

POLICY NUMBER:	2.18	VERSION NUMBER:	9.0
DATE LAST REVIEWED:	November 2025	NEXT REVIEW DATE:	November 2026
RELATED POLICIES: 2.8 Special Consideration and Assessment Extension 2.14 Complaints and Appeals 2.16 Student Conduct Policy, 2.19 Students with a Disability, 2.20 Health, Safety and Wellbeing of Students, 2.22 International Student Complaints and Appeals 3.2 Admissions and Enrolment, 3.5 Student Orientation,		RESPONSIBILITY: Academic Board	

STUDENT SUPPORT

1.0 Purpose

The purpose of this policy is to provide a framework and a set of principles that underpin the Institute's approach to providing student support and its resourcing of student support services.

2.0 Scope

This policy applies to staff and members of the Institute's decision-making bodies.

3.0 Principles

The Institute's approach to providing student support and resourcing student support reflects the following principles:

- 3.1 The Institute acknowledges the key role played by effective student support services in enabling the academic success of its students and mitigating academic risk, and in delivering equitable opportunities across the entire student cohort.
- 3.2 The Institute acknowledges the key role played by effective student support services in creating a safe study environment and contributing to the health, safety and well-being of its students.
- 3.3 The range and nature of student support services are calibrated to the characteristics and evolving needs of the student cohort, with particular attention to areas such as cultural transition, English language support, disability, health and wellbeing.
- 3.4 Student support services are designed to facilitate achievement of learning outcomes and ensure an equivalent learning experience for all students, regardless of study mode or geographic location.
- 3.5 Student support services are resourced appropriately so that all students can access support of suitable quality when required.
- 3.6 The Institute will ensure that those of its staff who are involved in providing student support have current knowledge and skills, and will provide opportunities for professional development to maintain that currency.
- 3.7 Clear, comprehensive, accurate and easily accessible information about student support services will be published in the Student Handbook, available on the Institute's website and through pre-arrival information, including details on how to access each service..

- 3.8 The orientation program will provide clear, comprehensive information about available student support services and how to access them.
- 3.9 The Institute will regularly review the effectiveness of its student support services through feedback, consultation with staff and students, and external expert advice, and will take measures to address deficiencies and implement improvements.
- 3.10 The Institute's approach to, and resourcing of, student support will comply with relevant regulatory frameworks and legislation, including the Higher Education Standards (Threshold Standards) (particularly 2.3.3 and 7.2 e) and Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students (2018) and;
- 3.11 The Institute will ensure that its staff members who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations.

4.0 Student Support Framework

- 4.1 The Institute provides a comprehensive and integrated framework of student support designed to promote student success, wellbeing, and engagement, regardless of study mode or location.
- 4.2 Student support is coordinated through the following key mechanisms:
 - Higher Education Learning Portal (HELP): The Institute's Learning Management System, providing access to learning materials, assessment information, discussion forums, and academic support resources.
 - Orientation and Induction: Delivered online and on campus, providing students with key information about academic, wellbeing, and administrative support.
 - Student Support Staff: A central point of contact for all student enquiries, providing advice, referrals, and follow-up for academic, personal, or wellbeing needs.
 - Lecturers, Facilitators, and Academic Coaches: Teaching and academic staff monitor student engagement and progress, proactively identifying and supporting students who may be at risk.
 - Communication and Contact: Students are supported through regular contact from teaching and student support staff, including follow-up where a student is not engaging with studies.
 - Referral Pathways: Where required, students are referred to appropriate internal or external support services, including counselling, disability, legal, financial, and housing support.
 - Continuous Monitoring: The Institute monitors engagement and progress through systems such as the Students at Risk Register and Individual Learning Plans, with processes detailed in the Students at Academic Risk Procedure.
- 4.3 The student support framework ensures alignment with the Higher Education Standards Framework (Threshold Standards) 2021 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6).

5.0 Student Support Services

5.1 Orientation

5.1.1 The Institute delivers an accessible, age-appropriate and culturally sensitive orientation program that provides students with essential information about:

- Facilities, resources and technology
- Student conduct, rules and expectations
- Course or program attendance and progression requirements
- Academic support and English language support
- Available student support services, both internal and external
- Safety, wellbeing, and reporting mechanisms for sexual assault or sexual harassment
- Consent, respect and cultural safety
- Health and legal services
- Emergency contacts
- Complaints and appeals processes; and
- Where to locate key policies, procedures, and other important information.

5.1.2 For international students, the orientation **additionally** includes information about:

- Services providing information on employment rights and conditions
- Resolution of workplace issues, including through the Fair Work Ombudsman.
- Services providing assistance with general or personal circumstances adversely affecting their education.
- Services providing assistance to international students in adjusting to study and life in Australia.
- Actions students can take to enhance their personal security and safety
- How to seek assistance for, or a report, any incident that significantly impacts their wellbeing
- Social and cultural norms students need to be aware of while in Australia; and
- General information on safety and awareness relevant to life in Australia.

5.1.3 For international students, the orientation program must be available for late arrivals and to students who are not commencing at the beginning of a course/program.

5.1.4 Information presented in orientation programs must be provided in the Student Handbook, which is available on the Institute's website, so that it may easily be revisited by students seeking that information and so that it might be accessed by students before they accept an offer of admission.

5.2 Academic and English Language Support

5.2.1 The Institute acknowledges the diverse needs of its student population and aims to support the educational needs of all students, regardless of their backgrounds. The Institute provides students with academic support, which includes, among other things, study advice, additional tutorials, study and assessment skills, study groups, advice on academic integrity, and online learning resources.

5.2.2 Should a student require additional support such as literacy and numeracy skills assistance or English Language support, the student will be referred to an outside agency to provide the relevant assistance.

- 5.2.3 Detailed and up-to-date information on the nature of the support and how to access the support is provided in the Student Handbook, which is available on the Institute's website.
- 5.2.4 Teaching staff will regularly remind students of the availability of academic and English Language support.
- 5.2.5 Teaching or other staff who become aware of a student's need for academic or English Language support will proactively and sensitively encourage the student to seek support, including in feedback on assessment items.
- 5.2.6 Students may be required to undertake a post-entry English Language assessment. This evaluation aims to identify early in a student's studies areas where academic language support may be needed and to personalise support to individual needs.
- 5.2.7 Where the Institute is unable to provide the support required, it will refer the student to an external service provider.
- 5.2.8 Assessment extensions and Special Consideration are available to students who meet eligibility requirements including students who have been affected by a significant life event, including religious or cultural events.
- 5.2.9 When a course of study is delivered through arrangements with another party - including placements - the Institute remains accountable for the students' support and wellbeing.

5.3 Students at Academic Risk

- 5.3.1 The Institute recognises that some students may experience academic difficulties during their studies and is committed to early identification, timely intervention and ongoing support to promote student success
- 5.3.2 The Institute monitors student engagement and performance to identify students who may be at academic risk and provides appropriate advice, referral and additional academic support. Where appropriate, an Individual Learning Plan (ILP) may be developed in consultation with relevant staff and the student.
- 5.3.3 Roles with responsibility for academic-risk support (including teaching staff, Student Support staff, Academic Coaches and the International Student Liaison Officer for international students) collaborate to coordinate support and monitor progress.
- 5.3.4 Processes for identifying, recording and supporting students at academic risk — including indicators, contact and escalation steps, the Students at Risk Register, and ILP development and review — are set out in the Students at Academic Risk Procedure.
- 5.3.5 The Institute's arrangements comply with the Higher Education Standards Framework (Threshold Standards) 2021 (notably 1.3, 2.3 and 7.2) and, for international students, relevant ESOS and National Code requirements relating to course progress and variations.

5.4 Counselling, Health and Mental Health Support

- 5.4.1 The Institute is committed to promoting the health, mental health and wellbeing of its students and accordingly provides expert, confidential counselling, and health-related services.

5.4.2 Students may access counselling through internal services and, where appropriate, through referral to qualified external providers. Information on accessing counselling services, including any subsidised options and professional registers, is provided in the Student Handbook.

5.4.4 Staff who become aware of a student's need for health, mental health or wellbeing support will proactively and sensitively encourage the student to seek support.

5.5 Students with a Disability

5.5.1 The Institute is committed to equitable access to educational opportunities.

5.5.2 Policy 2.19 Students with a Disability covers the Institute's assistance in supporting students with a disability to encourage successful participation, progress and completion of their course. This includes students with a disability, long-term illness or mental health condition.

5.5.3 Staff who become aware of a student's need for disability support, or a carer's need for support, will proactively and sensitively encourage the student or carer to seek support.

5.5.4 Where the Institute is unable to provide the support required, it will refer the student or carer to an external service provider.

5.6 Career Services

5.6.1 The Institute is focussed on securing positive graduate outcomes for its students and accordingly provides careers-related services.

5.6.2 Detailed and up-to-date information on the nature of the support and how to access the support is provided in the Student Handbook, which is available on the Institute's website.

5.6.3 Where the Institute is unable to provide the support required, it will refer the student to an external service provider.

5.7 Housing, Tenancy and Financial Support Services

5.7.1 The Institute recognises adequate accommodation and financial security play an important role in a student achieving good academic outcomes and completing their studies in a timely manner and accordingly provides support services in these areas.

5.7.2 Detailed and up-to-date information on the nature of the support and how to access the support is provided in the Student Handbook, which is available on the Institute's website.

5.7.3 Staff who become aware of a student's need for such support will proactively and sensitively encourage the student to seek support.

5.7.4 Where the Institute is unable to provide the support required, it will refer the student to an external service provider.

5.8 Health and Welfare

5.8.1 If students require assistance with health or welfare matters, they should contact Student Support Staff, who will advise on services in the student's local area relevant to their needs..

- 5.8.2 In accordance with visa requirements, an international student is required to have adequate health insurance, generally defined as Overseas Student Health Cover (OSHC), which must cover their entire period of stay in Australia on a student visa.

5.9 Emergency Services

- 5.9.1 To effectively manage any incidents occurring at an Institute campus, Emergency Services (000) will be contacted by an Institute staff member, if and as needed, to ensure the safety and wellbeing of all staff and students. In the absence of an Institute staff member, students are to contact Emergency Services on 000.
- 5.9.2 Emergency Services must be contacted if someone is seriously injured or requires urgent medical help, if life or property is threatened, or if a serious accident or crime has occurred. Campus addresses and emergency response procedures are maintained in the Student Handbook and relevant procedures.

5.10 Advocacy

- 5.10.1 Students may nominate a third party to communicate with the Institute on their behalf. Written permission from the student is required and will be recorded on the student's file. Contact and submission details are provided in the Student Handbook..

5.11 Legal Advice

- 5.11.1 Students requiring legal advice in relation to their studies or personal matters can advise the Senior Student Support Officer. The student will be referred to a reputable and qualified legal service or representative in their locality.

5.12 Contact Point for International Students

- 5.12.1 The Institute will designate at least one member of staff as the International Student Liaison Officer (ISLO) the official point of contact for international students.
- 5.12.2 The ISLO provides assistance f with settling into Australia, accommodation concerns, English language support information, support during or after an incident (e.g., accidents or scams), and other required support.
- 5.12.3 Accurate and complete information on how to contact the ISLO will be published on the website, in the Student Handbook, within pre-arrival information and provided at orientation.
- 5.12.4 The ISLO will have access to accurate and complete information regarding the Institute's student support services.

6.0 Complaints and Appeals

- 6.1 If a student enrolled at AIPC or a person seeking to enrol at AIPC is dissatisfied with any aspect of the Institute's student support services, they may lodge a complaint as per the *Complaints and Appeals Policy*.

7.0 Monitoring and Review

- 7.1 Review of, and compliance with this policy is overseen by the Provost, Head of Regulation and Accreditation, and the Academic Board.
- 7.2 All staff responsible for student academic and wellbeing support activities must follow this policy, and associated procedures.

- 7.3 This policy will be reviewed annually in accordance with the Quality Assurance Framework, and requirements of the *Higher Education Support Act 2003*.
- 7.4 The Provost, Director of Teaching and Learning and the Head of Regulation and Accreditation monitor cohort data on student support to continuously improve and address risk. This report is presented to the Academic Board annually and submitted to the Department as per reporting requirements outlined in paragraph 19-43(6)(b) of the *Higher Education Support Act 2003*.

8.0 Relevant Legislative and Regulatory Documents

- Australian Qualifications Framework
- Higher Education Support Act 2003
- Education Services for Overseas Students Act 2000
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

9.0 Version Control

Version	Date Approved	Approved By	Summary of Changes
1.0	Jun 2007	Head of School	Policy created titled <i>2.6 Study Assistance and Support for Students</i> .
1.0	Jun 2009	Head of School	Reviewed and no changes made.
1.1	Jun 2010	Head of School	Addition of Higher Education Learning Portal (HELP) information.
1.2	Jan 2013	Head of School	Minor amendments made to the policy, including adjustment of response times to phone calls. References to assessment guides removed.
2.0	Dec 2013	Head of School	Policy updated to expand information on HELP access and new-student communications. Clarified lecturer contact protocols and added references to official social media channels. Introduced Section 2.6.3 'Students at Academic Risk,' outlining identification and support processes.
3.0	Nov 2014	Head of School	Policy updated to clarify lecturer responsibilities for maintaining consistency of learning materials and assessments across delivery formats. Added provision for dissertation student appointments and assigned responsibility for supporting students at academic risk to the Head of School.
3.0	Jul 2015	Head of School	Reviewed and no changes made.
4.0	Mar 2017	Head of School	Policy updated to outline the use of webinars and teleconferences as part of student learning and support. Responsibility for ensuring AIPC meets its commitments to students identified as being at academic risk assigned to the respective Program Leaders.
5.0	Apr 2019	Head of School	Policy reformatted and terminology updated from "the Institute" to "AIPC/COLAB." Expanded overview to

			reflect online study and web-based learning. Introduced procedures for staff contact prior to commencement, added IT support reference, and outlined the Academic Coach role in supporting students at academic risk.
6.0	Nov 2020	Teaching and Learning Committee	Policy expanded to include connect sessions run by the course coordinator. Role of Academic Coach expanded.
6.0	Mar 2022	Teaching and Learning Committee	Reviewed and no changes made.
7.0	Jul 2022	Academic Board	Policy retitled to <i>2.18 Student Academic and Wellbeing Support</i> and reformatted with a clear purpose, scope, and guiding principles. Expanded to provide a comprehensive overview of student support services and clarify the roles of Student Support Staff and the International Student Liaison Officer. Emphasised proactive staff engagement, referral processes, and lecturer responsibility for consistent learning materials and assessment. Added references to student networking, procedures for identifying and recording students at risk, and cross-references to the <i>Complaints and Appeals Policy</i> and relevant legislation.
8.0	Jul 2023	Academic Board	Minor formatting updates. Orientation program content expanded. Added support details for extensions, special consideration, and third-party study arrangements. Address details updated. Student participation in governance acknowledged. Academic Coach role further defined.
8.1	Nov 2023	Academic Board	Related policies added.
8.2	Jul 2024	Academic Board	Renamed to <i>Student Support</i> . Formatting changes.
9.0	Nov 2025	Academic Board	Policy revised to enhance clarity and alignment with the current policy framework. Procedural content removed and relocated to associated procedure documents. Numbering, formatting, and terminology standardised.