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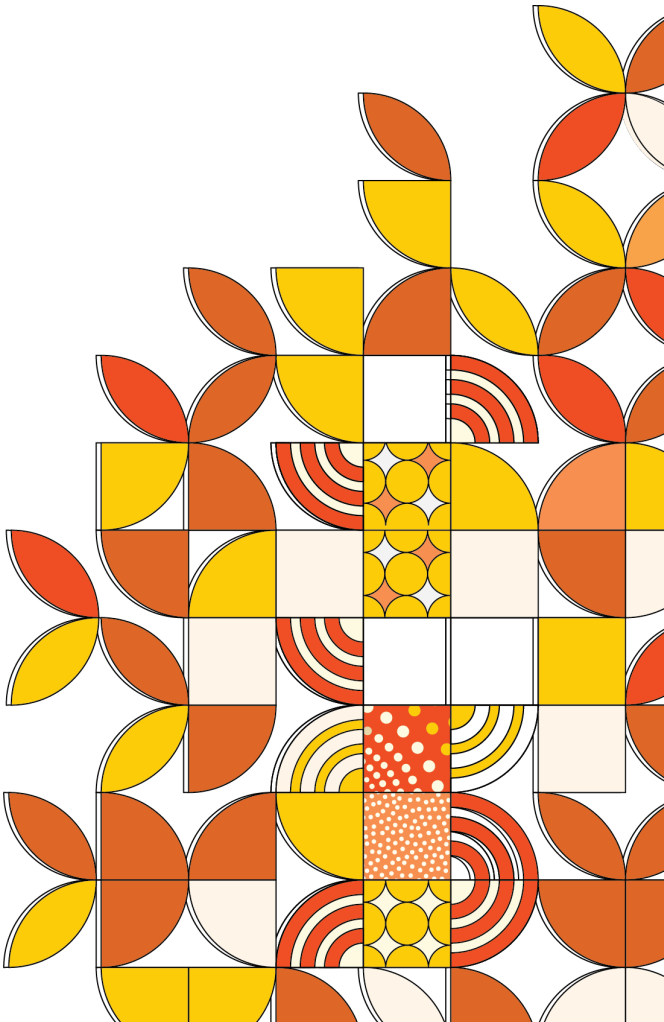
Student Support Framework



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SECTION 1

Purpose

1. The purpose of the Student Support Framework is to ensure appropriate student support services are provided to assist students in completing their studies and reaching their academic goals. This framework will ensure that all students studying at Institute of Health & Management (IHM) are made aware of the support available.

2. All IHM staff are required to understand their responsibilities in providing students with required support and where necessary, referral to other staff/department for appropriate advice.

Scope

3. This Framework applies to students enrolled in a course of study at IHM including:

   a) All overseas students, to whom the Education Services for International Students Act 2000 applies.
   b) All students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
   c) All domestic students.
   d) ALL ELICOS students.

Definitions

4. Definitions for key terms are presented in the Glossary of Terms

Suite Documents

5. This Policy is linked to the following policy:

   a) Student Support Services Policy
   b) Student Support Services Procedure
   c) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

6. Principles

6.1 This Framework is based on IHM's commitment to facilitating the successful completion of studies for all students by providing support and advice that is appropriate, adequate, timely, equitable, consistent, and procedurally fair.

6.2 IHM in its approach of identifying and supporting students who are not meeting satisfactory academic progression requirements, will adhere to principles of procedural fairness, equitable, consistency, transparency, respectful of privacy and timeliness.

6.3 The IHM academic and student support services team members will identify, contact, and provide support to students who are at risk of failing to meet academic progress requirements.

6.4 IHM will endeavour to provide support to students who are at risk of failing to meet academic progress requirements or need additional support by:

   a) Having in place strategies for students who require additional support to achieve their academic potential.
   b) Supporting the mental health and wellbeing of its student body through a range of educational and support initiatives.

c) Encouraging students with academic or personal needs to access support from internal and external support services.
d) Improving staff awareness of the support options available to students.
e) Having effective procedures in place for the disclosure of information about students with academic or personal support requirements, which complies with Privacy legislation.
f) Having in place effective procedures for dealing with student critical incidents.

7. Responsibilities

7.1 Coordinators and academic staff are responsible for monitoring students who are at risk of not achieving, or have not achieved, academic progression requirements.
7.2 The Student Support Officer is responsible for the implementation of Student Services and works with academic staff in supporting students with their personal and academic needs.
7.3 Students are responsible for:

a) Achieving satisfactory academic progress and complying with all course requirements, including completing the course within the maximum duration specified in the Certificate of Enrolment (CoE).
b) Seeking relevant support and professional assistance where a physical or mental health issue is having an impact on their academic progress.
c) Seeking and following advice from the Student Support Officer, Course Coordinators and academic staff.
d) Fulfilling academic requirements, including enrolment, class registration and any other requirements by the relevant due dates.
e) Making contact as soon as possible with the Student Support Officer or relevant academic staff member should they receive any formal notifications regarding concerns for their progress and/or wellbeing.
f) Acting on any advice or notifications that the academic and support team provide to enhance their academic performance and progress.

8. Support Strategy and Student Lifecycle

8.1 IHM recognises that students may face distinct challenges during their student lifecycle as they progress through their course. To provide efficient support on all occasions, IHM has various kinds of support and resources available in all key stages of student's lifecycle such as; recruitment and admission, orientation, learning and learning support, wellbeing, engagement, progression, completion and graduation.
8.2 IHM will emphasise processes supporting student's transition between stages, i.e., from pre-enrolment to enrolment, from enrolment to studying, and from studying to completion and graduation.

9. Recruitment and Admission

9.1 IHM is responsible for providing appropriate information and advice to prospective student to make an informed choice for selecting IHM for any course.

9.2 Admissions Officer is responsible for guiding and supporting prospective student throughout the process of enrolment and admission.

9.3 IHM website will be regularly updated with easily accessible marketing materials articulating course details and entry requirements.

9.4 Overseas students may seek the services of quality educations agents who are committed to positive academic outcomes for students. IHM has agreements in place to ensure education agents act in the prospective student's best interest. The list of approved international student recruitment agents can be found at IHM website (https://www.ihm.edu.au/agent-list/).

10. Accommodation

10.1 IHM is able to refer students to appropriate accommodation services and staff are available to discuss any issues or concerns a student may have with their accommodation arrangements.

10.2 All international students are encouraged to have accommodation organised prior to arrival in Australia. If not arranged, the Public Relations Officer and Student Support Services can refer students to appropriate accommodation services (https://ihm.edu.au/external-services/).

11 Enrolment and Orientation

11.1 Upon confirmation of admissions, a Student Support Officer is appointed for each student to assist students with further information, support, referrals, and coordination for access to services during their studies with IHM.

11.2 In accordance to Student Orientation Policy and Procedure, IHM provides culturally and age-appropriate orientation program that is tailored to the students' age and cultural backgrounds, in accordance with the principles set forth in Standard 6.1 of the National Code (2018).

11.3 IHM conducts one week face-to-face/live orientation, the orientation modules will also be provided to students via Canvas Learning Management System (LMS). The orientation program is designed to prepare students for success during the course. The modules will help students to learn important study skills, find out where to find the information and to gain important insight into the expectations as a student.

11.4 The orientation program also focuses on the transition to life in Australia, how to maintain wellbeing and safety, strategies for success in study and developing social connections.

11.5 All students are encouraged to attend face-to-face/live orientation sessions, the recording of each session is also sent to students vis email after each sessions. Students are informed about the different services available to them through:

a) IHM Website (https://www.ihm.edu.au/)
b) Student Handbook
c) Orientation Module in Canvas LMS
d) Student Management System
e) Learning Management System

12 Student Management System (SMS) and Learning Management System (LMS)

12.1 During the first one week of orientation, students will be familiarised with the IHM SMS and LMS. The Academic Team will introduce students to the use of SMS for student profile management and LMS for the units.

12.2 The overview of unit content is discussed by each unit lecturer during the unit orientation and provide access to unit guides and other necessary documents.

12.3 Student Support Officers will be available for general assistance on the use of SMS and LMS and Student Portal.

13 Learning and Learning Support

13.1 IHM has a learner-centric approach informed by principles of adult learning, supporting, sharing excellence, innovative and inclusive learning, and teaching practices.

13.2 IHM recognises that all students bring relevant knowledge, skill, and attitudes to their learning experience. This prior experience is recognised and built upon by teachers.

13.3 IHM will ensure that student engagement and learning is enhanced through learning design, pedagogy (including online learning pedagogy), use of technology and aligned assessment strategies.

13.4 Following policy and procedure can be referred for more information on IHM's learning and teaching approach

a) Learning and Teaching Policy
b) Learning and Teaching Procedure

14 Academic and Learning Support

14.1 IHM recognises that enrolled students may have various kinds of learning needs that require support and assistance during their student life cycle. Students may have concerns about their academic progress and performance, attendance or other related issues that are placing them at-risk of not achieving the requirements of their course.

14.2 To address students' academic needs, IHM has various kinds of academic and learning support services in place as follows:

a) Learning and writing support groups are coordinated by Academic Team. Students facing difficulties in these areas are encouraged to participate or seek specific help.
b) The Academic Team will make all learning resources available to support students with academic writing and conduct support sessions and support groups for students. Weekly academic support sessions are held to assist students to learn how to succeed in their studies.
c) To gain the greatest benefit from the resources available, all new students will be invited to participate in support sessions covering library services, electronic resources, and research skills.

14.3 students in need of specialised assistance in resource location and literature-based research may schedule a support session with library staff.

14.4 A library service is provided free for enrolled students. Students will have access to an electronic library through personal computer including access to eBooks and the ability to search the library catalogue.

14.5 Library guides will be used as a means of collecting and providing easy access to the most relevant literature to specific subjects.

14.6 If a student requires English language support, IHM has a learning support system under which the English language lecturers will provide support and help students to improve academic levels of English language skills in the following areas:

a) Understanding the requirements of an assignment and assistance with the structure of an assignment or assessment task.
b) English expression, grammar and academic writing, spelling.
c) Referencing skills.
d) Improving confidence in understanding the principles of writing for higher education.
e) Encouraging a student's independence in improving their English language skills and effective ways of studying by improving their time management and planning.
f) Following policy and procedure can be referred for more information on IHM's Student Support Services:
   - Student Support Services Policy
   - Student Support Services Procedure
   - Library Policy
   - Library Procedure

15 Special Needs and Disabilities Support

15.1 Students with disabilities or special needs who wish IHM to be provided with reasonable adjustment to the learning environment, including examination adjustment or require assistive technology (such as equipment or other physical aids), must disclose the nature and extent of their disability.

15.2 Where appropriate, Course Coordinators will assist academic staff in the development of individual arrangements and alternative methods of the assessments (example, oral examinations or presentation) to accommodate students with disabilities (example, hearing or hand/arm impairment). Scribe, reader, or practice assistance will be provided to students with vision impairment.

15.3 Students with disabilities requiring any student support service can submit requests as needed to Student Services.

15.4 The Student Support Officer will organise and schedule the requested service, including academic support, counselling and/or course advice with the help of relevant staff. Support and reasonable special arrangements within the scope of the support request will be provided.

15.5 Following policies and procedures can be referred for more information on IHM's support arrangements for special needs:

a) Accessibility Policy
b) Accessibility Procedure
c) Access and Equity Policy
d) Access and Equity Procedure

16 Special Consideration (Short-term)

16.1 If students experience circumstances which significantly affect their ability to meet academic requirements, they can apply for special consideration using a Special Consideration Application form.

16.2 If a student's studies are affected by any of the compelling, compasionate or expectational circumstances, he/she may be eligible for special consideration and support from IHM. The Head of School in consultation with Course Coordinator will review special consideration application along with the supporting documents and grant or deny a request for special consideration.

16.3 If an application for special consideration is granted, a student may be offered a study adjustment, such as:

a) A deferral, extension or resubmission of assessment.
b) An approval of special arrangements for assessment.
c) An additional assessment.
d) An option to redo/resubmit one or more assessment task.

17 Special Consideration for Ongoing Support

17.1 If a student's studies are affected by ongoing circumstances such as disability or impairment, a mental health condition or external commitments they may be eligible for various support such as:

a) Study adjustments (referred to as reasonable or equitable adjustments or reduced study load) on how subjects are taught and assessed.
b) Alternative exam arrangements.
c) Assistance from academic team.
d) Accessible formatting of course reading materials (example: scribe, reader, or practice assistance will be provided to students with vision impairment.
e) Assessment extension.
f) Accessible teaching spaces and ergonomic furniture.

17.2 Application for special consideration will be reviewed by the Head of School in consultation with the Course Coordinator on a case to case basis and the support offered will depend on individual needs and IHM's ability to support the student with their needs.

17.3 Applications for special consideration must be accompanied by the supporting documents such as medical certificates, certificates from counsellors or psychologists or death certificates.

17.4 Following policies and procedures can be referred for more information on IHM's support arrangements for special needs:

a. Accessibility Policy
b. Accessibility Procedure
c. Access and Equity Policy
d. Access and Equity Procedure

18 Intervention Strategy

18.1 Detection of students requiring early intervention

a) IHM aims to identify students at-risk during various stages of enrolment to ensure that any signs of difficulty are identified early. This includes:

I. Early assessment tasks to provide students and staff an opportunity to assess learning to date and ensure time to address any issues from the outset. Students identifies as having performed poorly in the early assessment task are contacted by academic staff and advised of strategies for improvement.
II. The Student Support Officer in liaison with the Academic Team monitors the online activity of each student throughout the duration of an online subject. Where a student does not engage with Canvas LMS for one week (at a minimum) they are contacted directly by either the unit lecturer or Student Support Officer to determine if there are any issues affecting their studies. Where issues are identified the unit lecturer and Student Support Officer will provide support services as outlined in the Student Support Services Policy and Procedure.
III. During the orientation week, students are made aware of all the support services available at IHM, all required information for each unit are posted through LMS and students are encouraged to use the services available for both on campus and online students, student learning support, library, and other student support services.

18.2 Monitoring and recording of academic performance and progression

a) Course Coordinators and lecturers will informally monitor the performance and progression of students and take necessary actions as follows:
b) If student is not actively participating in the course coordinator will provide the student with expectations for satisfactory course progress.
c) Contact the student when an assessment task is late.
d) Offer assistance and refer the student to support services.
e) Make journal entries to record the monitoring of student performance and progress.
f) Monitor overall student performance and progression by reviewing the Student Portal entries and obtaining regular reports from IHM teaching and support staff.
g) Report to course coordinators when a student is not participating in the class and has not submitted/undertaken assessment or failed the assessment.

18.3 Identification of students

a) Students are deemed to be achieving satisfactory course progress:
I. If they pass at least 50% of their enrolled units in a semester.
II. Have attended a minimum if a 80% of their classes or engaged on LMS or on track with submission of assessments.
b) A student is classified deemed to be at-risk of being unable to progress in their course when it is noted that the student has:

I. passed less than 50% of their enrolled units in a semester

II. Did not submit all assessments in more than one unit
III. Have been identified at-risk via attendance reporting as per IHM's attendance policy and procedure.

18.4 **Intervention support strategy**

a) IHM has the several intervention strategies to support students who are at-risk of being unable to progress in their course:

b) The course coordinator will notify the student that they are at risk of making unsatisfactory academic progress and offer specified support interventions and services including:

I. Academic Support Sessions:
II. Language Support Sessions:
III. Accessing LMS
IV. Accessing e-Library

19 **Managing students who fail to achieve satisfactory academic performance after intervention support:**

19.1 Show cause letter: Students that are identified as 'at-risk' are issued with the first Show Cause Notice that includes referrals to course staff and other academic/personal support options. Students are given 5 working days to respond. If the student fails to respond within 5 working days, a second Show Cause Notice is issued. Student are given an opportunity to reach out to student support staff, course coordinator and lecturer within 5 working days from the day of issuance of the second Show Cause Notice.

19.2 Notice of Intention to Report: If the student fails to respond to the Show Cause Notices, a Notice of intention to report is issued to the student. Students are given 20 working days in order to appeal the decision. During this period, the enrolment of the student is still valid. If an appeal is made by the student, their enrolment is valid until a final decision has been made by IHM's Appeals Committee.

19.3 Termination: If no appeal has been made by the student within 20 working days, a student is issued with the Terminate letter and the enrolment of the student is cancelled and updated in PRISM.

20 **Avenues of Consultation**

20.1 IHM adheres to a student-centric approach, fostering open channels of communication for consultations between students and various stakeholders, including Lecturers, Course Coordinators, Heads of School, Student Services, or any IHM staff members. This facilitates discussions regarding students' academic progress or addresses any challenges hindering their satisfactory advancement.

20.2 **Lecturers**

20.2.1 **Primary role and responsibility to students:** The lecturer is responsible to lecture and tutor students and to support a students' academic progress. They are the first point of contact for student concerns. However, the student may be referred to student support services for additional support.

20.2.2 **When to see the lecturers:** The lecturer is the first point of contact for students concerning academic matters. The student can then contact the Course Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer.

20.2.3 **Process:** During a meeting with the lecturer, notes will be taken and recorded on the student's file in the Student Hub. If the lecturer believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the meeting will be communicated expediently to the student in writing (student e-mail or letter).

20.3 **Course Coordinator**

a) **Primary role and responsibility to students:** The Course Coordinator is responsible to support the Head of School in ensuring that all students are provided with a safe and supportive teaching and learning environment at IHM. The Course Coordinator also monitors the performance of student and lecturing staff and provides an avenue for appeals from students and lecturers.

b) **When to see the Course Coordinator:** The students are encouraged to meet with Course Coordinator for any academic matters that they want to discuss, if they are not happy with the outcome or intervention strategy given by the unit lecturer/Course Coordinator the the student can then approach to the Head of School. The student may be referred to other student support services as recommended by the Course Coordinator.

c) **Process:** During a meeting with the Course Coordinator, notes will be taken and recorded on the student's file in the Student Hub. If the Course Coordinator believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the meeting will be communicated expediently to the student in writing (student e-mail or letter).

20.4 **Head of School**

a) **Primary role and responsibility to students:** In academic matters, the Head of School is responsible to ensure that all students are provided with a safe and supportive teaching and learning environment at IHM.

b) **When to see the Head of School:** Students can request for a meeting with the Head of School if he/she is not satisfied with the outcome or intervention strategy given by the Course Coordinator. The Head of School ensures that due process is followed, and if necessary, provides an avenue for appeals. The Head of School will be accessible by appointments at a time convenient to both parties.

c) **Process:** During a meeting with the Head of School, notes will be taken and recorded on the student's file in the Student Hub. If the Head of School believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the meeting will be communicated expediently to the student in writing (student e-mail or letter).

21 Counselling Services

21.1 When students are at-risk or suffering from other mental health illnesses/issues such as anxiety, depression, or symptoms that may indicate mental illness, or if the student requests specialised help they will be referred to an external counselling service (https://www.ihm.edu.au/students/counselling/).

21.2 IHM has arrangements in place with *Relationships Australia* to provide IHM counselling sessions and tele services to IHM students.

21.3 IHM students can access Counselling and Support Services from *Relationships Australia*. Upon identifying the counselling requirements for IHM students, the Student Support Officer will coordinate and plan for the counselling sessions. Relationships Australia will contact the students and organise their appointments.

21.4 Up to two (2) sessions over a 12-month period are available *free of charge* at no costs to IHM students. Additional sessions requested by students will be borne by the students' cost at *Relationships Australia's* standard private counselling rates (indicative costs are $150 per session).

21.5 Counselling rates for additional private sessions are also based on student income. For more information, please visit https://www.relationships.org.au/

21.6 In alignment with IHM's Sexual Assault and Sexual Harassment Policy and Procedure, IHM is dedicated to fostering a positive, safe, and supportive study environment to minimize and eradicate instances of sexual harassment and sexual assault. The range of assistance includes, but is not limited to:

21.6.1 Provision of information regarding appropriate emergency health services, counseling resources, security measures, and accommodation options.

21.6.2 Support to ensure students comprehend the available avenues, including reporting to law enforcement and lodging a formal complaint with the Institute.

21.6.3 Guidance and information regarding the Institute's formal reporting and misconduct investigation procedures.

21.6.4 Information and assistance in navigating the Institute's special consideration process should the student choose to apply.

21.6.5 Referral to both internal and external support services tailored to address the specific needs of the student.

21.6.6 Regular and prompt communication regarding the progression of the process and its ultimate resolution.

22 Student Representative Council

22.1 IHM has a Student Representative Council (SRC) that provides a forum for students to develop soft skills like organising, leadership, communication, mentoring new students etc. Students are able to raise any matters of concern relating to delivery of courses, assessments, evaluate the quality of the teaching, credit transfer, Recognition of Prior Learning (RPL), student amenities, student activities, discrimination, sexual harassment and other issues that may arise.

22.2 The purpose of an SRC at IHM is to act as a key source of communication between the student body and the Institute. Student Representatives should be sought from all cohorts in all courses; IHM Alumni could also be invited to participate.

22.3 SRC members consult with fellow students to discuss emerging views, suggestions and issues about learning, teaching and student services. It is essential that the Institute is adequately represented at each SRC meeting in order to ensure that students are able present their ideas to senior IHM staff present at the meeting.

22.4 As per IHM's Student Representative Council Terms of Reference, the formal SRC meeting occurs four time in a year, additional meetings can be held as determined.

23 Stakeholder Feedback

23.1 A survey of students is conducted at the end of each study period using the Feedback form via LMS. The survey will include a section on the quality of the IHM's support services and soliciting suggestions on any improvements that might be made to improve the student experience.

23.2 The Course Coordinator in consultation with Academic Team reviews the surveys, analyses the feedback and summarises any issues raised in regard to quality of learning and teaching.

23.3 The Course Coordinator in consultation with Head of School draws the implementation plan and the report is discusses at Learning and Teaching Committee.

23.4 Areas of improvement and actions on implementation plan are monitored by the Learning and Teaching Committee.

SECTION 3

Associated Information

Related Internal Documents	Access and Equity Policy Access and Equity Procedure Accessibility Policy Accessibility Procedure Attendance Policy Attendance Procedure Critical Incident Response Policy Critical Incident Response Procedure Fee, Charges and Refund Policy Fee, Charges and Refund Procedure Library Policy Library Procedure Student Academic Progression Policy Student Academic Progression Procedure Student Code of Conduct Student Code of Conduct Implementation Guidelines Student Complaints and Appeal Policy Student Complaints and Appeal Procedure Student Support Services Policy Student Support Services Procedure Learning and Teaching Policy Learning and Teaching Procedure Terms of Reference – Student Representative Council Student Learning Contract
Related Legislation, Standards, and Codes	ESOS (2020). ESOS legislative framework National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 National Code of Practice (2018): Standard 6: Student Support Services National Code of Practice (2018): Standard 8: Overseas student visa requirements TEQSA (2020). Online learning good practice TEQSA (2018). Occasional Forum Series: Quality Assurance of Online Learning HESF (2021). Higher Education Standard Framework Domain 1: Student participation and attainment
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Document Custodian	Chair, Learning and Teaching Committee
IHM Doc ID	IHM-SSF1-2.2

Change History

Version Control		Version 2.2
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
	March 2020 Version 1	• New Framework
	27/10/2021 Version 2	• The Student Support Services Policy and Procedure and Student Academic Progression Policy and Procedure were developed and approved by Academic Board in alignment with Student Support Framework. • Feedback from TEQSA on intervention strategy is was accepted and incorporated (5.9) • New sections 18, 19, 20, 21, 22 • Definitions have been added • Minor editorial changes have been made • Version 2 approved by the Senior Executive Team (27th October 2021) and by the Academic Board (1st December 2021)
	27/11/2023 Version 2.1	• Transfer into new template • Definitions linked to Glossary of Terms • Feedback from Wells Advisory was updated • Scope extended to include ELICOS courses • Definitions linked to Glossary of Terms • Minor editorial changes have been made
	07/02/2024 Version 2.2	• Minor revision • Section on Sexual Assault and Sexual Harassment is updated (section 19.6) • Repeat unit applicable fee updated (section 20.4)