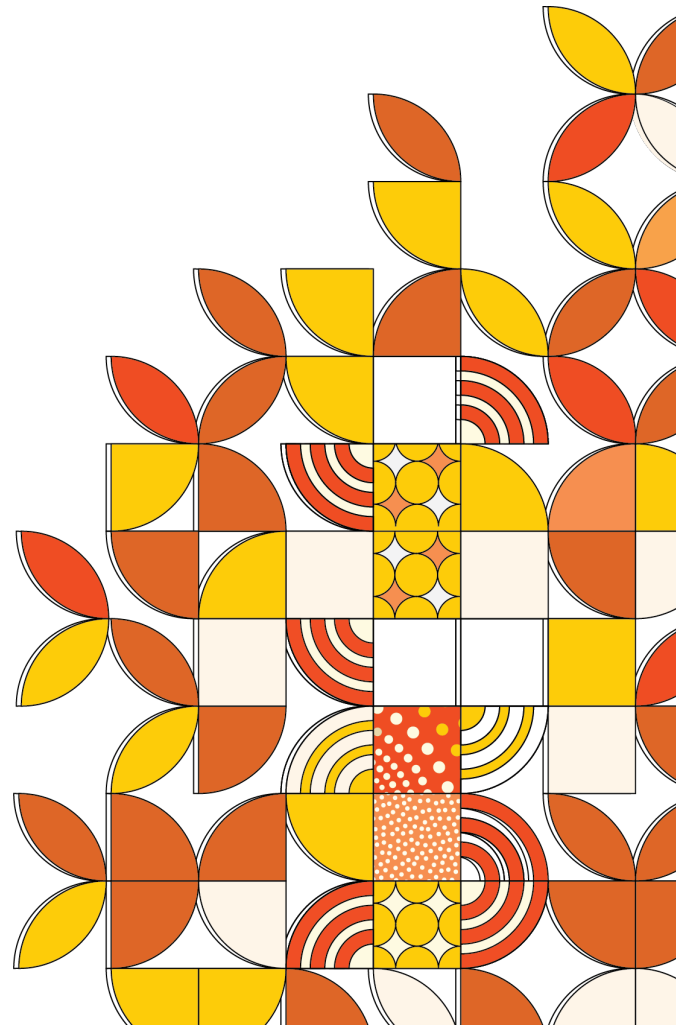


# Student Support Services Procedure



## SECTION 1

### Purpose

1. To outline the procedure of support services provided by the Institute of Health & Management (IHM) to its students to adjust to study, achieve their learning goals and make satisfactory progress towards the learning outcomes of the course in which they are enrolled.

### Scope

2. The procedure applies to all the students enrolled in a course of study at IHM including:
  - a) All on shore international 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.
  - e) All staff who will be in contact with students.

### Definitions

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

### Suite Documents

4. This Procedure is linked to following Policy:
  - a) Student Support Services Policy
  - b) See Associated Information listed in the 'Related Internal Documents' in Section 3 below.

## SECTION 2

### Procedure

#### 5. Principles

- 5.1 The Student Support Officer is responsible for ensuring information is up-to-date and available for students and staff on available support services and current contacts list. This information is distributed to students during the orientation program and is available on the IHM webpages.

#### 6. Student Support Services

- 6.1 IHM will provide students with contact details to refer any matters that require further follow up with relevant professionals external to IHM
- 6.2 Any referrals and services are arranged by IHM incur no additional cost to both domestic and international students.

#### 7. Course Coordinators and Academics

- 7.1 Course coordinators and lecturers have an important role in supporting students and will keep regular contact with Student Support Services staff and staff in other areas such as Library Services

- 7.2 Academics will receive support/training from the Student Support Officers to become familiar with the services and resources available to support students.
- 7.3 Academics will arrange regular consultation times that are convenient for students, during which they will make themselves available in person, by telephone and/or Teams. They will also proactively contact students as required to assist students in their progress.

## **8. Student Support Officer**

- 8.1 The Student Support Officer provides students and staff with specialised academic support relating to academic writing, research skills, referencing and other academic matters.
- 8.2 The Student Support Officer will maintain web resources, including a discussion forum and make themselves available to students. Students may make contact by email or by submitting an online enquiry at any time and will identify specific consultation hours during which they will be available on Teams and other instant messaging programs, by telephone or in person. Appointments can also be made for telephone and in-person support sessions using an appointment request form, which will be made available both, online and in-print.
- 8.3 The Student Support Officer will assist students with admission processes and provide student consultation in relation to relevant support services.
- 8.4 The Student Support Officer will maintain the referral database for external providers of services relevant to personal support and will refer students to those services. They also liaise with academic staff on behalf of students, especially where advocacy is required, such as during the handling of complaints and/or appeals.

## **9. Student Support Plan/Learning Contract**

- 9.1 At the beginning of a course, all students are required to attend the orientation program. The orientation will be done face-to-face or online as appropriate.
- 9.2 All students are able to gain advice and support at any time from the academic staff and/or Course Coordinator in order to complete the course within the time frame as mentioned on students CoE. Students requiring additional academic support are supported to create an individual/personal Student Support Plan.
- 9.3 The academic staff arranges a meeting with the student to create a Student Support Plan/Learning Contract when the student needs academic support or when the student is assessed as at-risk and may not complete the qualification or unit within the anticipated time frame mentioned on their CoE.
- 9.4 Reasonable adjustments will be made, such as learning support, alternative assessment methods, additional time to complete a unit or assessment, and the use of adaptive technology, while maintaining the assessment's original integrity, that ensure the student is not faced with further obstacles to completed the course.
- 9.5 The Academic Dean is responsible for the implementation of this Policy and may delegate all or part of the responsibilities to the Academic Registrar, Student Support Services, Head of School and/or Course Coordinators.

## **10. Counselling Services**

- 10.1 When students are at-risk or suffering from 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. All costs will be borne by IHM.

10.2 If students require immediate emergency help, they will be supported in contacting, for example, Lifeline, or Suicide Line.

### **11. Referral to Other Services**

11.1 The Student Support Officer will be familiar with services available to support students' wellbeing, including community medical and legal services, telephone counselling services (such as WIRE, Men's Referral Service, Lifeline and others)

### **12. Learning and Academic Support**

12.1 Writing and learning support groups will be organised on a weekly basis and will be coordinated by the Academic support team. Lecturers and course coordinators will be kept informed of these services and will encourage students facing difficulties in these areas to participate or to seek specific help.

12.2 If required, an Individual Learning Support Plan will be created in consultation with the student.

12.3 The Academic support team will make available learning resources to support academic writing electronically and will organise online sessions and support groups for students. The Library resource staff supports student learning in literature search skills and accessing resources.

### **13. Research Skills and Referencing Support**

13.1 Library resource staff can be contacted by email or through the online inquiry forms at any time. They will be available during specific consultation hours face-to-face or via online platform (Zoom, MS Teams).

13.2 The Librarian will have expertise in locating and evaluating literature, use of electronic databases and reference management software. Lecturers, course coordinators and other staff may refer students to library resource staff for assistance in these matters.

13.3 Library resource staff will run training for staff face-to-face as well as online training sessions for newly enrolled students. Students may make appointments for electronic consultation with library resource staff.

### **14. Employment Support Services**

14.1 IHM will provide employment support services to students, both to assist them if their employment circumstances change during the course of their studies and to help them to access emerging opportunities for career advancement. The Student Support Officer will maintain a working knowledge of employment services.

### **15. Medical Issues**

15.1 The Student Support Officer is available to help students locate an appropriate medical professional to fulfil their specific needs wherever they may be located. Staff will be made aware of this resource so that they can direct students accordingly.

15.2 IHM will organise appointments with GPs should students need support. IHM will also support students in preparing and submitting OSHC claims.

15.3 The emergency phone number for an ambulance in Australia is '000'. Students will be advised that this number should only be dialled in an emergency and when an ambulance, police, or fire attendance is required. Students will also be advised that there is a fee for ambulance usage if not covered by a

person's health insurance or ambulance membership.

## 16. Internal Support Services

### 16.1. Library/Electronic Library

- a) A library service is provided free for enrolled students. Students will also have access to an electronic library through personal computer including access to eBooks and the ability to search the library catalogue.
- b) Library guides will be used as a means of collecting and providing easy access to the most relevant literature to specific subjects.
- c) Students will also be encouraged to read beyond the required and recommended reading materials for their subjects so as to enhance the breadth and depth of their understanding of complex and interrelated issues in their field of study.

### 16.2. Study Groups and Peer Assisted Study Sessions

- a) Online informal group meetings will be facilitated to enable students to share ideas and engage in peer mentoring.
- b) The Peer Assisted Study Session (PASS) Program at IHM is a voluntary academic assistance initiative designed to support students enrolled in designated units. This non-remedial program offers weekly study sessions tailored to selected units, providing students with targeted content-specific support and study strategies. These supplementary sessions aim to enhance students' understanding of unit content and foster the development of academic study skills pertinent to their field of study.
- c) Emphasising core first-year units, the sessions are facilitated by trained Peer Leaders senior students who have successfully completed the respective units. Through collaborative learning and small group discussions, the PASS Program encourages active engagement and promotes academic success.

### 16.3. English Language Support

- a) The entry requirements for the course of study require specific English language levels. However, should a student require further English language support IHM has a learning support system under which the English language educators will provide support and help to students to improve academic levels of English language skills in the following areas:
  - i. Understanding the requirements of an assignment and assistance with the structure of an assignment or assessment task.
  - ii. English expression, grammar and academic writing, spelling
  - iii. Referencing skills.
  - iv. Improving confidence in understanding the principles of writing for higher education.
  - v. Encouraging a student's independence in improving their English language skills and effective ways of studying by improving their time management and planning.

## 17. External Support Services

17.1 If a student requires extensive English language support, they will be counselled to enrol in an ELICOS program with IHM and after deferring their current course.

17.2 Referrals to External English Language Support services will be made should a student require extensive language support which IHM educators and lecturers are not able to provide.

17.3 Referrals will be made to agencies such as:

- a) AMES Australia: AMES Australia plays a significant role in successfully settling in new arrivals with a

broad range of settlement and English language courses and services. AMES offers a range of English courses from beginner to advanced level. Refer to the website:

<https://www.ames.net.au/learn-english>

- b) Language Literacy and Numeracy Network: Language Literacy & Numeracy network The Australian Core Skills Framework (ACSF) is designed to support a consistent national approach to identifying and developing five core skills. It provides shared concepts and language for identifying, describing and discussing core skills. It also provides an approach for benchmarking, monitoring and reporting on the performance of core skills. These skills are: • Learning • Reading • Writing • Oral Communication • Numeracy Refer to the website: <https://www.lncommunity.com.au/literacy>
- c) Learning Difficulties Australia: LDA is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research. Refer to the website: [www.ldaustralia.org](http://www.ldaustralia.org).  
<https://www.studyinaustralia.gov.au/english/australian-education/english-courses>
- d) TalkEnglish: TalkEnglish offers a series of English lessons online for students to improve their English from basics to advanced English. Refer to the website: <https://www.talkenglish.com>
- e) Reading Writing Hotline: The Reading Writing Hotline (the Hotline) provides a national service for adults seeking English language, literacy and numeracy (LLN) information, advice and support. The Hotline provides information on:
  - i. adult reading, writing and numeracy classes held locally across Australia or via correspondence
  - ii. becoming a literacy volunteer
  - iii. adult LLN teaching and learning resources
  - iv. Refer to the website: <https://www.readingwritinghotline.edu.au> or phone 1300 6 555 06.

## 18. Student Orientation Program

18.1 An orientation will be provided to students face-to-face on-campus and/or via the Learning Management System (Canvas). It will include videos, instructions, screen shots, introductions to key academic and support staff and instructions to assist students in participating in study online.

## 19. Informing Students about Support Services

19.1. Students will be informed about the services available to them through:

- a) The website
- b) The handbook
- c) Orientation
- d) By referral from staff as the need arises.

## 20. Response Times

20.1. All student enquiries will receive a response within three business days. More urgent enquiries will be given priority and addressed sooner wherever possible.

## 21. Student Advocacy

21.1. The Student Support Officer will liaise with academic staff on behalf of students, especially where advocacy is required, such as during the handling of complaints or appeals. They will provide students with advice and guidance regarding their rights and any applicable policies and procedures.

## 22. Student Representative Council

- 22.1. IHM has a Student Representative Council (SRC) which 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.

**23. Mandated Student Support**

- 23.1. If a student is identified as at risk of failing to achieve satisfactory progression through their course of study, or if a student has been admitted by means of special entry, a mandatory referral will be made to:
  - a) For domestic students in need of non-academic support services, the Student Support officer.
  - b) For overseas students and offshore students in need of non-academic support services, the International Student Advisor or.
  - c) For any student in need of academic, language or learning support, the Student Support Officer.
  - d) The advisor or officer to whom the student is referred will complete a student support plan using the Student Support Plan Template, which will include a needs analysis, support strategies and tactics and measures for monitoring and evaluation.

**24. Review of Student Support Services**

- 24.1. Recommendations for change, addition or replacement of Student Support Services can be put forward by staff to the relevant committee/s such as the Student Support Services, Learning and Teaching or Executive Management Committees, at any time. All staff will be invited to participate in a major review held triennially.

**SECTION 3**

**Associated Information**

<b>Related Internal Documents</b>	<ul style="list-style-type: none"> <li>• Access and Equity Policy</li> <li>• Access and Equity Procedure</li> <li>• Accessibility Policy</li> <li>• Accessibility Procedure</li> <li>• Attendance Policy</li> <li>• Attendance Procedure</li> <li>• Learning and Teaching Policy</li> <li>• Learning and Teaching Procedure</li> <li>• Student Academic Progression Policy</li> <li>• Student Academic Progression Procedure</li> <li>• Student Assessment and Examination Policy</li> <li>• Student Assessment and Examination</li> <li>• Student Complaints and Appeals Policy</li> </ul>
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	<ul style="list-style-type: none"> <li>• Student Complaints and Appeals Procedure</li> <li>• Student Learning Contract</li> <li>• Student Support Services Policy</li> <li>• Terms of Reference – Student Representative Council</li> </ul>
<b>Related Legislation, Standards, and Codes</b>	<ul style="list-style-type: none"> <li>• <a href="#">HESF (2021). Higher Education Standard Framework Domain 6: Governance and accountability</a></li> <li>• ESOS (2020). <a href="#">ESOS legislative framework</a></li> <li>• National Code of Practice (2018). <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> <li>• National Code of Practice (2018): <a href="#">Standard 6: Student Support Services</a></li> <li>• National Code of Practice (2018): <a href="#">Standard 8: Overseas student visa requirements</a></li> <li>• National Code of Practice (2018): Standard 9: <a href="#">Deferring, suspending or cancelling the overseas student’s enrolment</a></li> <li>• TEQSA (2020). <a href="#">Online learning good practice</a></li> <li>• TEQSA (2018). <a href="#">Occasional Forum Series: Quality Assurance of Online Learning</a></li> <li>• HESF (2021). <a href="#">Higher Education Standard Framework Domain 1: Student participation and attainment</a></li> </ul>
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## Change History

Version Control		Version 3.3
<b>Change Summary</b>	Date	Short description of the change, including version number, changes, who considered, approved, etc.
	19/04/2021 Version 3	<ul style="list-style-type: none"> <li>• Policy and Procedure are now in two separate documents</li> <li>• Policy re-named as <i>Student Support Services Policy</i></li> <li>• Definitions added</li> <li>• Feedback from Wells Advisory was accepted and incorporated</li> <li>• Minor editorial changes have been made</li> <li>• Version 3 approved by Academic Board on 2nd June 2021</li> </ul>
	11/01/2023 Version 3.1	<p>As part of the annual review cycle process, the <i>Student Support Services Policy and Procedure</i> was reviewed and updated.</p> <p>The following are the update/changes made to the current Policy and Procedure:</p> <ul style="list-style-type: none"> <li>• Definitions were updated and made consistent from all other student support and learning and teaching policies and procedures</li> <li>• Clauses relating to the Student Support Plan/Learning Contract was added in the Policy (Clauses 10 to 14) and Procedure</li> <li>• Related legislation, standards and codes were updated</li> <li>• Minor editorial changes and formatting have been made</li> </ul>



27/11/2023 Version 3.2	<ul style="list-style-type: none"><li>• Transfer to new template</li><li>• Feedback from Wells Advisory was updated</li><li>• Scope extended to include ELICOS courses</li><li>• Definition linked to Glossary of Terms</li><li>• Minor editorial changes have been made.</li></ul>
07/02/2024 (Minor revision)	<ul style="list-style-type: none"><li>• Minor revision</li><li>• Section on Peer Assisted Study Program updated (section 16.2)</li></ul>