



Student Support

Purpose

To provide a framework of the support services available to students at Australian Institute of Business (AIB).

Details

The Student Support Services available to AIB students are as follows:

1. Study Skills Workshop

A Study Skills Workshop will be held at the beginning of each intake to:

- show the students how to access on-line learning resources such as the online library and other relevant materials
- show the students how to undertake research on print resources
- teach the students about academic writing, referencing, plagiarism and the consequences of its plagiarism
- give the students guidelines on effective study skills
- provide the students with guidelines on writing assignments and on answering exam questions

The students should be given hands-on experience by completing some practical exercises to ensure they understand the concepts of referencing and academic writing.

2. Learning Resources

The learning resources for students are:

- a Student Handbook that gives general information on the relevant programme structure, types of assessments, marking criteria and examination procedures and the Style Guide which is a guide on referencing
- a Subject Guide for each subject in the course which provides subject-specific information; the assignment brief and sample exam questions
- Learning Materials for each subject, being study guides to accompany the required text for each subject, with select activities and feedback on the activities
- 10-12 relevant and up-to-date articles for each subject.

3. Access to Online library

Each student must be given individual access to an online library which provides access to full-text articles in a large number of journals.

4. Information And Administrative Support

The Student Support Services section provides information and administrative support (including assistance with accessing the online library) to students in person, by telephone or email during office hours on weekdays, except public holidays. If students have any queries after hours, they may send an email to this section to studentadmin@aib.edu.au.

5. Academic counseling

Students who wish to obtain informal feedback on their assessments or who require academic assistance may approach the Student Support Services section, who will arrange a meeting with the subject facilitator or another academic staff member. If despite the academic assistance being provided by the subject facilitator, the student needs more detailed academic assistance, for example, with a finance subject, the Student Support Services section may refer the student to an expert in that area, with any cost to be borne by the student.

6. Learning Support

Facilitators and the Academic Division continually monitor the academic performance of the students. If a student appears to have problems such as insufficient English proficiency or learning difficulties such as dyslexia, specialist advice will be sought by the Director of Studies so that appropriate support can be given. For example, if a student has insufficient English proficiency, the student will be required to attend English language classes with any cost to be borne by the student.

7. Additional services for international students

The following student support services are provided to international students:

- a) Preparation checklist to study in Adelaide
- b) Meet and Greet
- c) Assistance with securing accommodation
- d) Orientation
- e) Health services
- f) Academic support and counseling.

8. Review

The range and quality of Student Support Services is reviewed on a regular basis. Feedback obtained from students attending the Study Skills Workshop and any suggestions or criticisms must be reviewed by the Director of Studies and acted upon. As regards the Learning Materials, they are regularly updated by subject specialists. All other services are monitored by the Academic Division and corrective action taken as and when needed.

Related Forms:

Nil

Responsibility:

Director of Studies or nominee
Student Support Services section

Related Policies:
Student Consultation

Current Status	Version 2
Approved By:	Academic Board
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