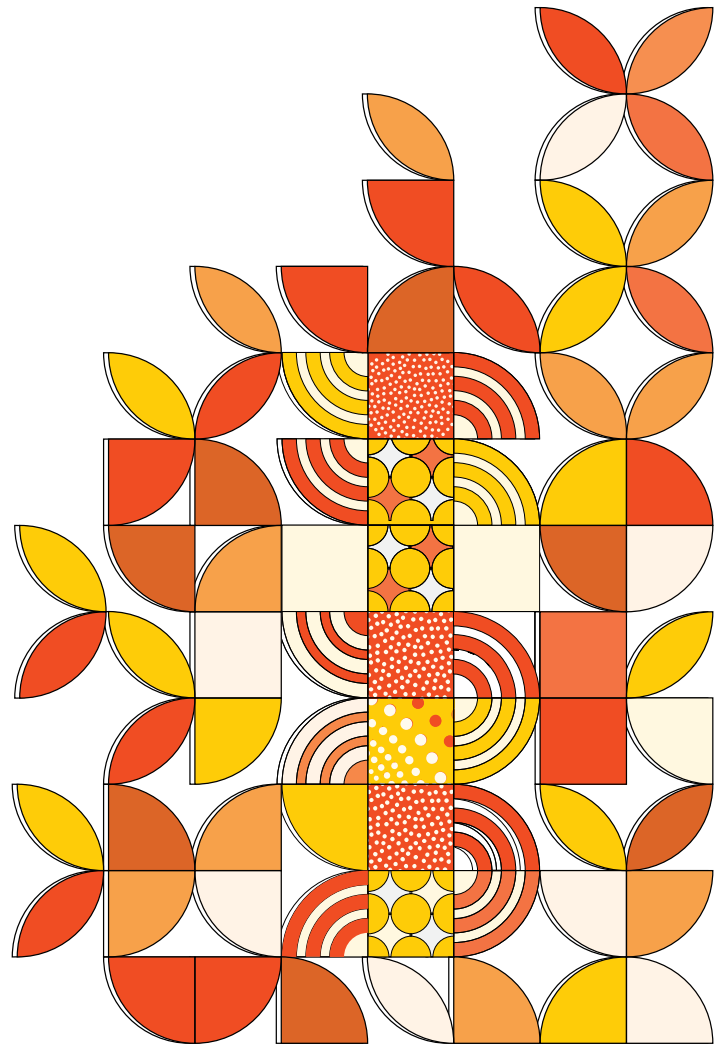


Support for Students Policy



SECTION 1

Purpose

1. This Policy outlines the obligations, principles and governance framework that guide the provision of student support services at the Institute of Health & Management (IHM). It gives effect to IHM's commitment to facilitating equitable student success and to meeting its regulatory obligations under the Higher Education Standards Framework (Threshold Standards) 2021 (HESF 2021), the Higher Education Support Act 2003 (HESA), the Higher Education Provider Guidelines 2023 (HEPG 2023), the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), and the Disability Standards for Education 2005 (DSE 2005).

Scope

2. This policy applies to:
 - a) All students enrolled in a course of study at IHM, including undergraduate and postgraduate coursework students;
 - b) All overseas students to whom the ESOS Act 2000 applies, including students on student visas;
 - c) All students enrolled in online or distance-education courses that do not require attendance at a designated campus;
 - d) All domestic students, including those receiving FEE-HELP assistance under HESA; and
 - e) All IHM staff with responsibilities for student support, wellbeing, academic progression or student engagement

Definitions

3. Definitions for key terms are presented in the Glossary of Terms. For the purposes of this Policy:
 - a) At-Risk Student means an enrolled student who has been identified by IHM or has self-identified as being at risk of not completing one or more units of study.
 - b) Census Date means the date by which a student's enrolment in a unit of study is confirmed for the purposes of HESA and FEE-HELP obligations; after this date, financial and academic obligations are incurred.
 - c) Reasonable Adjustment means a modification to a learning, teaching or assessment task that addresses the needs of a student with a disability, without altering the essential requirements of the course or unit.
 - d) Student Support Plan means a documented, individual plan developed in consultation with a student and relevant staff to address identified academic or personal support needs.

Suite Documents

4. This Policy is linked to the following:

- a) Support for Students Procedure
- b) Student Support Framework
- c) See also the Associated Information listed in the ‘Related Internal Documents’ in Section 3 below

SECTION 2

Policy

- 5. IHM's approach to student support is founded on the following principles:
 - 5.1 Equity and Inclusion: All students have equal access to support services regardless of background, disability, cultural identity, gender, age, sexuality, religion or socioeconomic status.
 - 5.2 Timeliness: Intervention and support are provided promptly, with clear escalation pathways and defined response timeframes.
 - 5.3 Procedural Fairness: All support processes are transparent, consistent and respectful of student rights, including the right to be heard before adverse decisions are made.
 - 5.4 Student-Centred Practice: Support is tailored to individual needs and respects the autonomy and dignity of each student.
 - 5.5 Privacy and Confidentiality: Student information is managed in accordance with the Privacy Act 1988 and the IHM Privacy Policy.
 - 5.6 Continuous Improvement: Support services are regularly evaluated and improved through data analysis, student feedback and governance oversight.

6. Responsibilities

Role	Key Responsibilities
Academic Board	<ul style="list-style-type: none"> a) Approves and reviews this Policy at least annually. b) Receives reports on support outcomes and at-risk data. c) Ensuring the Support for Students Policy satisfies the requirements of s.19-43 of HESA and s.49A of HEPG 2023.
Academic Dean	<ul style="list-style-type: none"> a) Implements this Policy. b) Delegates to Academic Registrar, Heads of School, Student Support Manager and Course Coordinators c) Ensures adequate resourcing d) Reports to Academic Board
Head of School	<ul style="list-style-type: none"> a) Ensures a safe and supportive teaching and learning environment in their school. b) Oversees Course Coordinators in student support delivery. c) Acts as the escalation point for academic concerns unresolved at Course Coordinator level. d) Reviews and approves special consideration applications in consultation with Course Coordinators. Participates in the Board of Examiners. e) Reports school-level student support concerns to the Academic Dean.

Learning and Teaching Committee (LTC)	<ul style="list-style-type: none"> a) Monitors implementation and effectiveness. b) Reviews at-risk data, support uptake, retention and progression data each study period. Recommends improvements.
Course Coordinators and Academic Staff	<ul style="list-style-type: none"> a) Monitor student progress using Canvas LMS data, attendance and assessment results. b) Identify and refer at-risk students who may require additional support and making timely referrals. c) Developing and implementing Student Support Plans in collaboration with the Student Support team. d) Maintaining accurate, confidential records of student support interactions in the Student Hub. e) Ensuring orientation materials include comprehensive information on available support services and reasonable adjustment processes.
Student Support Officer / Coordinator / Manager (SSO/C/M)	<ul style="list-style-type: none"> a) Maintaining current information on internal and external support services and the referral database; b) Coordinating proactive at-risk outreach, before and after the census date; c) Coordinating counselling referrals, LAPs and other welfare supports; d) Reporting on response times and support uptake to the Learning and Teaching Committee.
Students	<ul style="list-style-type: none"> a) Maintain current contact details. b) Monitor own progress and engage with feedback. Be aware of census date obligations (HESA). c) Seek support proactively. d) Make informed enrolment decisions about enrolment, deferral and withdrawal.

7. At-Risk Student Identification

IHM will identify students at risk of not completing one or more units of study through the following mechanisms:

7.1 Pre-Census Date Identification

7.1.1 Monitoring of LMS engagement data: non-engagement for five or more consecutive business days triggers outreach;

7.1.2 Early-assessment performance: students performing below the passing threshold in early assessment tasks are contacted proactively;

7.1.3 Attendance monitoring: students below 70% attendance threshold are classified at-risk per the Attendance Policy; and

7.1.4 Admission disclosure: disability, health or personal circumstances disclosed at enrolment are recorded and actioned before course commencement.

7.1.5 Fee payment: Student who has not paid their fee or agreed to payment plans.

7.2 Post-Census Date Identification

- 7.2.1 Academic performance monitoring: students passing fewer than 50% of enrolled units in a study period;
- 7.2.2 Assessment non-submission: students failing to submit assessments in more than one unit;
- 7.2.3 Student self-identification: students who contact IHM staff or submit a support request; and
- 7.2.4 Post-census date communication: IHM will contact students who are identified as at-risk after census date with information about available supports, having regard to the student's financial and academic obligations already incurred under HESA.

8. Student Support Services**8.1 Non-Academic Support Services**

IHM provides a diverse range of non-academic support services including:

- 8.1.1 Counselling Services: Internal student counselling and referrals to external providers, including Relationships Australia (up to two sessions annually at no cost to the student). Where students require immediate assistance, IHM will support students in contacting Lifeline (13 11 14) or emergency services (000).
- 8.1.2 Accessibility Services: Reasonable adjustments for students with a disability, in accordance with the DSE 2005 and the IHM Accessibility Policy and Accessibility Procedure. Learning Accessibility Plans (LAPs) are issued where adjustments are agreed and documented.
- 8.1.3 International Student Advice: Support regarding visa conditions, OSHC, accommodation and transitions to Australian life, in accordance with National Code Standards 6, 8 and 9.
- 8.1.4 24/7 Online Support: Rishi Live Chat and Viva Engage platforms for ongoing student engagement and support.
- 8.1.5 Employment Support: Career development resources and referrals to employment services.

8.2 Academic Support Services

Academic support services include:

- 8.2.1 Academic writing, research skills and referencing support delivered by the Academic, Student Support and Library staff;
- 8.2.2 Peer Assisted Study Sessions (PASS): weekly, facilitated by trained senior students;
- 8.2.3 English Language Support: for students requiring additional English language development;
- 8.2.4 Student Support Plan and Learning Contract: individualised academic support plans developed in consultation with the student; and
- 8.2.5 Special Consideration: for students experiencing compelling or compassionate circumstances affecting their ability to meet academic requirements.

8.3 Disability and Accessibility Support

- 8.3.1 Students with disabilities are supported through Learning Accessibility Plans (LAPs), reasonable adjustments to assessment and teaching, adaptive technology, and accessible campus environments.

8.4 Student Support Plan/ Learning Contract

8.4.1 Student Support Plan (SSP) will be developed when a student is assessed as at-risk or requests additional academic support. The SSP will:

- a) Be developed in consultation with the student and relevant academic staff;
- b) Include a needs assessment, identified support strategies and measures for monitoring progress;
- c) Include reasonable adjustments as appropriate, such as alternative assessment methods, extended deadlines, adaptive technology or reduced study load;
- d) Comply with the requirements of the DSE 2005 and the IHM Accessibility Policy; and
- e) Be reviewed and updated regularly by the Course Coordinator and Student Support team.

8.4.1 Reports on student progress under SSPs shall be tabled at the Learning and Teaching Committee or Board of Examiners, as required.

8.5 Communication and Information

8.5.1 IHM will ensure students are informed of available support services through:

- a) Pre-enrolment information on the IHM website;
- b) The Student Handbook;
- c) The orientation program (face-to-face or online via Canvas LMS);
- d) Proactive outreach from Student Support Officers; and
- e) Referral by academic and administrative staff as needs are identified.

8.5.2 All publicly available information about student support, including for students with disability, must be accessible via the IHM website as required.

8.6 Counselling Services

8.6.1 IHM provides counselling services to students experiencing mental health challenges, including anxiety, depression or other conditions affecting their studies.

8.6.2 Internal counselling is available free of charge to all enrolled students. External counselling through Relationships Australia is available for up to two sessions per 12-month period at no cost to the student; additional sessions are at the student's own cost at Relationships Australia's standard rates.

8.6.3 In accordance with IHM's Sexual Assault and Harassment Prevention and Response Policy and Sexual Assault and Harassment Prevention and Response Procedure, IHM will provide appropriate referral, support and information to any student affected by sexual assault or harassment.

8.7 Graduation

8.7.1 Every student who satisfies the requirements for completion of a course of study is eligible for formal conferral of the award and acknowledgement at a graduation ceremony. IHM will provide graduates with academic transcripts and testamurs.

8.7.2 Awards may be revoked where they have been obtained through fraud, administrative error or academic misconduct, subject to due process and the principles of natural justice.

8.8 First Nations Students

8.8.1 IHM acknowledges the rights, cultures and contributions of Aboriginal and Torres Strait Islander peoples. IHM is committed to providing culturally safe and appropriate support to First Nations students, including:

- a) Access to culturally appropriate counselling and wellbeing services;
- b) Flexibility in support delivery to accommodate cultural obligations; and
- c) Staff awareness training on cultural safety and the specific needs of First Nations students.

9. Annual Review and Reporting

This Policy must be reviewed at least annually as required by s.49A(2)(a) of HEPG 2023. The review will consider:

- a) Student support outcomes data, including at-risk identification rates, intervention outcomes, and student satisfaction surveys;
- b) Findings from internal audits, complaints and appeals;
- c) Recommendations from the Learning and Teaching Committee, Academic Board and Student Representative Council; and
- d) Any changes to the relevant legislative and regulatory frameworks.

10. Privacy and Confidentiality

10.1 All student personal information, including disability status, health information and support records, is handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

10.2 Information will only be disclosed with student consent or where required by law. Students may access their own support records by submitting a request to the Student Support team.

SECTION 3

Associated Information

<p>Related Internal Documents</p>	<ul style="list-style-type: none"> • Access and Equity Policy • Access and Equity Procedure • Accessibility Policy • Accessibility Procedure • Attendance Policy • Attendance Procedure • Learning and Teaching Policy • Learning and Teaching Procedure • Sexual Assault and Harassment Prevention and Response Policy • Sexual Assault and Harassment Prevention and Response Procedure • Student Academic Progression Policy • Student Academic Progression Procedure • Student Assessment and Examination Policy • Student Assessment and Examination Procedure • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • Student Learning Contract • Support for Students Procedure • Terms of Reference - Student Representative Council
<p>Related Legislation, Standards, and Codes</p>	<ul style="list-style-type: none"> • HESF (2021). Higher Education Standard Framework Domain 6: Governance and accountability • ESOS (2020). ESOS legislative framework • National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 • HESA 2003 — Section 19-43 (Support for Students Policy), Section 19-30 to 19-45 (Fair Treatment of Students), and Part 5-1 (FEE-HELP obligations) including census date administration. • HEPG 2023 — Chapter 10A (Support for Students Policy), including sections 49A (policy content requirements) and 49B (annual reporting obligations to the Department of Education). • ESOS Act 2000 and National Code 2018 — Standard 6 (Student Support Services), Standard 8 (Overseas Student Visa Requirements), Standard 9 (Deferral, Suspension and Cancellation), and Standard 11 (Welfare of Overseas Students Under 18). • Disability Standards for Education 2005 (Cth) — obligations regarding enrolment, participation, curriculum access, student support services and elimination of harassment and victimisation. • Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) — governing collection, use, storage and disclosure of student personal information. • Anti-Discrimination Act 1977 (NSW) and equivalent state and territory anti-discrimination legislation.
<p>Date Approved</p>	<p>18.06.2026</p>

Date of Effect	19.06.2026
Date of Next Review	01.06.2027
Approval Authority	Academic Board
Responsibility for implementation	Academic Dean
Document Custodian	Academic Dean
IHM Doc ID	IHM-SSP1-4.0

Change History

Version Control		
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc.
Version 1.0	19/08/2019	<ul style="list-style-type: none"> • New Policy developed
Version 2.0	19/04/2021	<ul style="list-style-type: none"> • Policy and Procedure are now in two separate documents • Policy re-named as Student Support Services Policy • Definitions added • Feedback from Wells Advisory was accepted and incorporated • Minor editorial changes have been made • Version 2 approved by Academic Board on 2nd June 2021
Version 3.0	11/01/2023	<ul style="list-style-type: none"> • As part of the annual review cycle process, the Student Support Services Policy and Procedure was reviewed and updated. • The following are the update/changes made to the current Policy and Procedure: <ul style="list-style-type: none"> • Definitions were updated and made consistent from all other student support and learning and teaching policies and procedures. • Clauses relating to the Student Support Plan was added in the Policy (Clauses 10 to 14) and the Procedure • Related legislation, standards and codes were updated • Minor editorial changes and formatting have been made
Version 3.2	27/11/2023	<ul style="list-style-type: none"> • Policy and Procedure are now in two separate documents • Feedback from Wells Advisory was accepted • Minor editorial changes have been made
Version 4.0	18/06/2026	<ul style="list-style-type: none"> • Major revision for regulatory alignment. • Renamed Student Support Services Policy to “Support for Students Policy” • Added: HESA s.19-43, HEPG 2023 s.49A/49B references; full HESF 2021 domain mapping; Added: Disability Standards for Education 2005; Privacy Act 1988; census date obligations; pre/post-census at-risk identification framework; First Nations student commitment; annual review and DoE reporting obligations; non-academic and

		academic support sections consolidated; graduation and student responsibility sections retained and strengthened
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