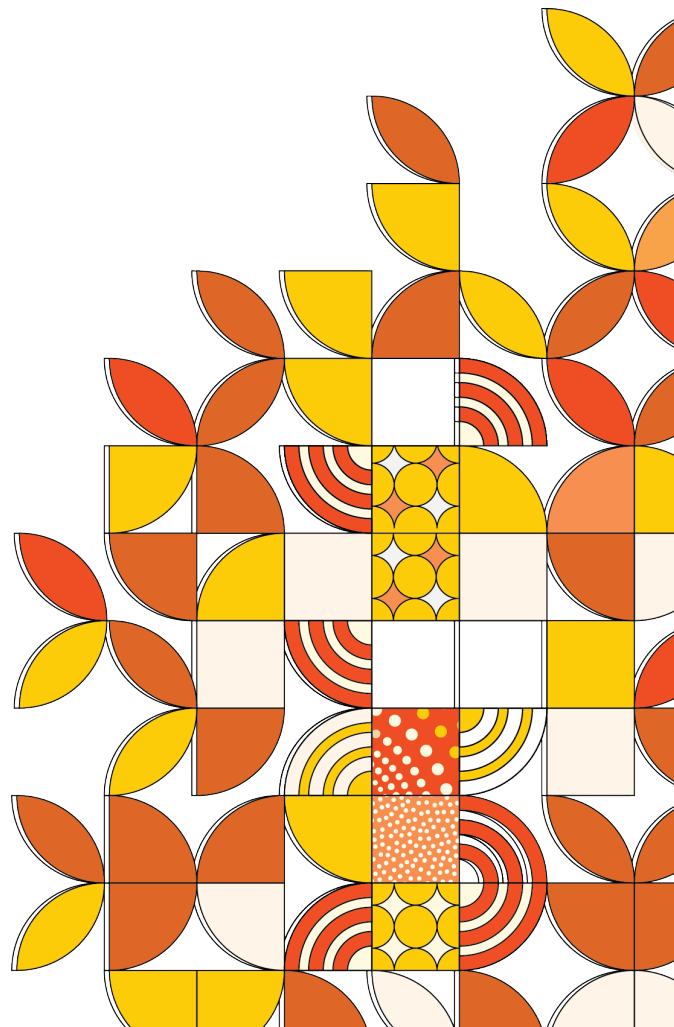


# Student Support Services Policy



## SECTION 1

### Purpose

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

## SECTION 2

### Policy

#### 5. General Principles

- 5.1. IHM will endeavour to identify students who need additional support so that the intervention is respectful, timely, equitable, consistent and procedurally fair.
- 5.2. IHM will endeavour to provide students who 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 that may cause physical or psychological harm

- 5.3. Course Coordinators and academic staff at IHM are responsible for monitoring student progress as well as identifying students who require additional support.
- 5.4. The Course Coordinator is responsible for the implementation of Student Support Services and works with academic staff in supporting students with their personal and academic needs.
- 5.5. Students are responsible for:
- Seeking relevant support and professional assistance where a physical or mental health issue is having an impact on their academic progress.
  - Seeking and following advice from the Student Support Officer, Course Coordinators and academic staff.
  - Fulfilling academic requirements, including enrolment, class registration and any other requirements by the relevant due dates; and
  - 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.

## **6. Student Support Plan/ Learning Contact**

- 6.1. All students are required to attend an orientation program at the beginning of their course. This orientation program includes information on available support and reasonable adjustment for students with a disability or additional learning needs.
- 6.2. 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 mentioned in their CoE. Students requiring additional academic support are supported to create an individual/personal Student Support Plan.
- 6.3. 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.
- 6.4. 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 complete the course.
- 6.5. 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.
- 6.6. The Course coordinators and/or Academic Staff in collaboration with Student Support are responsible for:
- Ensuring appropriate support is provided to all students.
  - Ensuring accurate and confidential records are kept on student disability or learning difficulties, and reasonable adjustments are made for students in Student Support Plans.
  - Developing orientation materials that details the support available for students and ensure that all students have access to this information through orientation activities and the Student Handbook.
  - Gathering and recording information (by academic staff) and evaluating the progress made by students with learning support under student support plans is done by academic staff who submit regular reports to the course coordinator.
  - The reports of progress made by the students under student support plans shall be tabled in the Learning and Teaching Committee or Board of Examiners committees by the Academic Dean and/or Academic Registrar, as required.

## 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> <li>• Student Complaints and Appeals Procedure</li> <li>• Student Learning Contract</li> <li>• Student Support Services Procedure</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>
<b>Date Approved</b>	24.11.2023
<b>Date Endorsed</b>	27.11.2023
<b>Date of Effect</b>	27.11.2023
<b>Date of Next Review</b>	01.11.2026
<b>Approval Authority</b>	Academic Board
<b>Responsibility for implementation</b>	Academic Dean
<b>Document Custodian</b>	Chair, Learning and Teaching Committee
<b>IHM Doc ID</b>	IHM-SSSP1-3.2

## Change History

Version Control		Version 3.2
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
	19/08/2019	<ul style="list-style-type: none"> <li>Version 1: New Policy</li> </ul>
	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 was added in the Policy (Clauses 10 to 14) and the 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>Policy and Procedure are now in two separate documents</li> <li>Feedback from Wells Advisory was accepted</li> <li>Minor editorial changes have been made</li> </ul>