

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.

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 guidelines and procedures sections of this policy and 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 Services 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.

4. POLICY DETAILS

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 *ICHM Reasonable Adjustment Policy* and *Student Support Agreement* 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. 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.

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) Student Study Guides per subject outlining assessment and lecturer support options across a study period.
- i) Course progression guidance meetings with ICHM student services and academic team.
- j) Student Services access for general enquiries related to relocation, wellbeing and living factors.

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) Academic skills workshops and library access review
- d) ICHM policy review and acceptance session
- e) Access assistance to both ICHM student and learning management systems
- f) Introduction to student wellbeing and support services inclusive of student engagement group activity review
- g) Harassment, Sexual Harassment, Sexual Assault and Consent workshop
- h) Safety and living within the community presented by South Australian Police representative.

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.

Continuous improvement and quality assurance

ICHM will 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*.

5. SUPPORTING DOCUMENTS (if applicable)

Academic Grievance Policy
Assessment Policy
Course Progression Policy
Student Support Agreement
Students at Risk register
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
Enrolment of Minors Policy
Stakeholder Surveying and Feedback Policy
Critical Incident Policy
Policy Framework

6. RESPONSIBILITIES AND AUTHORITIES

The Campus Operations Director in partnership with the Head of ICHM is responsible for the successful implementation and monitoring of the ICHM Student Support Policy.

7. ACKNOWLEDGEMENT (if applicable)

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

8. REVIEW

The Campus Operations Director is responsible for the review of this policy for all minor or major changes on a 3 yearly basis.

9. APPROVAL

Accountability and review			
Delegate	Campus Operations Director	Ref: ICHM Delegations Register	
Approval body	Head of ICHM		
Approval date	20231220		
Review date	20261220		
Supporting information			
Related legislation	Higher Education Standards Framework (Threshold Standards) 2021 (Cwth)		
Sector benchmarking	Higher Education Support Act 2003 (Cth) 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.