

1. POLICY STATEMENT AND PURPOSE

The purpose of this policy is to clearly outline the mechanisms the International College of Hotel Management (ICHM) has in place to ensure students are provided with the support and resources required for success and engagement during their studies. It is underpinned by the principles outlined in the *ESOS National Code Standard 6 – Overseas Student Support*.

ICHM is committed to providing support for student success. The policy is in place to ensure that students and staff can effectively access and understand the elements of the ICHM student support framework for the provision of accessible student services monitoring and fostering the achievement of student course progression.

This policy should be read in conjunction with the corresponding policies listed in **Section 5 - Supporting Documents**.

2. SCOPE

This policy applies to all ICHM students, and ICHM staff.

3. DEFINITIONS

“at risk” is where a student has been identified as consistently not submitting assessments or submitting assessments late. The definition also includes where a student is consistently absent from scheduled sessions or is exhibiting behaviour changes which suggest that the student is not likely to achieve pass marks in 50% or more subjects in a study period.

“Student Support Agreement (SSA)” A structured agreement negotiated between ICHM and the student, which clearly articulates the requisite academic and/ or wellbeing support mechanisms necessary to assist a student to successfully complete a course of study. An SSA may also be required for students who have been identified as needing additional structured support to assist them prior to commencing a course of study.

“ICHM Intervention strategy” is a strategy implemented to assist students who have been identified as at risk.

“Reasonable Adjustment” is a measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students.

“Study Period” is a period of enrolment which may include a semester, trimester, or term of study, including a period of WIL.

“Student Support team” is the group of assigned ICHM staff members whose responsibility is to directly engage with students to communicate and provide guidance on all student support mechanisms available under the ICHM student support framework of policies.

A **“Critical incident”** is an event, or a series of events that causes or threatens to cause physical or psychological harm to the health, safety or welfare of any student, worker or of any other person coming within the legal responsibility of ICHM and which requires immediate action.

4. POLICY DETAILS

4.1 Support Principles

ICHM will assess each student during the admission and enrolment process as to their capability to successfully complete the ICHM program of study. Any intervention required for successful achievement by the student will be discussed and included in a Student Support Agreement. Refer to the *Course Progression policy* and *Reasonable Adjustment Policy* for a detailed outline of the process.

ICHM will provide an orientation at the commencement of each study period to ensure a seamless transition to study and support within the ICHM and broader community.

ICHM will monitor student progression and provide intervention as required (see Course Progression policy). Should gaps in the intervention process be identified ICHM commits to continuous improvement and adaptation of relevant process to ensure individualised support for successful student outcomes is provided.

4.2 Support Services Available

ICHM is committed to its student's success through the provision of and access to appropriate academic and personal support services at no additional charge as outlined below:

- a) Academic learning Advisors who provide assistance with general and specialised study requirements as well as English language support.
- b) Library resources available online at all times during the student's course of study.
- c) Student wellbeing services and personalised counselling via the Australian Counselling Service.
- d) Peer Assisted Study Support (iPASS) program.
- e) Student Handbook, providing academic, student services and community contact information.
- f) Academic workshops run throughout each semester to facilitate enhanced student academic performance.
- g) Insurance information outlining overseas health cover options.
- h) Career planning and employability support through WIL (Work Integrated Learning) workshops, resume writing support, interview practice, and industry guest speakers.
- i) Student Study Guides per subject outlining assessment and lecturer support options across a study period.
- j) Course progression guidance meetings with ICHM student services and academic team.
- k) Student Support Agreement is a structured agreement between the student and the institution to provide support to assist the student to successfully complete the course.
- l) Reasonable Adjustment is available for students with a disability to ensure they are able to complete the course on the same basis as the other students.
- m) Student Services access for general enquiries related to relocation, wellbeing and living factors.

4.3 ICHM Orientation

The ICHM orientation program completed across a two-week period commencing one week prior to each study period is a compulsory requirement for all students. The program delivered by each relevant ICHM department contains the following content sessions:

- a) Campus tour and facilities introduction inclusive of surrounding community support services and industry partner locations.
- b) Introduction of key ICHM staff inclusive of ICHM leadership, academic faculty and student services staff.
- c) A Welcome to ICHM presentation including important key academic dates, key staff contacts, campus access and safety, academic program information, and Work Integrated Learning (WIL) introduction.
- d) Academic skills workshops and library access review
- e) ICHM policy review and acceptance session
- f) Access assistance to both ICHM student and learning management systems

- g) Introduction to student wellbeing and support services inclusive of student engagement group activity review
- h) Harassment, Sexual Harassment, Sexual Assault and Consent workshop
- i) Safety and living within the community presented by South Australian Police representative.

4.4 Course Progression and Monitoring

ICHM is committed to continuous monitoring of student progress and the identification of students who are 'at risk' of satisfactory course progression. The student services team in conjunction with the ICHM personal counselling service – Australian Counselling Service, as required, communicates with students requiring academic intervention. Refer to the *ICHM Course Progression Policy* outlining the detailed processes surrounding ICHM course progression and monitoring.

Academic staff have the opportunity to raise students 'at risk' at the ICHM Faculty meetings held at least 4 times per semester, and the Student Support Group meet regularly throughout a term to discuss student's receiving support and students requiring support. At the end of each term the Academic Committee will meet to ratify results and discuss student course progression and those that may require additional academic support.

4.5 Continuous Improvement and Quality Assurance

The ICHM Community Welfare Advisory Group (CWAG) are responsible for the review, monitoring and implementation of institutional and regulatory items and actions relating to student and staff welfare, including sexual assault and harassment, bullying and discrimination, and mental health. The Group meet a minimum of 2 times per semester and include student representatives.

ICHM also seek feedback from students and staff on the delivery and effectiveness of its student support services and procedures each study period. Feedback will be actioned and communicated as outlined in the *Stakeholder Surveying and Feedback Policy*.

4.6 Crisis and Critical Harm

ICHM is committed to providing a safe and healthy environment for all students. In the event of a critical incident, ICHM have a critical incident response framework that is implemented (see Critical Incident policy) and managed by ICHM's Critical Incident Management Team (CIMT).

Students are able to report critical incidents via the Campus Operations Director, a member of the academic team, or another ICHM staff member. ICHM also have designated Mental Health First Aid responders.

4.7 Communication of Support Services

The ICHM website has information for current and prospective students on academic and non-academic support available.

ICHM offer various methods of communication to students for the range of support services available. As a part of week 1 Orientation Week the student will be informed of all support services available, both academic and non-academic. The students will also complete a Welfare Survey within the first week to allow them to advise of any support they may require.

The students have access to the Student Handbook via the ICHM Info Hub Microsoft Team, which details all support available, contact details for staff members and emergency contact details.

The ICHM Info Hub MS Team holds information on support services available, who to speak to and how to make contact. The ICHM Info Hub is used to regularly communicate to students regarding all types of information and events.

The Student Engagement Group (SEG) are the representative body for the students and provide direct peer contact for the students to gain information and provide feedback.

A General Assembly is held for all students twice a semester, where information regarding academic and non-academic items are raised.

4.8 Student Equity and Diversity

ICHM is committed to providing an educational environment that encourages and values equity and diversity for all students. ICHM provides a supportive environment, inclusive of cultural understanding and sensitivity. See ICHM's Diversity, Equity and Inclusion policy for further details.

4.9 Support for First Nations Students and Students with a Disability

ICHM ensures that both academic and non-academic supports are culturally appropriate by integrating cultural sensitivity and inclusivity into all aspects of student services. For First Nations students, ICHM provides tailored support through Indigenous Liaison Officers, culturally relevant programs, and access to Elders and cultural mentors, where appropriate. For students with disabilities, ICHM offers personalised Student Support Agreements developed by the Student Support Team and reasonable adjustments to ensure equitable participation in education. See ICHM's Diversity, Equity and Inclusion policy and Reasonable Adjustment policy for further details.

5. SUPPORTING DOCUMENTS

ICHM Policies

Academic Grievance Policy
Assessment Policy
Course Progression Policy
Attendance Policy
Diversity, Equity and Inclusion Policy
Sexual Harassment and Assault Prevention Policy
Reasonable Adjustment Policy
Personal Conduct Policy
Non-academic Grievance Policy
Admission and Enrolment Policy
WIL Placement Policy
Critical Incident Policy

ICHM Support Services

ICHM Student Learning Support Advisor
[Australian Counselling Service](#) (ACS)
Admissions and Administration (admissions@ichm.edu.au)
Student Engagement Group

Other Support Services

[Lifeline](#)
[Beyond Blue](#)
[Headspace](#)
[Study Adelaide](#)
[Study Australia](#)
[Study Assist](#)

6. RESPONSIBILITIES AND AUTHORITIES

The Campus Operations Director is responsible for the implementation and monitoring of the ICHM Support for Students Policy, in consultation with the CEO, the Community Welfare Advisory Group (CWAG) and the ICHM Support Services (as listed in Section 5). The CEO is responsible for the final approval of the policy.

7. ACKNOWLEDGEMENT

The policy is published in accordance with ICHM's obligations under the *Higher Education Support Act 2003 (Cth)*.

8. REVIEW AND REPORTING

The Campus Operations Director is responsible for the review of this policy for all minor or major changes on an annual basis.

In line with the reporting requirements set out in the *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*, ICHM will provide an annual report to the Minister, including qualitative de-identified information, in relation to the previous calendar year.

9. APPROVAL

Accountability and review			
Delegate	Campus Operations Director	Ref: ICHM Delegations Register	
Approval body	CEO		
Approval date	20240703		
Review date	<i>Under review as at 25/02/2026 and due for completion and approval March 2026</i>		
Supporting information			
Related legislation	Higher Education Standards Framework (Threshold Standards) 2021 (Cwth) Higher Education Support Act 2003 (Cth)		
Sector benchmarking	ESOS National Code Standard 6 – Overseas Student Support Australian Government Department of Education Flinders University Australian Institute of Business Holmes Institute University of South Australia		
Supporting documents			
Related documents	See Item 5 – Supporting Documents		
Superseded documents			
Type and location			
Policy type <select row and shade>	Corporate Governance Academic Governance Academic Management Operational Management		
Location/access <select row and shade>	Website Student access Staff access Overseas		
Amendments			
Version No.	Amendment type	Amendment Date	Key changes
01.00	New document	20/12/2023	Creation of the Support for Students policy.
02.00	Major	03/07/2024	Updates to policy in accordance with <i>Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023</i> . Updates include additional clarification on Course Progression and Monitoring, Continuous Improvement, Crisis and Critical Harm, Communication of Services, Equity and Diversity and Support for First Nations students and students with a Disability. Review period updated to annual review.