



STUDENT SUPPORT POLICY

Purpose

AIB is committed to supporting the success of all its students and continuously working to enhance their learning experience during their studies. This policy acknowledges that circumstances and unforeseen events may require differing types and levels of support, both proactively and reactively, and also identifies the expectations and responsibilities of all stakeholders in ensuring appropriate support services are available and accessible. AIB endeavours to minimise barriers to study and thus enhance a positive learning experience as possible.

Scope

This policy applies to all AIB students irrespective of their study mode.

The delivery of AIB qualifications at offshore Teaching Centres will cease on 31 October 2019.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Policy

AIB is committed to students' achievements of learning outcomes and the attainment of identified graduate qualities, including through the provision of, or access to, appropriate academic and personal support services and resources. This policy acknowledges that learning is a partnership and therefore identifies responsibilities of both AIB and students in working together to achieve student success through various support processes.

1. AIB is responsible for:

- a) Promoting and fostering a safe environment on campus, online and during AIB events.
- b) Providing academic and personal wellbeing, including mental health, support services and resources, or ensuring access to services and resources, that are fit for purpose.
- c) Ensuring that contracted third party support services, both academic and non-academic, are fit for purpose and competent to undertake their roles.
- d) Proactively monitoring the progress of students to ensure they are provided timely support where they experience difficulties in transitioning into and progressing through an AIB course.
- e) Identifying students who are 'at risk' of unsatisfactory academic progression and providing these students with appropriate support services.
- f) Monitoring and reviewing the quality of AIB and contracted support services and resources.

- g) Prevention and provision of support for students who may be subject to cyberbullying, sexual harassment and predatory online behaviours.
- h) Conducting regular risk assessments and to identify and address any issues.
- i) Providing sufficient technical information and academic advice to enable successful participation in the course.
- j) Monitoring and supporting student progress.

2. Students are responsible for:

- a) Their own study and learning practices, and.
- b) Seeking advice and support for their studies.
- c) Requesting any specific services associated with individual or special needs at the earliest opportunity.
- d) Maintaining satisfactory academic progress as per the AIB Academic Progress Policy.
- e) Advising AIB when disruptions occur to study which may impact the achievement of satisfactory academic progress.
- f) Responding in a timely manner to AIB where concerns are communicated regarding academic progress and/or engagement, welfare or any other general support matter.
- g) Completing any intervention strategies as applied by AIB in response to concerns raised in item 1.3 (f) above.

For further information refer to related Policies and Procedures:

Information Type	Document Name
Complaints and grievance process and support	Academic and Non-Academic Grievance Handling Policy
Prevention and management of academic integrity breaches	Academic Integrity Policy
Identifying and supporting 'at risk' students	Academic Progress Policy
Appropriate course entry criteria	Admissions Policy, Course Briefs
Early and sufficient feedback	Assessment Policy
Incident record management	Critical Incidents Policy and Procedure
Third party and partner arrangements	Delivery of AIB Courses by Third Parties
Needs of diverse groups	Diversity and Equity Policy
Support for examinations	Examinations Procedure
Notification of service disruptions	Facilities Policy
Gathering and considering student feedback	Quality Assurance Framework, Evaluation of Teaching
Privacy and confidentiality	Privacy Policy
Risk identification and management including business continuity	Risk Management Framework
Student interactions with other students	Student Support Procedure
Wellbeing and counselling services	EAP Guide for students (internal)
Research and higher degrees	Higher Degrees by Research Policy and Procedures

Responsibility:

Academic Dean

Student Central team

Teaching Centre and Student Support team

Current Status	Version 5
Approved By:	Academic Board
Date of Approval:	12 April 2019
Effective Date:	12 April 2019
Previous version:	9 December 2016
	6 November 2015
	1 July 2011
	9 December 2008
Date of next review:	12 April 2022