

Student Support – Academic and Wellbeing

The Institute provides a range of academic, personal and wellbeing support services to help students succeed in their studies, remain engaged and access assistance when they need it.

Support is available to students regardless of their study mode or location and is designed to respond to the diverse needs of the student cohort, including needs relating to academic skills, English language, disability, health and wellbeing, cultural transition and personal circumstances.

Student Support Staff are a central point of contact for students seeking assistance and can provide advice, referrals and follow-up for academic, personal or wellbeing needs. Where the Institute cannot directly provide the support required, students may be referred to an appropriate external service.

Academic Support

The Institute provides academic support to assist students throughout their studies. Support may include:

- › study advice and academic skills support;
- › additional tutorials;
- › study and assessment skills;
- › study groups;
- › advice on academic integrity; and
- › online learning resources.

Students can seek academic assistance from their Lecturers, Facilitators and Academic Coaches, who also monitor student engagement and progress and may proactively contact students where additional support may be beneficial.

Students can also access academic resources through the Higher Education Learning Portal (HELP), including learning materials, assessment information, discussion forums and academic support resources.

English Language, Literacy and Numeracy Support

Students who require additional assistance with English language, literacy or numeracy skills may be referred to an appropriate external provider.

Students may also be required to undertake a post-entry English language assessment to identify areas where academic language support may be beneficial and enable support to be tailored to their individual needs.

Teaching and other staff who identify that a student may benefit from academic or English language support will proactively and sensitively encourage the student to access appropriate assistance.

Students at Academic Risk

The Institute recognises that students may experience academic difficulties at different stages of their studies and is committed to early identification, timely intervention and ongoing support.

Student engagement and academic performance are monitored to identify students who may be at academic risk. Where a student is identified as needing additional assistance, the Institute may provide academic advice and support, make appropriate referrals and, where appropriate, develop an Individual Learning Plan (ILP) in consultation with the student.

Indicators that a student may be at academic risk include:

- › Not logging onto HELP in the first two weeks of the study period – identified by Lecturer;
- › Not downloading the Study Guide for the subject;
- › Not participating in orientation sessions;
- › Not participating or watching weekly subject webinars;
- › Extended periods of non-participation on HELP;
- › Failure to submit an assessment item;
- › Failure or significant difficulty with early formative assessment items (delivered pre-census)
- › Failing an assessment; and
- › A student self-identifying as at academic risk at any time during their studies.

Teaching staff, Student Support Staff, Academic Coaches and, for international students, the International Student Liaison Officer work together to coordinate support and monitor student progress.

Academic Coaches

Academic Coaches provide additional support to students experiencing, or at risk of experiencing, academic difficulties.

Support may include one-on-one academic assistance, development of an Individual Learning Plan, support with study habits and time management, academic skills development, and ongoing monitoring of the student's progress and engagement.

Where an Individual Learning Plan is developed, the Academic Coach works with the student and relevant staff to identify appropriate support strategies and follows up as needed to monitor progress.

Assessment Extensions and Special Consideration

Assessment extensions and Special Consideration may be available to students who meet the relevant eligibility requirements, including students affected by a significant life event, religious event or cultural event.

Counselling, Health and Mental Health Support

The Institute is committed to supporting the health, mental health and wellbeing of its students and provides access to confidential counselling and health-related support.

Students may access counselling through internal services or, where appropriate, through referral to qualified external providers. Information about available counselling services, including subsidised options and professional registers, is available in the Student Handbook.

Staff who become aware that a student may require health, mental health or wellbeing support will proactively and sensitively encourage the student to seek appropriate assistance.

Students with a Disability

The Institute is committed to providing students with a disability with equitable access to educational opportunities and appropriate support to encourage successful participation, progression and completion.

This includes support for students with a disability, long-term illness or mental health condition. Further information about reasonable adjustments and disability support is available under Students with a Disability.

Career, Financial, Housing and Other Support

The Institute recognises that personal circumstances can affect a student's studies and provides or facilitates access to a range of additional support.

Students may seek assistance with career services, accommodation and tenancy matters, financial concerns, health and welfare, advocacy and legal services. Where appropriate, Student Support Staff can refer students to suitable external services in their local area.

Students may also nominate another person or 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.

Emergency Support

Call Emergency Services on 000 if someone is seriously injured or requires urgent medical assistance, if life or property is threatened, or if a serious accident or crime has occurred.

Where an emergency occurs at an Institute campus, an Institute staff member will contact Emergency Services where required. If no staff member is available, students should contact 000 directly.

Support for International Students

The International Student Liaison Officer (ISLO) is the Institute's designated point of contact for international students and can provide assistance with matters including:

- › settling into Australia;
- › accommodation concerns;
- › English language support information;

- › support during or following an incident, such as an accident or scam; and
- › other support needs.

International students are also provided with information and support relating to adjusting to study and life in Australia, employment rights and workplace issues, personal safety and security, health and welfare services, and social and cultural norms in Australia.

International students studying in Australia on a student visa are required to maintain appropriate Overseas Student Health Cover (OSHC) for their entire period of stay in Australia.

Contacting Student Support

Students are encouraged to contact Student Support whenever they require assistance with their studies, enrolment or personal circumstances affecting their study.

Student Support Staff

Phone: 1800 657 667

Email: support@aipc.net.au

International Student Support: int.support@aipc.net.au

Complaints and Appeals

Students or prospective students who are dissatisfied with any aspect of the Institute's student support services may lodge a complaint in accordance with the Complaints and Appeals Policy.