Student Support Framework

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Related Documents	*Academic Progression Policy* *Academic Progression Procedure* *Admissions Policy* *Assessment Policy* *Critical Incident Management Procedure* *Disability Support Policy* *Disability Support Procedure* *Discrimination, Bullying and Harassment Prevention Policy* *Education Agent Engagement Policy* *Enrolment Policy* *Equity and Diversity Framework* *Facilities and Resources Plan* *Governance Charter* *Graduation and Certification Policy* *Health and Safety Policy* *Health and Safety Procedure* *Information for Students Policy* *Information for Students Procedure* *Learning Technologies Policy* *Legislative and Regulatory Compliance* *Library Plan* *National Code Compliance* *Privacy Policy* *Program Development Policy* *Program Discontinuation Policy* *Program Review Policy* *Quality Assurance Framework* *Risk Management Plan* *Strategic Plan 2018-2022* *Students at Risk Policy* *Students at Risk Procedure* *Student Representation Policy* *Workforce Plan*

Version	Authorised by	Approved	Effective Date
1.2	Academic Board	29/08/2018	29/08/2018

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 Student Support Framework is aligned with AIBI HE's *Strategic Plan 2018-2022* goals, in particular Goal 1: *A well supported and enriched student life-cycle*. 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.
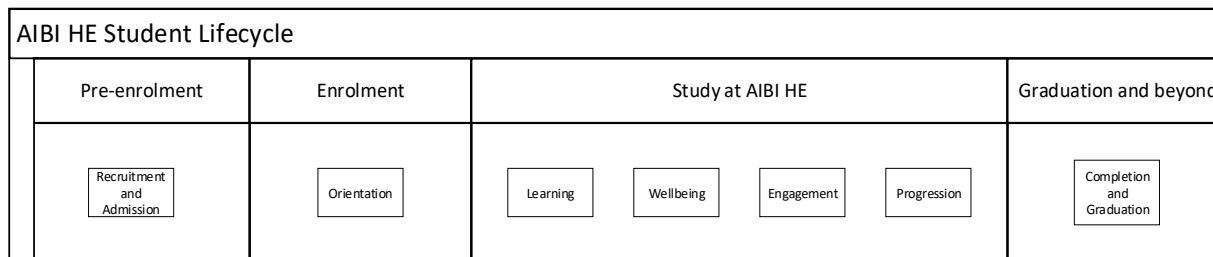
4. Key Roles

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	Contact
Student Services	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. 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. 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. The Student Services representative is located at the reception. Student Services may be contacted face-to-face, by phone or via email.	TBD
Counselling Services	Free and confidential counselling on personal issues is offered to students throughout their enrolment at AIBI HE. Counselling services are provided by independent professionals from the Australian College of Applied Psychology. While AIBI HE staff may advise	TBD

	students to seek counselling, referrals are arranged by Student Services exclusively.	
Learning Support	The Learning Support Officers provides support to students on all matters relating to their study and is located in the Learning Resource Centre.	TBD
Library Support	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.	TBD
Student Recruitment	The Student Recruitment Officer advises prospective students on the admission and enrolment process, and also provides information on employment in Australia.	TBD
Lecturers	Lecturers advise on students' progress within a unit, strategies for success, and unit details and requirements, including assessments.

Lecturers offer students consultation time outside of timetabled hours during which they can provide effective and confidential academic advice. | TBD |
| **Program Coordinators** | Program Coordinators advise on students' overall progress and overcoming academic challenges and issues, program details and graduate opportunities.

Program Coordinators offer students consultation time during which they can provide effective and confidential academic advice. | TBD |
| **Registrar** | The Registrar is responsible for cohort-wide communications and for implementing a range of support measures under AIBI HE policies, e.g. reasonable adjustments made under the *Disability Support Policy*. | TBD |
| **Executive Team** | The executive team, comprising the Chief Executive Officer, Dean, Registrar, Head of Finance, and Head of Marketing and Recruitment, is responsible for ensuring a rewarding educational experience for all AIBI HE students. In managing academic and corporate operations and providing adequate support structures, the executive team aims to continuously improve students' experience. The executive team may also be involved in supporting students by making decisions under AIBI HE policies on disability, complaints and appeals, enrolment, progression, and discrimination prevention. | |

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
Recruitment and Admission	Orientation	Learning Wellbeing Engagement Progression	Completion and Graduation

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 program 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 program. For example, overseas students may want to seek Student Services' assistance to plan for their arrival, settling in, and first campus visit.

Refer to the following for more information:

Information for Students Policy

Admissions Policy

Education Agent Engagement Policy

Enrolment Policy

5.2. Orientation

Orientation Program

Orientation is the primary source of information for commencing students. Orientation Day 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 Program focuses on the transition to life in Australia, how to maintain wellbeing and safety, strategies for success in study, and developing social connections.

Students are encouraged to attend Orientation Day and, if unable to do so, will be provided with the Orientation documentation and referred to Student Services for any questions.

Learning Portal

Over the first weeks of program delivery, students will become familiarised with the Learning Portal. Lecturers will introduce students to the use of the Portal for the unit. In addition to support documentation, the Learning Support Officer is available for general assistance on the use of the Portal.

Refer to the following for more information:

AIBI HE *Student Orientation*

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.

Refer to the following for more information on AIBI HE's teaching and learning approach:

- *Teaching and Learning Plan*
- *Program Development Policy*
- *Program Review Policy*

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.

Refer to the following for more information:

- *Equity and Diversity Framework*

Learning support

The Learning 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 Learning 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 Learning Resource Centre.

Refer to the following for more information:

Library Plan

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.

Refer to the following for more information:

- *Learning Technologies Policy*

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.

Refer to the following for more information:

- *Facilities and Resources Plan*

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 coordinated by the Registrar in consultation with the Program Coordinator.

Refer to the following for more information:

- *Disability Support Policy*
- *Disability Support Procedure*

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 Program 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.

Refer to the following for more information:

- *Health and Safety Policy*
- *Health and Safety Procedure*
- *Risk Management Plan*
- *Critical Incident Management Procedure*
- *Equity and Diversity Framework*
- *Discrimination, Bullying and Harassment Prevention Policy*

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, program design and stakeholder relations.

Student representation

The development of an active Student Representative Council is planned to act as a voice for the student body, to organise social, cultural and sporting activities, and to provide leadership opportunities. The Student Representative Council is championed by the Registrar.

Refer to the following for more information:

Student Representation Policy

Academic governance

Students will have the opportunity to participate in academic governance as a student member of the Academic Board, the principal academic decision-making body of AIBI HE.

Refer to the following for more information:

- *Governance Charter*

Industry engagement

A key feature of AIBI HE programs 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.

Employment

The Student Recruitment Officer provides students with work opportunities related to their studies.

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 program. 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 units they are enrolled in.

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

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

Refer to the following for more information:

Student Consultation Policy

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.

Refer to the following for more information:

Students at Risk Policy

Students at Risk Procedure

Academic Progression Policy

Academic Progression Procedure

5.7. Completion and Graduation

Upon completion of a semester, year or program, 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 Registrar may be contacted for any question relative to the graduation ceremony and on the issuance of certification documentation.

Refer to the following for more information:

Graduation and Certification Policy

Career advice

Upon completing their program 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. Program Coordinators may also have valuable advice with regards to complementary qualifications and recent industry developments and trends.

Alumni

With the first cohort of students nearing completion in 2022, AIBI HE will focus on establishing an alumni network with opportunities to engage with industry and continued engagement with the Institute. Alumni will have the opportunity to be selected as a member of the Program Advisory Committee.

6.   Monitoring and Review

AIBI HE's Corporate Board receives regular advice from the Academic Board and the Executive Management Committee 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) 2015

Document History:

Version	Date	Author	Reason	Sections
0.1	18/04/2017	Donna Mack	Draft updated after AB meeting Updates LM	All
0.2	18/7/18	Stephen Andrews	Revised in response to discussion with Chair of Academic Board in April 2018.	
0.3	01/08/18	Julien Marechal	Amended as per Academic Board's comments at its 23/07/18 meeting	All
1.0	30/08/18	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

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
Marketing Admission requirements General Information on living and studying in Australia Planning advice	Orientation Program Orientation Day Follow-up Library use Introduction to Learning Portal	Learning spaces Reasonable adjustments Learning and literacy support Risk monitoring	Counselling Service General wellbeing information	Student Representative Council Professional networks Work opportunities Community activities Academic governance	Consultation	Graduation Academic risk monitoring Career Advice Alumni network