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1. Purpose

The purpose of the Student Support Policy is to set out the nature and scope of support services available to all Analytics Institute of Australia (AIA) domestic and international students. This policy outlines AIA's obligations to all students as a registered higher education provider. It details the support processes, mechanisms and services designed for a diverse cohort of students to enable student progression, student achievement of learning outcomes, maintain student well-being, and ultimately enable student success.

2. Scope

This Policy applies to all enrolled students in any course at AIA.

Student support services include language, literacy and numeracy support, academic counselling, and personal counselling and support services. In the case of a service not being provided by AIA, students will be informed that AIA will provide referrals to external providers at no extra cost to students.

3. Policy Principles

- a. AIA is committed to ensuring that all students, regardless of their educational background, entry pathway, mode or place of study have equivalent opportunities to successfully transition and progress in their course of study, and that the Institute has mechanisms and strategies to identify specific learning and support needs of all students.
- b. Adequate resourcing will be provided for a range of support services that acknowledge the academic, personal, cultural, and technical and language needs of all students enrolled at AIA.
- c. Course and Unit Convenors, teaching staff, Student Support and the AIA Librarian will be available to provide advice about access to academic support and suitable resources to help students identify their learning needs.
- d. A range of monitoring and intervention strategies will be used to identify, intervene and assist where students are struggling academically or from a well-being perspective.
- e. Academic staff will have access to student information for use in designing a student's study program, and to address the learning needs of all student cohorts.
- f. Information on accessing support services will be promulgated to students through campus notices, handbooks, social media, the Learning Management System (CANVAS), the AIA Library and in orientation programs.

4. Scope of Services

AIA has designed its approach to student support services in line with the student lifecycle from admission through to graduation and includes:

a. Orientation

- i. In the week preceding the commencement of classes the Registrar, Dean of Students and the Librarian will organise a program of orientation and induction for all new students. These sessions build on information already provided to students as part of the offer process including student academic services, library resources and access, IT services, safety information about the campus, international student services, language and personal support services, locations, and access.
- ii. Students are also provided with information that sets out student responsibilities and code of conduct including expectations of behavior, academic integrity, academic progress, and attendance.
- iii. Students are given an opportunity to learn more about AIA and its services and ask any questions about what to expect while studying at the Institute.
- iv. For international students, a one-day campus orientation is held to familiarise them students with our facilities and services, and to provide city and country information.

b. International Student Services

- i. Clear, supportive, and accessible services are provided for all international students through the establishment of a dedicated central point of contact in Student Support.
- ii. Before and during orientation, all international students are provided with information about AIA, living in Australia including geography, culture, lifestyle, currency, local laws, and other important information such as housing, visas, finances, and insurance to enable successful transition. Each student is provided a Student Handbook.

c. Learning Resources

- i. AIA will support learning and teaching, academic endeavors, and scholarship through the provision of appropriate learning resources, up-to-date and accurate information, and provide academic services required by staff and students.
- ii. A qualified librarian will oversee the learning resources and assist students with a range of learning resource services.
- iii. Learning resources will support AIA's learning and teaching approach, and facilitate educational innovation
- iv. They will be accessible to all students and staff, regardless of the study mode, through a mix of learning facilities and technologies.
- v. Learning resources will comprise primarily electronic and digital resources.
- vi. The AIA Library will hold copies of the prescribed and recommended texts for every Unit and Course delivered.

- vii. AIA may supplement access to broader collections by entering collaborative partnerships with other Libraries, and educational and professional organisations to add value to the library services.
- viii. A systematic review and improvement process embedded in AIA's quality assurance framework and procedures, will be in place to reflect upon and incorporate student and staff feedback, current pedagogical practices and AIA's educational priorities.
- ix. AIA will assist students to build scholarly confidence in respect to academic integrity by informing them how to act with integrity and discouraging all forms of academic dishonesty, including through the online module all students are required to complete. A number of Academic Support services are also available. Tutoring Services are available for students in Academic Writing, and Plagiarism Tutorials and Referencing tutorials are conducted through the Library. Students should contact the AIA Librarian and AIA Student Support to access these services.

d. Information Technology Support

I. The AIA uses CANVAS as its Learning Management System (LMS) that:

- supports remote and mobile access, webinars, threaded discussion boards, blogs, and simulations
- provides technology to enable online academic support
- provides facility for online feedback surveys
- enables automatic marking of attendance, submission, and logging of requests for leave of absence from webinars
- provides continued integrated anti-plagiarism services
- provides online and remote access to the Institute's e-libraries
- enables video recording of webinar class sessions

II. The AIA provides robust, reliable, and secure IT infrastructure and support services for students. Help desk and technical support is provided by the Institute's external IT contractor, and AIA IT Support.

e. Access to Non-Academic Support Services

- **Counselling Services** are available to all students and staff from qualified counsellors, through an externally contracted service. Personal counselling services include but are not limited to:
 - Grievance/conflict resolution
 - Stress management
 - Access and equity issues
 - Assault and harassment
 - Financial and welfare support
- i. Students are encouraged to seek advice and support on a personal and individual basis as required during their time on campus. The Counselling Service will work closely with academic staff, administrative and support staff to help resolve any issues that might be impeding student progression or affecting student well-being.

- ii. Guidance is provided to staff to help them recognise and respond appropriately to students in need of support – see *Student Support Referral Matrix*
 - iii. Counselling Services are accessed through the Student Support Office. In some situations, a member of the staff may recommend that a student consult a counsellor and, with the student's agreement, make necessary arrangements.
 - iv. Counselling Services are required to meet the AIA third party service delivery requirements, including observing confidentiality procedures.
- **Disability Support Services** are available by registering with Student Support. Students with a disability or chronic health condition who may require reasonable learning and/or assessment adjustments should seek advice and/or assistance from Student Support at the commencement of the teaching period. AIA's *Disability Policy* and *Reasonable Adjustment and Access Policy* have further information.
 - **Career Advice** - AIA will help students obtain information about specific careers and post study professional opportunities and provide information and support for on-campus recruiting and local advice on contacts to assist students to make career connections. In addition, Student Support will aid with career planning, resume writing and interview techniques.
 - **Emergency and Health Services** - a current list of medical professionals will be available through Student Support. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.
 - **Mental Health Services** – Student Support will also assist students to access mental health services including free community and clinical support through Victoria's mental health services. The Counselling Services referred to above will also provide mental health support.
 - **Legal Services** – Student Support can assist students to access the free services of Victoria Legal Aid and other community legal aid services. Where Student Support finds it appropriate for students to gain professional legal advice, they will refer students to an appropriate legal professional.

f. Language Literacy, and Numeracy Support

- i. The AIA's recruitment and admission processes are robust and are designed to ensure that all students have the necessary English language and numeracy skills to progress successfully through each course and communicate effectively with both students and staff during their studies at AIA.
- ii. The AIA also recognizes that some students will require additional specific language or numeracy support. This might be identified at admission or during the teaching period. The need for support could be self-identified by the student, or by teaching staff. Any additional language, literacy and numeracy support needs will be designed in collaboration with Student Support and the student's teacher/s and Unit Convenor.

- iii. Language, literacy and numeracy support will be provided by an external third party contractor, and is required to meet the AIA third party service delivery requirements, including observing confidentiality procedures.

g. Student Access to Academic Staff

- I. Academic Staff allocate an average of 3 hours a week to provide additional student consultation. Students can seek additional support relating to any aspect of their studies, seek clarifications or request specific feedback. Students need to make prior appointments with their teaching staff for consultation meetings.

h. Identifying Students 'At Risk'

AIA has a range of mechanisms and strategies to identify students at risk as detailed in the *Students at Risk Policy*, with three primary aims:

- I. To assist students to progress smoothly through their studies each trimester in order to realise their academic potential and to achieve their academic goals on time
- II. To enhance retention and academic success through timely identification, intervention and remediation.
- III. To reduce avoidable failures that result in failure to graduate or exclusion from studies.

i. Student Anti-Discrimination, Harassment and Equality

- I. AIA aims to provide an environment where students and others in the AIA are treated fairly and with respect, and are free from unlawful discrimination, harassment and vilification as detailed in the Student Diversity, Equity and Fair Treatment Policy and Sexual Assault and Sexual Harassment Policy

5. Information to Students

- a. The procedures related to each of the services and the mechanisms for implementation are set out in specific detail in a range of information sources available to students and staff including related policies, on campus information, student handbooks, the AIA website and on CANVAS.

6. Review and Improvement

- a. As outlined in the AIA Quality Assurance Policy, review and improvement processes will include a specific focus on the appropriateness and effectiveness of student support and services. Monitoring and improving the quality of the student learning experience and outcomes will include evaluations of services. To facilitate this, student feedback will be obtained at the completion of each Trimester on both academic and non-academic matters through a Student Experience Survey distributed to all students.
- b. Student feedback will also be obtained via a range of avenues that could include
 - Periodic student 'town halls' with the Course Convenor and attended by other key academic and administrative staff.
 - Individual student meetings with the Course Convenor

- Student representation on AIA governance bodies
- c. AIA will collect and analyse a range of student performance and outcomes data, which will also help evaluate the adequacy and effectiveness of student support services and the procedures governing referral and access to them. Data collected on the identification and intervention strategies for students at risk will also inform evaluation of student support services.
 - d. The Registrar, Chief Operating Officer, Librarian and Student Support will meet following each collection of data to review Student Experience Survey and other feedback, student performance and outcomes data, and undertake improvement planning. The Chief Operating Officer will prepare a report to the Executive Leadership Group on the outcomes and proposed actions from the SES and other feedback mechanisms after the completion of each Trimester. The CEO will report to the Board of Directors, and where outcomes and actions have academic implications, to the Academic Board.
 - e. Where services are provided by a third party, outcomes and actions of this monitoring and review process will be fed back to the provider for any required action, and will inform the annual review, and comprehensive review prior to contract expiry and any decision to renew that is undertaken under the AIA's Third Party Policy.

7. Responsibilities

The Chief Operating Officer is responsible for maintenance and implementation of this Policy

8. Legislation and Related Documents

The following legislation and guidelines are relevant to this Policy

- Education Services for Overseas Students Act 2000 Framework
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- The following Standards in the Higher Education Standards Framework (Threshold Standards) 2015:
 - Registration 1.3.2, 2.2.2, 2.2.3, 2.3.1, 2.3.3, 2.4.3, 5.2.1, 5.3.7
 - Accreditation 1.3.3, 1.3.4, 1.3.6, 3.1.2a-c, 3.2.1, 3.3.2, 3.3.4, 5.4.1

9. Additional Information

- Campus Handbooks
- English Language Proficiency Policy
- Health and Wellbeing Policy
- Rules of Progression Policy
- Sexual Assault and Sexual Harassment Policy
- Student at Risk Policy
- Student Code of Conduct Policy
- Student Equity, Diversity and Fair Treatment Policy
- Student Handbook
- Student Support Referral Matrix

Version history

Version	Approved by	Approval Date	Details
1.0	CEO		
2.0	CEO		Reference to Student Referral Matrix added
3.0	CEO	15/06/2021	Access to non-academic support added

Document owner: Board of Director