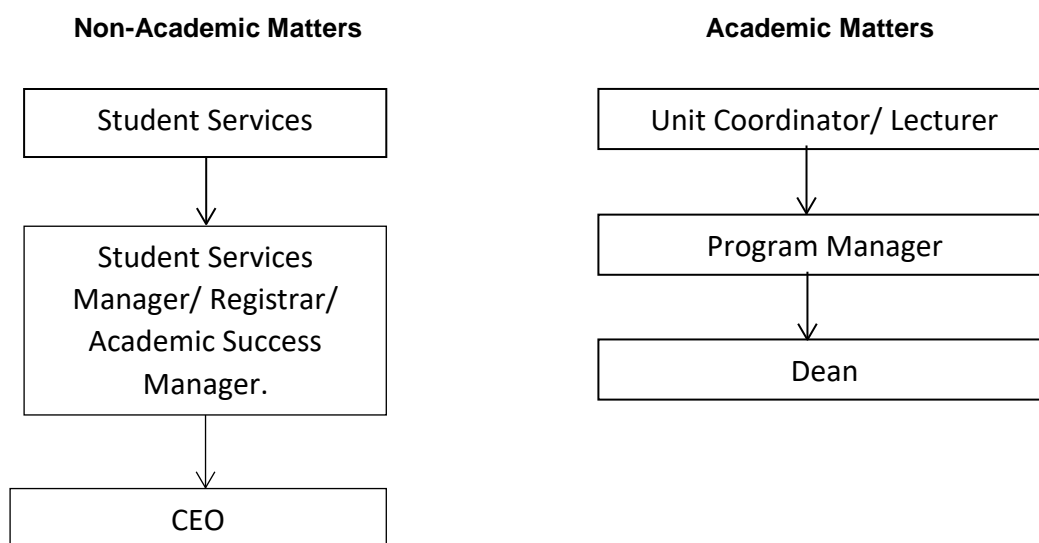
<p>Registrar</p> <p>The responsibility of the Registrar is to ensure that all students are provided with support in any non-academic and academic matters across the Institute in line with the Institute's Policies and Procedures, external accreditation and registration requirements.</p>	<p>The Registrar will meet with students regarding the issue of complaints and appeals related to academic or non-academic matters.</p>	<p>Meetings with the Registrar are usually scheduled within the complaints and appeals process. During the meeting, notes will be taken and recorded on the students file in the AIH'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. The outcome of the meeting will be communicated to the student in writing (student email or letter).</p>
<p>Academic Success Manager</p> <p>The responsibility of the Academic Success Manager is to ensure that all students are provided with support in any personal wellbeing matters.</p>	<p>The first point of contact for students concerning personal wellbeing matters would normally be the Academic Success Manager. If a staff member is aware that a student may need personal support, they should first report it to the Program Manager or Student Services Manager, who may refer the student to the Academic Success Manager.</p>	<p>Students wishing to speak to the Academic Success Manager should contact Student Services or Reception. During the meeting with the Academic Success Manager, notes will be taken and recorded on the students file in the Institute's electronic database. The student will be informed before the meeting, if the Academic Success Manager believes that another person should be present due to the circumstances of 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 to the student in writing (student e-mail or letter).</p>
<p>Chief Executive Officer (CEO)</p> <p>In non-academic matters, the CEO's responsibility is to ensure that all students are treated equitably and fairly in all aspects of their education at all times.</p>	<p>The CEO will provide support for students and staff in matters of urgency, importance and other exceptional circumstances. The student may be referred to other officers, e.g. Student Services or Academic Success Manager, as the CEO sees fit.</p> <p>The CEO will be accessible by appointments through Student Services at a time agreeable to both parties.</p>	<p>During the meeting with the CEO, notes will be taken and recorded on the students file in the Institute's electronic database. The student will be informed before the meeting, if the CEO believes that another person should be present due to the circumstances of 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 to the student in writing (student e-mail or letter).</p>

6.2 Avenues of Consultation – Academic Matters

Role & Responsibility	When to see	Process
<p>Unit Coordinators / Lecturers (and Sessional Lecturers)</p> <p>The Unit Coordinator is responsible for the coordination of unit materials and processes. 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 Academic Success team as the lecturer sees fit.</p>	<p>The Lecturer is the first point of contact for students concerning operational and academic matters. The student can then informally appeal to the Unit Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer. Lecturers and Unit Coordinators will be available for consultation by appointment. For the contact details of the Lecturer/ Unit Coordinator for a specific unit, refer to the Unit Outline available in the Learning Management System (Moodle).</p>	<p>Students wishing to speak to their Lecturer/Unit Coordinator should contact them by email, which can be found in the Unit Outline. During the meeting with the Lecturer/Unit Coordinator, notes will be taken and recorded on the students file in the Institute's electronic database. The student will be informed before the meeting, if the lecturer believes that another person should be present due to the circumstances of the meeting.</p>
<p>Program Manager</p> <p>The Program Manager's responsibility is to support the Dean/Director of Teaching & Learning and the CEO in ensuring that all students are provided with a safe, supportive and challenging teaching and learning environment at the higher educational level. The Program Manager also monitors student and lecturing staff performance and provides an avenue for appeals from students and lecturers.</p>	<p>The first point of contact for students concerning operational matters will be their Lecturer. The student can informally appeal to the Unit Coordinator if they are dissatisfied with the outcome of their meeting with the Lecturer. If the issue is not resolved, they can formally appeal to meet with the Program Manager. The student may be referred to other officers, e.g. the Academic Success team, as the Program Manager sees fit. Program Managers will be available for consultation by appointment. Appointments can be made by contacting Student Services or visiting Reception.</p>	<p>Students wishing to meet with a Program Manager, are required to fill in an Assessment Request for Review Form or Student Complaint Application Form and submit to Student Services. Students will be notified by the Registrar department with details of the scheduled meeting. During the meeting with the Program Manager, notes will be taken and recorded on the students file in the Institute's electronic database. The student will be informed before the meeting, if the Program Manager 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 to the student in writing (student e-mail or letter).</p>

<p>Dean</p> <p>In academic matters, the Dean 's responsibility is to ensure that all students are provided with an equal, safe, supportive and challenging teaching and learning environment at the higher educational level.</p>	<p>The first point of contact for students concerning operational matters will be their Lecturer. Students dissatisfied with the outcome of the meeting with the Lecturer, can informally appeal to the Unit Coordinator. If the issue is not resolved, the student can formally appeal to meet with the Program Manager. The Dean ensures that due process is followed, and if necessary, provides an avenue for appeal, if the student is still not satisfied with the outcome between the Program Manager, lecturer and student. The Dean will be accessible by appointments through Student Services at a time agreeable to both parties.</p>	<p>Students wishing to meet with a Program Manager, are required to fill in an Assessment Request for Review Form or Student Complaint Application Form and submit to Student Services. Students will be notified by the Registrar department with details of the scheduled meeting. During the meeting with the Dean, notes will be taken and recorded on the students file in the Institutes electronic database. (Sensitive matters relating to student well- being will have controlled access to files.)</p> <p>The student will be informed before the meeting, if the Dean believes that another person should be present due to the circumstances of the meeting. The outcome of the interview will be communicated expediently to the student in writing via the Registrar or Student Services Office (student e-mail or letter).</p>
--	---	--

6.3 Sequence of Consultation



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 can 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.

Progress and attendance of all students are monitored. Relevant guidance and support are provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified.

A student can access a Student Services Officer to discuss any academic, attendance, or other related issues and shall receive a response within 24-48 hours. 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 ask 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 available support strategies.

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

Prescribed Textbooks

Prescribed textbooks for all units are available to all students.

Academic Workshops

The Academic Success Team run numerous academic skills workshops each trimester. For times and locations of these academic workshops, please check the online schedule which 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 the Institute's 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, by filling in a Reasonable Adjustment Application Form, 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. Students are notified of their orientation by email with all details of when, where and how the orientation session

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** are 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 Representation

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

Details on the members of Student Representatives will be made available around the campus. The Institute Student Representatives can be contacted by emailing studentrep@aih.nsw.edu.au.

6.4.8 Student Events

A schedule of student events will be published each trimester around the Institute's campus. Student events provide an opportunity for students to socialise and network with other students not in their classes and with 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 external services 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 and delivery mode 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 CEO 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 September 2020 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
2019.1	Principal	Minor Update: the Policy Owner and responsible Officer from Executive Dean to Principal, Registrar to Head of Academic Support and Student Services, Learning Support Officer to Academic Success Manager . Removed Your Tutor.	20 November 2019	21 November 2019
2020.1	Academic Success Manager/CEO	Updates: role description changes, procedure updates, formatting and proofed for student comprehension.	24 September 2020	25 September 2020