



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. Generic Study Resources

AIB students have access to a range of resources to help with their study. These include:

- Orientation Module
- Study Guides (including Style Guide, Assignment Guide, Exam Guide);
- Access to an online library (EBSCO Host) and IBISWorld;
- Policies relating to study at AIB.

2. Transition

Online students are required to undertake and complete an online readiness test as part of their application process. All students are required to complete their Orientation before they can undertake any subjects. Throughout these processes staff have tailored conversations with students dependent on their needs. Also, throughout their studies students are provided with feedback as to their academic progress.

3. Subject-specific Learning Resources

AIB students are given access to the learning platform and resources relating specifically to each subject in which they are enrolled. The learning resources for students include:

- a Subject Outline for each subject in the course which provides subject-specific information including detailed assessment information;
- Learning Resources for each subject, including introductory video, study guides to accompany the required text for each subject, audio guides and activities;
- Relevant and up-to-date articles for each subject.

4. Information and Administrative Support

The Student Relations department provides information and administrative support (including assistance with accessing the online library) to online students. Online students can contact AIB by sending an email to studentadmin@aib.edu.au. Teaching Centres provide their students with administrative support in the first instance. However, Teaching Centre students can also contact AIB through the online enrolment system.

5. Academic Support

Students who wish to obtain feedback on their assessments or who require academic assistance have access to appropriately qualified academics. Academic support is available to online students through the learning platform forum, email and telephone. Teaching Centre students have access to academic support from academics at the Teaching Centre in the first instance and AIB academics are available for any additional support.

6. Progression

AIB staff monitor online student progression and intervene with students to offer support if they are showing signs of inactivity, such as not logging into the student learning portal or not accessing their learning materials in timely manner. AIB staff also intervene with all students who formally become 'at risk' – refer to the Academic Progress policy.

7. Additional Learning Support

The Academic and Academic Administration departments 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 Academic Director or the Teaching Centre as required 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.

8. Other support services

AIB students are provided details via the student learning portal of confidential personal support and student counselling services. These services are provided at no additional cost by AIB via third party arrangements. However, further referrals to additional services may incur costs to be borne by the student(s).

In addition, prospective students are given the opportunity to nominate in their application form, if they have any special needs that require additional support, These special needs could relate to disabilities, health or learning issues, or requirements for cultural support or ancillary services. As individual requirements may vary, it is not possible to provide specialised services to suit all needs but AIB may make reasonable adjustments where possible to assist students during their studies or refer the student to other sources of support. In considering whether an adjustment may be considered reasonable, AIB shall take into account the financial and other resources required to make such an adjustment and whether it would result in an unjustifiable hardship on AIB in its capacity to provide quality education across its entire student population.

9. Review

The range and quality of Student Support and Academic Services is reviewed on a regular basis to ensure an on-going positive learning experiences for students.

Related Forms:

Academic Progress Policy

Responsibility:

Academic Director or nominee
Student Relations department

Teaching Centre and Student Support department

Current Status

Approved By:

Date of Approval:

Previous version:

Version 4.1

Academic Board

9 December 2016

6 November 2015

1 July 2011

9 December 2008