



Student Support Framework

Purpose

1. The Australian International Institute of Higher Education ('the Institute') has a commitment to student-centred learning and a responsibility for ensuring that appropriate student support services are provided to assist all students in completing their studies and reaching their academic goals.
2. The *Student Support Framework* is aligned with the goals of the Institute's *Strategic Plan* and is designed to respond to the student needs so they can make the most of their time at the Institute.
3. The Framework details the types of support available to students covering all stages of the student lifecycle from enquiry to graduation.

Scope

4. This Framework applies to:
 - a) all prospective and current students of the Institute
 - b) all staff involved in teaching or providing services to students
 - c) members of the Institute's Governing Bodies
 - d) individuals engaged in providing student support services to the Institute such as contractors or consultants
 - e) all services provided in support of students.

Definitions

5. There are no specific definitions for this Policy.

Framework

Principles

6. A student requesting access to the services and programs listed in the AIIHE Orientation Slides will be provided with the requested information or the referral at no additional cost to the student.
7. Student support services provided by the Institute:
 - a) prioritise student personal and academic wellbeing and success
 - b) are inclusive, timely, effective and confidential
 - c) if offered by the Institute are free of charge and if by a recommended external provider at a reasonable charge to students
 - d) are specifically tailored to meet the needs of the identified student sub-cohorts at the Institute, including students who may need to study off-campus for any part of their course
 - e) are responsive to external developments
 - f) are regularly reviewed on the basis of stakeholder feedback, student success data and



external benchmarking with a view to understanding the needs of diverse cohorts of students

g) are improved from year to year on the basis of such monitoring and review.

Procedure

Support services

8. The following table summarises all support services offered by the Institute, which will be provided through an online platform, such as Zoom, Microsoft accounts or the learning management system (LMS), if unexpected circumstances, such as the COVID pandemic, require it.

Support Service	Description
Student Administration	<p>Professional support staff provide timely advice to students on matters related to their enrolment and will assist students in making appointments for other support services, including with academic staff.</p> <p>Student Administration offers advice on visa conditions, including employment rights and conditions, and on avenues for resolving issues arising in relation to employment (e.g. Fair Work Ombudsman).</p> <p>Student Administration provides advocacy and other support for complainants and appellants.</p>
Reception services	<p>All new students arriving from outside Brisbane and Sydney to their respective campuses will be provided with information about the local area and services including assistance with accommodation options prior to their arrival. International students will be met at the airport and taken to their accommodation and provided with assistance with all immediate needs.</p>
Orientation Program	<p>Students are provided with an Orientation Program at the beginning of each semester. This will include coverage of the nature of the course and learning expectations as well as an introduction to academic learning and personal support services and local and cultural orientation. This information will also be provided on the Institute's website.</p>
Student Learning Support Officer	<p>The Student Learning Support Officer located in the library is available for one-on-one consultation by appointment or by referral from academic staff and can assist students face-to-face or by phone or online.</p> <p>The Student Learning Support Officer provides English Language Proficiency support through informal social gatherings as well as formal workshop sessions.</p> <p>The Student Learning Support Officer also provides scheduled academic learning support workshops in literacy and numeracy and other areas such as report and essay writing and academic integrity. These workshops will be advertised via the Learning Management System (LMS).</p>



Support Service	Description
Academic Staff	Academic staff are available for individual student consultation in accordance with the <i>Staff Consultation Policy</i> .
Library	Physical access to the library resources and Librarian will be in accordance with the campus opening hours. The Institute also provides online access to a number of databases and learning support material is provided via the LMS. The Librarian will assist students in accessing research materials for their studies.
Learning Portal – Learning Management System	The Institute's Learning Management System portal is the primary site for provision of course information and learning resources to students.
Counselling Services	The Institute will refer students to appropriate counselling services upon request and at no additional cost. .
Student Policies	The Institute has a number of easily accessible student-facing policies to assist and guide students in their time at the Institute. These are available via the Institute website.
Student Representatives	The Institute's <i>Student Representation Policy and Procedure</i> provides for active engagement of students in the governance of the Institute. Student Representatives are a major mechanism whereby students can raise their concerns and seek solutions at the Institute.

Monitoring

9. The Institute collects data on its provision of student support services. Student feedback on the Institute's provision of support services is sought on an annual basis.
10. The Institute uses the collected data to monitor trends and emerging issues, in particular against student needs and cohort characteristics.
11. The Institute will benchmark its performance against relevant industry data and will establish targets as appropriate.
12. The Academic Board receives regular reports on the progress of student cohorts through the Teaching and Learning Committee and will make recommendations to the Governing Council on any required adjustments to learning support services.
13. The Governing Council receives an annual report on the adequacy of student support services that includes all internal data and the results of benchmarking and will adjust the Institute's strategy and resourcing of services where this is indicated.

Responsibilities

14. The Governing Council is responsible for overseeing the delivery of adequate support services to students.
15. The Academic Board is responsible for reviewing and making recommendations to the Governing



Council on the adequacy of learning support services provided to students, including on services provided to specific cohorts such as international students.

16. The Academic Dean is responsible for:
 - a) maintaining and facilitating access to adequate academic learning support services
 - b) ensuring that support services offered reflect the needs of student cohorts across all modes of participation and courses
 - c) allocating academic advisors and overseeing the Monitoring Academic Progress (MAP) program to ensure necessary academic support provision
 - d) ensuring the availability of sufficient and competent staff for the provision of support services
 - e) reporting to the Teaching and Learning Committee, the Academic Board and the Governing Council on the performance of academic, general and personalised support services.
17. The Student Services Manager is responsible for:
 - a) maintaining organisation-level relationships with external support services
 - b) maintaining adequate non-academic support services
 - c) facilitating access to these services.
18. All staff are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.



Associated information

Approving body	Academic Board
Date approved	17 September 2020
Date of effect	Commencement of operation
Scheduled review	Two years from when policy commences
Current version approval date	30/05/2024
Next review date	30/05/2026
Policy owner	Academic Dean
Policy contact	Academic Dean
Related AIIHE Documents	Academic Progression and Students at Risk Policy and Procedure Student Equity and Diversity Policy and Procedure Student Consultation Policy and Procedure Student Representation Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)	Standard 1.3, ss 1-2 Section 2.2 Standard 3.3, ss 4 Standard 5.3, ss 7 Standard 6.1, ss 4 Standard 7.2, ss 1-2
Other related external instruments/documents	Related Legislation <ul style="list-style-type: none">• Tertiary Education Quality and Standards Agency Act 2011 (Cth)• Education Services for Overseas Students Act 2000 (Cth)• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Good Practice Documents <ul style="list-style-type: none">• National Code Factsheet - Standard 6: Student Support Services• Guidance Note: Staffing, Learning Resources and Educational Support, Version 1.3• Guidance Note: Wellbeing and Safety, Version 1.2

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	17 September 2020
2.0	Compliance Officer	New business name and relevant information were updated	January 2023
2.1	Compliance Officer	Reviewed to align with the HESF 2021, the responsibilities section was strengthened, and the footer was updated with current addresses.	30 May 2024

N.B. The document is uncontrolled when printed! The current version of this document is maintained on the AIIHE website at www.aiihe.edu.au.