

## Student Support Framework

<b>Policy Category</b>	Academic	
<b>Responsible Officer</b>	Academic Dean	
<b>Review Date</b>	March 2026	
<b>Related documents</b>	Disability Support Policy Disability Support Procedure Discrimination, Bullying and Harassment Prevention Policy Information for Students Policy	
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>
1.3	Academic Board	10/05/22

### 1. Context

The *Student Support Framework* articulates Australian Institute of Business Intelligence’s (AIBI HE) commitment to fostering a supportive and inclusive learning environment and to enabling students to engage with the local cultural, social, and business communities. The Framework is designed to respond to students’ needs so they can make the most of their educational experience.

The Framework is based on a robust understanding of students’ characteristics and covers a wide breadth of support, from advice on visa requirements to health and safety, academic matters and employability. This Framework:

- identifies the roles, processes and resources allocated to supporting students; and
- integrates key elements for the provision of support into a timely and effective service covering all stages of the student lifecycle, from pre-enrolment to graduation.

### 2. Scope

This Framework applies to AIBI HE students, staff and affiliates.

### 3. Principles

The key principles informing this Framework are:

- timely, effective and confidential student support services;
- a supportive environment to facilitate living and study successfully in Australia across the student life-cycle;
- student interpersonal and personal effectiveness and wellbeing; and
- a campus community where all students experience inclusion and develop intercultural competence.
- support services are provided to students at no additional cost.

#### 4. Key Roles

AIBI HE's *Student Support Framework* relies primarily on the quality of the advice provided by its staff. AIBI HE staff have clear responsibilities for supporting students and are trained to be responsive to students' needs.

Role	Description
Student Support Team	<p>Student Services is the first point of contact if students are unsure about any aspect of their experience at AIBI HE and is the official point of contact for overseas students.</p> <p>Queries should be directed to the Student Services in the first instance, including on any matter relating to campus facilities, accommodation, health information, employment, medical services, financial assistance, sport and fitness, or personal safety. For matters requiring specialised assistance or advice, Student Services will refer students to the appropriate AIBI HE staff, or internal or external service.</p> <p>Student Services staff are trained to provide adequate advice and understand the specific needs of overseas students, students with a disability or impairment, and Aboriginal and Torres Strait Islanders people.</p> <p>The Student Services representative is located at the reception. Student Services may be contacted face-to-face, by phone or via email.</p>
Counselling Services	<p>Free and confidential counselling on personal issues is offered to students throughout their enrolment at AIBI HE.</p> <p>Counselling services are provided by independent professionals from The Practice Wellbeing Centre.</p>
Learning Support	<p>The Student Support Officers and Librarians provide support to students on all matters relating to their study and are located in the Library.</p>
Library Support	<p>The Librarian is available to advise and support students regarding all matters relating to accessing and using learning resources. The Library support team are located in the Library.</p>
Lecturers	<p>Lecturers advise on students' progress within a subject, strategies for success, and subject details and requirements, including assessments.</p> <p>Lecturers offer students consultation time outside of timetabled hours during which they can provide effective and confidential academic advice.</p>
Course Coordinators	<p>Course Coordinators advise on students' overall progress and overcoming academic challenges and issues, course details and graduate opportunities.</p> <p>Course Coordinators offer students consultation time during which they can provide effective and confidential academic advice.</p>

#### 5. Student Lifecycle

AIBI HE has integrated student support roles and resources in all key stages of the student's lifecycle: Recruitment and Admission (section 5.1), Orientation (section 5.2), Learning

(section 5.3), Wellbeing, (section 5.4), Engagement (section 5.5), Progression (section 5.6), and Completion and graduation (section 5.7).

AIBI HE Student Lifecycle						
Pre-enrolment	Enrolment	Study at AIBI HE			Graduation and beyond	
<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Recruitment and Admission</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Orientation</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Learning</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Wellbeing</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Engagement</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Progression</div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: auto;">Completion and Graduation</div>

Special emphasis is also given to processes supporting a student’s transition between stages, i.e. from pre-enrolment to enrolment, enrolment to studying, and studying to graduation.

Appendix 1 provides a detailed visualisation of support provided across the Student Lifecycle.

### 5.1. Recruitment and Admission

Prospective students must receive the appropriate information and advice to make an informed choice as to studying at AIBI HE. Prospective students are guided and supported through the processes of deciding on studying at the Institute by the Student Recruitment team, who are committed to quality student outcomes. Easily accessible marketing material on the AIBI HE website articulates course details and requirements as well as details regarding living in Australia and studying at the Institute.

Overseas students may seek the services of quality education agents who are committed to positive academic outcomes for students. AIBI HE has arrangements in place to ensure education agents act in the prospective student’s best interest.

Student Services are available to answer commencing students’ questions on how best to prepare for the first weeks of the course. For example, overseas students may want to seek Student Services’ assistance to plan for their arrival, settling in, and first campus visit.

### 5.2. Orientation

#### Orientation Programme

Orientation is the primary source of information for commencing students. Orientation is the first opportunity to meet AIBI HE’s key staff and ask any questions they may have about their time as an Institute student. The Orientation programme focuses on the transition to study and life in Australia (for international students), how to maintain wellbeing and safety, strategies for success in study, and developing social connections. At the Orientation students will:

- be given information about studying at the Institute.
- be given with information about living in Aust
- be given with information about wellbeing and safety.
- Be given information about the Library and Student Support.
- have the opportunity to attend First<sup>t</sup> Year Workshops which include study skills, library and research skills, and writing and referencing.

All students are expected to attend Orientation. The Institute will schedule a repeat Orientation in the first two weeks of the trimester, to allow any late enrolments or students who missed the main Orientation to attend.

### **Learning Management System**

During Orientation students will be given hands on training on how to use the Learning Management System. The Librarian and Student Support staff will be available to provide extra instruction to students if needed.

### **5.3.Learning**

AIBI HE's approach to learning and teaching is student-centred and aims to provide students with an enriched learning experience throughout their enrolment.

Enrolled students will have a variety of learning needs which will require AIBI HE's assistance over the course of their study. The Institute has developed a framework for understanding, supporting and promoting student equity and diversity in learning and teaching.

#### **Student support**

The Student Support Officer is available to advise on, and provide support with, improving study skills, time-management, writing, preparing for a presentation, and maintaining academic integrity.

The Student Support Officer also provides English literacy mentoring and tutoring, and assistance with the use of Library resources. This support will be offered to individuals and groups on a case-by-case basis as requested by students and staff, and through scheduled sessions and workshops.

#### **Library support**

The library staff are available to advise and support students regarding all matters relating to accessing and using learning resources, including books, journals, and databases. The library team is located in the Library.

#### **Learning technologies**

Learning and teaching technologies are selected to enhance educational quality and students' learning experience. Technological support is offered to ensure that students will not be disadvantaged by a lack of access to learning technologies or by insufficient training and skills in their use.

#### **Campus**

The campus is designed to provide students with professional spaces in which to learn and work. These spaces have been planned with student study needs in mind with well-equipped accessible learning spaces as well as student breakout areas for group work and informal spaces for social interaction.

Student Services will answer students' questions on available facilities and learning spaces.

#### **Reasonable adjustments**

For students with a disability, impairment or medical condition, AIBI HE takes steps to facilitate, as far as practicable, student attendance and participation by assisting with

physical access to premises, providing adaptive technology, or other arrangement as agreed with the Course Coordinator.

### **Risk**

AIBI HE recognises that the quality of a student's educational experience may be reduced by certain factors or events, within or out of their control. The Institute actively manages risks to students' experience by regularly advising students on safe behaviours, both on and off campus and monitoring attendance, progress, behaviour or other external factors which could indicate a student's educational experience is at risk.

The Course Coordinator may offer to meet with a student who is believed to be at risk for a confidential discussion and provide the student with advice on potential support.

### **5.4. Wellbeing**

AIBI HE adopts a cooperative, consultative and risk-based approach to the health, safety and wellbeing of its students. A framework of policies and procedures is in place for students to share concerns and suggest improvements on matters impacting on student wellbeing. Risks to student wellbeing are identified, managed and monitored to maximise positive student outcomes.

Regular communications from AIBI HE management promote safe behaviours and raise students' awareness of incidents which could impact on their wellbeing.

### **Counselling services**

Counselling services are made available to students to support them in managing personal issues that could impact on their wellbeing and study, e.g., stress, anxiety, time management or motivation. Referrals are arranged through Student Services.

### **General wellbeing information**

Students may obtain general information on health and medical services, sport and fitness or personal safety from Student Services.

### **5.5. Community Engagement**

Engagement with the AIBI HE community, academic governance, industry and broader community is integral to the educational experience offered by the Institute. It actively promotes and assists student engagement through its governance processes, course design and stakeholder relations.

### **Student representation**

The Academic Board and Teaching and Learning Committee will each have a student representative. The represented may be appointed by the Chairs of the governance entities from the candidates recommended from the Student Representative Council.

### **Industry engagement**

A key feature of AIBI HE courses is the formation of close connections with industry partners throughout the curriculum. These activities will provide opportunities for students to establish professional networks and engage with industry within their field of study.

### **Community interaction**

Student Services regularly promotes opportunities for students to participate in local sporting and social activities, as well as volunteer work.

## **5.6. Progression**

Students may encounter issues in progressing satisfactorily through their course. AIBI HE actively monitors student progression for early intervention and minimise any impact on student experience and learning outcomes.

### **Consultation**

Academic staff are available for individual student consultation during teaching weeks and during designated study breaks. It gives the opportunity for all students to engage in face-to-face contact with academic staff and raise any issues that they may have in subjects they are enrolled in.

Lecturers are the students' most valuable source of information regarding an enrolled subject. The Lecturer advises on students' progress within the subject, strategies for success, and subject details and requirements, including assessments.

In addition to course details and graduate opportunities, the Course Coordinator is available to counsel students on a student's overall progress and overcoming academic challenges and issues.

### **Academic risk**

AIBI HE actively monitors student progress and has put in place dedicated policies and procedures for the monitoring, identification and management of academic progression risk.

Overseas students at risk of unsatisfactory academic progression will be advised on potential impacts upon their student visa.

## **5.7. Completion and Graduation**

Upon completion of a semester, year or course, students will require practical information on certification documentation, industry trends, or employability, for example to make informed choices on enrolment or applying for a position.

Graduation

The Institute office may be contacted for any question relative to the graduation ceremony and on the issuance of certification documentation.

### **Career advice**

Upon completing their course with AIBI HE, students will require informed advice on their future career or pathways to further studies. The Student Recruitment team is available to provide students with information on employment opportunities for graduates. Course Coordinators may also have valuable advice with regards to complementary qualifications and recent industry developments and trends.

## **5.8. Alumni**

With the first cohort of students nearing completion in 2024, AIBI HE will focus on establishing an alumni network with opportunities to engage with industry and continued engagement with the Institute.

## 6. Monitoring and Review

AIBI HE's Corporate Board receives regular advice from the Academic Board and the Executive Management Team on the development and maintenance of a supportive learning environment.

Both the Academic Board and the Executive Management Committee receive regular reports on student cohort mix and characteristics, complaints and appeals, and suggested improvements to AIBI HE's student support framework.

Students are encouraged to suggest improvements to the Framework: feedback and student representation mechanisms should ensure that AIBI HE policies, procedures, plans and initiatives reflect student support needs.

## 7. Appeals

If a student considers that a decision of AIBI HE did not follow the principles underpinning AIBI HE's *Student Support Framework*, she or he can request to have the decision reviewed by lodging an appeal in accordance with the *Student Complaints and Appeals Policy*. Overseas students may lodge an appeal with the Overseas Students Ombudsman.

## 8. References

Education Services for Overseas Students Act 2000 (Cth)  
National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6  
Privacy Act 1988 (Cth)  
Higher Education Standards Framework (Threshold Standards) 2021

### Document History:

Version	Date	Author	Reason	Sections
0.1	18/04/2017	Donna Mack	Draft updated after AB meeting Updates LM	All
0.2	18/07/2018	Stephen Andrews	Revised in response to discussion with Chair of Academic Board in April 2018.	All
0.3	01/08/2018	Julien Marechal	Amended as per Academic Board's comments at its 23/07/18 meeting	All
1.0	30/08/2018	Julien Marechal	Amended as per Academic Board's comments at its 29/08/18 meeting	All
1.1	07/01/2020	Philippa Ryan	Amended to reflect new trading name 'Waratah Institute'.	All
1.2	05/05/2020	Stephen Andrews	Amended in response to TEQSA feedback 30/04/2020 and approved by the Academic Board 13/05/2020.	3
1.3	10/05/2022	Chaido Kiourkou	Amended to reflect new corporate name Australian Institute of Business Intelligence; abbreviated to the Institute and new logo.	All

1.4	16/01/2024	Amon Broughton	Minor edits. Updated roles and responsibilities.	All
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## Appendix 1 – Support provided through the student lifecycle

Pre-Enrolment	Enrolment	Study at AIBI HE				Graduation and Beyond
Recruitment and Admission	Orientation	Learning	Wellbeing	Community Engagement	Progression	Completion and Graduation
<div data-bbox="73 539 230 600">Marketing</div> <div data-bbox="91 624 271 715">Admission requirements</div> <div data-bbox="85 735 266 895">General Information on living and studying in Australia</div>	<div data-bbox="376 544 551 616">Orientation Programme</div> <div data-bbox="400 639 575 711">Orientation Day Follow-up</div> <div data-bbox="293 775 439 847">Planning advice</div>	<div data-bbox="600 544 763 600">Library use</div> <div data-bbox="595 632 768 703">Introduction to Learning Portal</div> <div data-bbox="797 544 969 616">Learning spaces</div> <div data-bbox="797 647 969 719">Reasonable adjustments</div> <div data-bbox="801 759 976 871">Learning and literacy support</div> <div data-bbox="801 911 976 999">Risk monitoring</div>	<div data-bbox="1093 544 1265 624">Counselling Service</div> <div data-bbox="1093 647 1265 759">General wellbeing information</div>	<div data-bbox="1391 552 1574 647">Student Representative Council</div> <div data-bbox="1397 671 1574 751">Professional networks</div> <div data-bbox="1397 775 1574 847">Work opportunities</div> <div data-bbox="1397 871 1574 967">Community activities</div> <div data-bbox="1397 991 1574 1086">Academic governance</div>	<div data-bbox="1671 552 1845 616">Consultation</div> <div data-bbox="1783 663 1957 743">Academic risk monitoring</div>	<div data-bbox="1928 552 2107 616">Graduation</div> <div data-bbox="1962 663 2141 743">Career Advice</div> <div data-bbox="2101 831 2226 903">Alumni network</div>