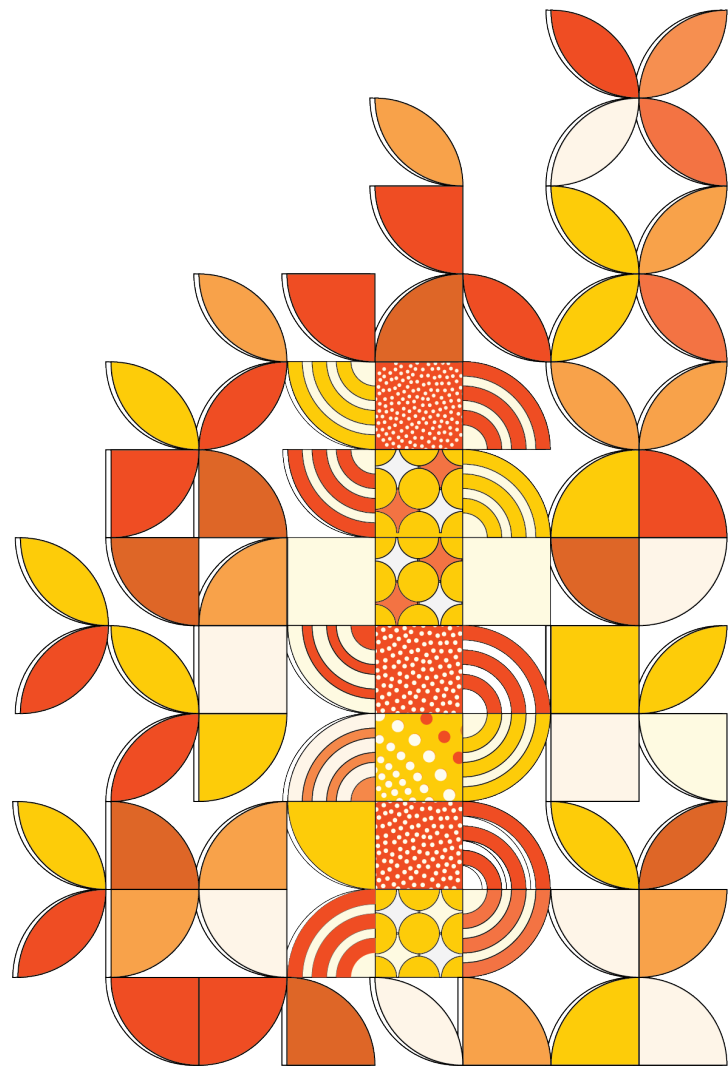


Support for Students Procedure



SECTION 1

Purpose

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EDUCATION *for*
EMPLOYMENT:
Bridging the gap globally

1. This Procedure operationalises the Support for Students Policy by prescribing step-by-step processes for identifying, contacting, supporting and monitoring students requiring academic or personal support at Institute of Health & Management.
2. This Procedure is in compliance with Higher Education Standards Framework (HESF) 2021 2021 Standards 1.3.2, 1.3.4, 1.3.6, 2.2.1, 2.2.2, 2.3.1–2.3.5 and 3.3.4; HESA; Higher Education Provider Guidelines 2023 (HEPG 2023, Chapter 10A); the Education Services for Overseas Students (ESOS) Act 2000 Act; National Code 2018 Standards 1, 6, 8, 9 and 11; and the Disability Standards for Education (DSE 2005).

Scope

1. This procedure 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

2. Definitions for key terms are presented in the Glossary of Terms. For the purposes of this Procedure:
 - 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

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

SECTION 2

4. Identification of Students At-Risk

4.1 Data Analytics and Monitoring

4.1.1 IHM uses data analytics and systematic monitoring to identify at-risk students, consistent with the Student Support Services Policy.

4.1.2 The Course Coordinator distributes a weekly at-risk summary report to Student Support Team and Head of School.

4.1.3 The Course Coordinator maintains a weekly at-risk dashboard combining:

Data Source	Risk Flag Trigger	Review Frequency
AceLMS engagement data	Inactivity for 5 or more consecutive business days	Weekly from Week 1
Attendance records	Below 70% threshold per Attendance Policy	Weekly
Early assessment submission and results	Below pass threshold or non-submission in early tasks	At each early result release
Academic progression data	Fewer than 50% of enrolled units passed per study period	End of each study period
Support ticket and self-referral data	Any submission from a student or staff referral	Within 2 business days of receipt

4.2 Pre-Census Date Identification and Outreach

The following identification and outreach steps are applied before the census date of each study period:

Step	Action	Responsible Officer	Timeframe
1	Monitor AceLMS: flag students inactive for 5+ consecutive business days.	Unit Lecturer Course Coordinator	Weekly from Week 1
2	Review early assessment results: contact students failing or not submitting early tasks.	Unit Lecturer Course Coordinator	Within 5 business days of result release
3	Monitor attendance: flag students below 70% threshold.	Course Coordinator	Weekly
4	Action admission disclosures: action all disability and health disclosures before Week 1.	Student Support Coordinator Student Support Officer	Week 1
5	Week 1 international student welfare check: verify settlement, accommodation and OSHC.	Student Support Coordinator Student Support Officer	Week 1
6	Pre-census proactive contact: contact all flagged students at least 5 business days before census date. Provide information on available supports and HESA census date obligations.	Student Support Manager Student Support Coordinator Student Support Officer	At least 5 business days before census date

4.3 Post-Census Date Identification

The following identification steps are applied on an ongoing basis after the census date:

Step	Action	Responsible Officer	Timeframe
1	Academic progression monitoring: flag students passing fewer than 50% of enrolled units	Course Coordinator	End of each study period
2	Assessment non-submission monitoring: flag students not submitting in 2 or more units	Unit Lecturer	At each assessment due date
3	Ongoing LMS engagement and attendance monitoring	Course Coordinator Unit Lecturer Student Support Coordinator	Ongoing
4	Self-referral processing: respond to support ticket requests	Student Support Manager Student Support Coordinator Student Support Officer	Within 2 business days of receipt
5	Post-census at-risk contact: contact flagged students with information on available supports	Student Support Manager Student Support Coordinator Student Support Officer	Within 5 business days of identification

5. Communication With Students At Risk

5.1 Communication Standards

All communications with at-risk students will be:

Standard	Requirement
Timeliness	Initial contact within 2 business days of identification.
Multi-channel	Primary contact by IHM student email; follow-up by phone or SMS if no response within 3 business days.
Documentation	All contacts recorded in the Student Hub within 2 business days.
Cultural sensitivity	Delivered with consideration of cultural background, disability, English proficiency and personal circumstances.
Accessibility	Plain English; language support offered where needed.

5.2 Communication Sequence

Step	Action	Responsible Officer	Timeframe
1	Initial outreach: email and phone contact to discuss identified risk and available support.	Course Coordinator Unit Lecturer Student Support Officer	Within 2 business days of identification

2	Follow-up contact: if no response in 3 business days, contact via alternative channel (phone or SMS).	Course Coordinator Unit Lecturer Student Support Officer	Days 3–5 after first contact
3	Support meeting: schedule face-to-face, online or phone meeting.	Course Coordinator Unit Lecturer Student Support Officer Student Support Coordinator	Within 5 business days of identification
4	SSP initiation: document meeting outcome in Student Hub; initiate SSP if required.	Course Coordinator Unit Lecturer Student Support Officer	Within 2 business days of meeting
5	Ongoing monitoring: review progress at agreed intervals.	Course Coordinator Course Coordinator Unit Lecturer Student Support Officer Student Support Coordinator	At least every 4 weeks

6. Student Support Plan (SSP) and Learning Contract

6.1 Triggers for an SSP

SSP is initiated when any of the following applies:

- a) A student is identified as at-risk under Section 2
- b) student requests additional academic support
- c) student discloses a disability and requires reasonable adjustments
- d) A student has been admitted via a special entry pathway
- e) A student is referred by a lecturer or Course Coordinator

6.2 SSP Development Process

Step	Action	Responsible Officer	Timeframe
1	Needs assessment: assess the student's academic, personal and disability-related needs.	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager	Within 5 business days of trigger

2	SSP documentation: document agreed support strategies and reasonable adjustments using the SSP Template.	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager	During or immediately after needs assessment
3	Student consent: obtain written consent before sharing information with academic staff.	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager	Before implementation
4	Implementation: communicate agreed adjustments to relevant academic staff (with consent).	Course Coordinator	Before next assessment or class
5	Review: review the SSP at least every 4 weeks or when circumstances change.	Course Coordinator Student Support Manager	At least every 4 weeks
6	Governance reporting: table SSP progress reports at LTC or Board of Examiners.	Academic Dean Head of School Course Coordinator	Each study period

6.3 Reasonable adjustments available under an SSP include: alternative assessment methods (including oral examination), extended submission deadlines, additional assessment opportunities, adaptive technology, reduced study load, accessible teaching spaces, reader and scribe services.

7. Counselling and Mental Health Support

Service	Provider	Cost to Student	Access
Internal counselling	IHM staff	Free (all enrolled students)	Self-referral or staff referral via support ticket
External counselling	Relationships Australia	Free for up to 2 sessions per 12 months; then ~\$150/session (income-based rates available)	Student Support Officer Relationships Australia contacts student directly
Crisis support — Lifeline	Lifeline Australia	Free	13 11 14 (24/7)
Crisis support — Suicide Call Back	Suicide Call Back Service	Free	1300 659 467
Crisis support — Beyond Blue	Beyond Blue	Free	1300 22 4636
Family/domestic violence	1800RESPECT	Free	1800 737 732 (24/7)
Emergency services	Ambulance/Police/Fire	Ambulance fees may apply	000

7.1 Alcohol and Other Drugs

7.1.1 Where a student presents with concerns relating to alcohol or other drug use, the Student Support Services will provide appropriate referral to community health services, consistent with Institute of Health & Management's duty of care obligations.

7.2 Family and Domestic Violence

7.2.1 Students disclosing experience of family or domestic violence will be provided with immediate information about safety planning; confidential counselling referrals (including 1800RESPECT: 1800 737 732); legal advice services; and support through Institute of IHM's formal processes. Privacy and safety are the primary considerations in all interactions.

7.3 Sexual Assault and Sexual Harassment

7.3.1 In accordance with the Sexual Assault and Harassment Prevention and Response Policy and Sexual Assault and Harassment Prevention and Response Procedure, the student support services will provide affected students with information on emergency health services and counselling; guidance on reporting options; support through IHM's formal misconduct process; and referrals to specialised services.

8. External Support Services Referral Database

Service Category	Service / Provider	Contact
Medical	GP referrals; OSHC claims support	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager Campus Manager Campus Coordinator
Legal	Community legal centres (visa, housing matters)	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager Campus Manager Campus Coordinator
Financial counselling	For students experiencing financial hardship	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager Campus Manager Campus Coordinator
Wellbeing: Women	WIRE (Women's Information and Referral Exchange)	1300 134 130
Wellbeing: Men	Men's Referral Service	1300 766 491

Crisis	Lifeline	13 11 14
Family Violence	1800RESPECT	1800 737 732
Accommodation	Institute of Health & Management external services page	edu.au/external-services/
Settlement International	AMES Australia; local settlement networks	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager Campus Manager Campus Coordinator
English Language	AMES Australia; Language Literacy and Numeracy Network; Reading Writing Hotline; TalkEnglish	Reading Writing Hotline: 1300 6 555 06
Employment	Career development resources and employment referrals	Course Coordinator Student Support Manager Student Support Coordinator Student Support Manager Campus Manager Campus Coordinator

9. Crisis Response and Safeguarding

9.1 Staff respond to student crises in accordance with the Critical Incident Response Policy and Critical Incident Response Procedure. Upon receiving a disclosure or observing a student in distress, the staff member will:

Step	Action	Timeframe
1	Provide immediate support and remain with the student where safe to do so. Call 000 if emergency services are required.	Immediately
2	Notify the student support services, Course Coordinator and Head of School.	Within 1 business day
3	Document the incident in the Student Hub.	Within 1 business day
4	Arrange follow-up support and monitoring through the student support services, Course Coordinator and Head of School.	Within 2 business days

10. Disability and Accessibility Support

10.1 Disclosure and Learning Access Plan (LAP) Development

Step	Action	Responsible Officer	Timeframe
1	Record disclosure in the Student Management System.	Student Support Officer	At or within 2 business days of disclosure
2	Conduct interview (with Accessibility Support Officer) to assess support needs.	Course Coordinator Accessibility Support Officer	Within 5 business days of disclosure

		Student Support Officer	
3	Develop LAP documenting agreed reasonable adjustments.	Course Coordinator Accessibility Support Officer	During or immediately after interview
4	Obtain student consent for sharing with academic staff.	Student Support Officer	Before implementation
5	Implement adjustments and communicate to relevant academic staff.	Course Coordinator	Before next assessment or class

10.1.1 Where a request for reasonable adjustment is declined, the Course Coordinator or Accessibility Officer provides written notification of the refusal with reasons and information about the Appeal pathway.

10.2 LAP Review

10.2.1 Each LAP is reviewed at least each semester or when the student's circumstances change.

11. Academic and Learning Support

Support Service	Description	Delivery Mode	Responsible staff
Academic Writing and Study Skills	Weekly sessions on academic writing, referencing (APA), essay structure, critical analysis and time management.	Face-to-face and online (as per timetable)	Course Coordinator Unit Lecturer
Library Support	Consultations on electronic databases, literature search, reference management software, eBooks and journals. Training sessions each orientation.	Face-to-face, email, Zoom, MS Teams	Librarian
Peer Assisted Study Sessions (PASS)	Voluntary weekly study sessions for designated units, facilitated by trained senior students (Peer Leaders). Targets first-year units.	Face-to-face and online	Senior Students
English Language Support	Targeted assistance in academic writing, grammar, spelling, referencing and reading.	Individual and group	Academic Team
Special Consideration	For compelling, compassionate or exceptional circumstances. Application form required with supporting documentation.	Via application form	Course Coordinator Head of School

12. Orientation Program

12.1 IHM delivers a one-week face-to-face orientation program (also available via Canvas LMS). The student support services ensure all support service information presented is current and aligned with the Student Support Services Policy.

12.2 Recordings of each orientation session are distributed by email. Students who cannot attend are offered alternative arrangements.

Orientation Component	Content
IHM Management systems	Student Management System (SMS), AceLMS, Student Portal
Support services	All available supports including disability support and reasonable adjustment processes
Transition to Australia	Wellbeing, safety, community services, cultural adjustment
Study skills and expectations	Assessment requirements, academic integrity, attendance expectations
International student obligations	Visa conditions, OSHC, PRISMS reporting

13. Intervention For Unsatisfactory Progression

13.1 Show Cause Process

Step	Action	Responsible Officer	Timeframe
1	First Show Cause Notice: notify student of at-risk status; provide referrals to support. Student has 5 working days to respond.	Course Coordinator Student Support Manager	Day 0
2	Second Show Cause Notice (if no response): student has 5 working days to contact student support staff.	Course Coordinator	Day 6 (if no response to Step 1)
3	Notice of Intention to Report (NIR): issued if no response to second notice.	Head of School Academic Dean	Day 12
4	Appeal period: student has 20 working days to appeal. Enrolment remains valid during appeal.	Appeals Committee	20 working days from NIR
5	Termination (if no appeal): issue termination letter; cancel enrolment; update PRISMS.	Student Administration and Academic Dean	Day 21 from NIR (if no appeal)

14. PRISMS Reporting Obligations

- 14.1 For overseas students, IHM updates PRISMS in accordance with the ESOS Act and National Code obligations when enrolment is cancelled or varied.
- 14.2 PRISMS updates are made by authorised PRISMS administrators within required timeframes. The NIR must be issued at least 20 working days before reporting to the Department of Home Affairs.

15. Culturally Appropriate and Inclusive Support

Student Group	Support Provided	Procedure Reference
First Nations Students	Culturally safe counselling referrals; education support; flexibility for cultural and community obligations; annual staff cultural safety training.	<ul style="list-style-type: none"> • Access and Equity Policy • Access and Equity Procedure • Aboriginal and Torres Strait Islander Education and Support Policy • Aboriginal and Torres Strait Islander Education and Support Guidelines • Reconciliation Action Plan (RAP)
LGBTIQ+ and Gender Diverse Students	Affirming, inclusive support; referral to LGBTIQ+ affirming external services.	<ul style="list-style-type: none"> • Access and Equity Policy • Access and Equity Procedure
Culturally and Linguistically Diverse Students	Plain English communications; interpreter/translation support available; list of cultural support organisations maintained by student support services	<ul style="list-style-type: none"> • Access and Equity Policy • Access and Equity Procedure
Students with Disabilities	LAPs and reasonable adjustments per DSE 2005.	<ul style="list-style-type: none"> • Accessibility Policy • Accessibility Procedure
Students Experiencing Family Violence	Safety planning; 1800RESPECT referral; legal advice; Institute of Health & Management formal process support. Privacy and safety are primary.	<ul style="list-style-type: none"> • Sexual Assault and Harassment Prevention and Response Policy • Sexual Assault and Harassment Prevention and Response Procedure

16. Student Representative Council (SRC) and Peer Support

- 16.1 The SRC meets formally four times per year. SRC members participate in Academic Board and governance meetings.
- 16.2 Student support services support the SRC in preparing reports on student concerns.
- 16.3 Resolutions are communicated back to students within 10 business days of each meeting.

17. Service Standards and Review

Service Standard		Target	Monitoring
Response to general student enquiries		Within 3 business days	Monthly by Student Support Manager; reported to LTC quarterly
Response to urgent enquiries (mental health, harm disclosure, welfare emergency)		Same business day	Monthly by Student Support Manager
Pre-census at-risk contact		At least 5 business days before census date	Each study period to LTC by: Course Coordinator Student Support Manager
SSP initiation after trigger		Within 5 business days of trigger	Each study period to LTC by: Course Coordinator Student Support Manager
LAP implementation		Before next assessment or class	Each study period to LTC by: Course Coordinator Student Support Manager
Student satisfaction with support services		Survey each study period	Analysed each study period; improvement actions tracked by LTC Course Coordinator (Unit and Teaching Evaluation) Student Support Manager (Student Satisfaction)
3.3	Feb 2024	PASS Program updated. Counselling payment amended. SRC participation strengthened.	Academic Dean
4.0	11 Jun 2026	Major revision: process tables with responsible officer and timeframes for all key procedures; pre/post-census identification steps; data analytics dashboard; multi-channel communications; pre-census proactive contact obligation; PRISMS obligations; welfare of students under 18; LAP procedure; literacy and numeracy support (HESF 3.3.4); Student Mental Health and Wellbeing Strategy; alcohol and drugs; family violence; LGBTIQ+; career support; cultural	Academic Board

		safety; service standards table. Explicit cross-references to Institute of Health & Management-SSSP1-4.0 and Institute of Health & Management-SSF-3.0 throughout.	
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SECTION 3

Associated Information

Related Internal Documents	<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 Policy • Terms of Reference - Student Representative Council
Related Legislation, Standards, and Codes	<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).

	<ul style="list-style-type: none"> • 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.
Date Approved	18.06.2026
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-SSP2-4.0

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: • 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

		<ul style="list-style-type: none"> • 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 Procedure to “Support for Students Procedure” • 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