STUDENT SUPPORT PROCEDURE

Governing Policy
Student Support Policy

Purpose
This procedure sets outs guidelines and details of support services AIB offers to its students.

Definitions
Unless otherwise defined in this document, all capitalised terms are defined in the glossary.

Procedure

1. **Access to Support**
   a) Available support services will be advised to all prospective and current students via the AIB website.
   b) Further information on how to access these services including contact details are provided on the student learning platform; access is provided upon enrolment.

2. **Transition to Study:**
   a) AIB provides an Orientation module for students to complete prior to their first subject, and will be available throughout their studies.
   b) The Orientation module is designed to prepare students for study and to familiarise them with necessary academic skills and AIB processes for the course of study.
   c) AIB will update the module regularly to ensure appropriate information is provided and as part of continuous improvement processes.

3. **Academic Support**
   a) Learning resources from completed subjects are continuously available to students throughout their period of enrolment. Also, study skills guides and other resources which support skill development (e.g. orientation to study, study skills, referencing conventions, etc.) are available throughout students' enrolment via continuous access to the AIB orientation resources and study support site.
   b) Regardless of the mode and location of delivery, AIB academic staff involved in the teaching of a subject are required to:
      i. support students throughout the subject duration,
      ii. monitor and engage in the subject online forums,
      iii. respond to all student enquiries within two business days.
   c) Students studying in fully online courses can seek assistance from academic staff via contact details as provided on the student learning platform and as demonstrated in the orientation module.

d) All students are provided access to a 24-hour academic skills service[1]; details are provided in the AIB orientation module.

3.2. Subject-specific Learning Resources:
a) AIB provides all students access to a learning platform which contains information and learning resources specifically designed for each subject in their course of study.
b) Subject Outlines, as hosted on the learning platform, include comprehensive information on the course content, assessment requirements and learning resources available.
c) A variety of other subject-specific resources are provided for each subject which will normally include introductory videos, study guides to accompany the required text for each subject, webinars, audio guides and activities, and current articles.
d) Subject-specific learning resources and the student learning platform are maintained by AIB's designated team.

3.3. Online Library
a) AIB provides access to an online library which can be accessed on the learning platform.
b) The AIB Librarian is responsible for maintaining appropriate subscriptions to journal, eBook and other relevant databases, and from whom students can seek assistance with the database as appropriate.
c) Students are able to directly contact the AIB Librarian via a link on the learning platform and as demonstrated in the Orientation module.

4. Non-Academic Support
4.1. All students: wellbeing support
a) AIB provides access for all students, including for victims of cyberbullying, sexual harassment and predatory online behaviours, at no extra cost and via the student learning portal, to confidential personal support, including mental health and wellbeing, and student counselling services, as delivered by third parties; students can access up to 3 sessions per year. However, further referrals to additional services may incur costs to be borne by the student(s).
b) Academic and Student Support staff will flag any incidents to the Subject Coordinator where welfare concerns are evident in the case of Online students.
c) Where AIB reviews the effectiveness and appropriateness of third party support services, it shall seek general information which does not identify any individual student. However, students can freely provide feedback on third party support services to AIB either confidentially or via provided student surveys.
d) Risk assessment of non-academic wellbeing is undertaken though regular monitoring of responses to course surveys and our grievance handling processes.

4.2. All students: special needs
a) Students can advise 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.

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[1] 3pm-midnight until July 2019 when it becomes 24 hours.

       i.   Where known, it is preferable that requests are advised on the AIB application form so that AIB can assess, prior to the commencement of studies, if any adjustments can be accommodated or if additional services or resources are to be made available.

      ii.   Students may advise AIB of any learning difficulties or special needs that require additional support during their studies via the provided student support services; specialist advice may be required and AIB will take reasonable steps to ensure timely provision.

b) AIB will process requests for additional services addressing individual special needs in a timely manner so that reasonable adjustments or liaison with appropriate support can be made.

c) In determining 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.

d) Students requiring additional English support may be recommended to attend external English language classes; any additional costs will be borne by the student.

4.3. Online students: Student Central Team

a) AIB employs a team of staff who provide information and administrative support to students.

b) Student Central is responsible for addressing student enquiries in relation to their course of study, but may refer, at no charge, students to other sources of academic or non-academic support.

c) The Student Central team can be contacted directly by email at studentadmin@aib.edu.au or by calling +61 8 8212 8111.

4.4. Research students:

a) Research Programme Coordinator and Research Administration Officer provide information and administrative support to research students. They are responsible for addressing student enquiries in relation to their course of study, but may refer, at no charge, students to other sources of academic or non-academic support.

b) The research support staff can be contacted directly by email at RHD@aib.edu.au or by calling +61 8 8212 8111.

Related forms:
Nil

Responsibility:
Academic Dean
Research Administration Officer
Research Programme Coordinator
Student Central team

Current Status	**Version 1.1**
Approved By:	Academic Board
Date of Approval:	11 December 2019
Effective Date:	**12 April 2019**
Previous version:	12 April 2019
	9 December 2016 (Student Support Policy V4)
	6 November 2015
	1 July 2011
	9 December 2008
Date of next review:	12 April 2022