

SUPPORT FOR STUDENTS POLICY

Purpose

One of AIB's Values is to 'be student-focused'. The purpose of this policy is to outline AIB's commitment to support student and Candidate success, and facilitate student and Candidate engagement with AIB. The policy identifies the expectations and responsibilities of all stakeholders in ensuring appropriate support services are available and accessible. In this way, AIB seeks to minimise barriers to study and thus enhance as positive a learning experience as possible.

Scope

This policy applies to all AIB students and Candidates, and to AIB Staff as per their responsibilities for supporting students throughout their studies. For the purpose of this policy and related procedure, the term 'students' also refers to Candidates unless otherwise stated.

Definitions

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

Policy

AIB is committed to students' achievement of learning outcomes and the attainment of 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 the responsibilities of both AIB and students.

1. AIB is responsible for:

- (a) Promoting and fostering safe learning environments.
- (b) Providing fit for purpose services and resources, or ensuring access to specialist services and resources, that support academic and personal wellbeing, including mental health. Please see the [Support for Students Procedure](#) for more information on the range of services available.
- (c) Clearly communicating how to access support services and resources, thereby ensuring students are aware throughout their studies of available support services.
- (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 and supporting students who are 'at risk' of not completing one or more subjects as per the processes identified in the Academic Progress Procedure and the

Higher Degrees by Research Procedure, and providing these students with appropriate support services.

- (f) Monitoring, reviewing and reporting to AIB governing bodies the utilisation, quality and impact of AIB's and contracted support services and resources.
- (g) Ensuring an inclusive environment where all students can feel respected and supported, through proactive prevention of misconduct and provision of support for students who may be subject to bullying, sexual harassment and predatory behaviours associated with their studies.
- (h) Monitoring risks to identify and address any impediments to student success.
- (i) Providing all students with sufficient technical information, academic advice, and opportunities to successfully complete AIB Subjects and Courses.
- (j) Seeking stakeholder feedback through a range of mechanisms for the purpose of continuous improvement to its student support services.
- (k) Ensuring this policy and its respective procedure are reviewed annually and made publicly accessible via the AIB website.

2. Students are responsible for:

- (a) Reading AIB policies, procedures, handbooks and other such guidance related to learning and support that AIB distributes from time to time, and undertaking training provided, including Orientation programs.
- (b) Familiarising themselves with AIB's expectations, academic standards, administrative rules and key dates particularly the impact of the Census Date in a subject.
- (c) Complying with AIB guidance and rules pertaining to Academic and Research Integrity, as provided during Orientation, in policies and procedures and in AIB support materials such as the AIB Style Guide and the Study Skills Explorer.
- (d) Their own study and learning practices; proactively seeking advice and support for their studies in a timely manner.
- (e) Requesting any adjustments or additional services associated with individual or specific support needs at the earliest opportunity.
- (f) Maintaining satisfactory academic progress as per the AIB Academic Progress Policy and the Higher Degrees by Research Procedure (as appropriate).
- (g) Advising AIB at the earliest opportunity when disruptions or Special Circumstances (for Domestic students) occur during studies and which may impact the successful completion of a subject.
- (h) Responding in a timely manner to AIB where concerns are communicated regarding academic progress and/or engagement, welfare or any other general support matter.
- (i) Completing any intervention strategies as applied by AIB in response to concerns as outlined – please see the Academic Progress Procedure, or the Higher Degrees by Research Procedure as appropriate.

Related Policies and Procedures, and other documents:

This policy should be read in conjunction with the following AIB policies and procedures, as well as AIB webpages, guides, and relevant handbooks:

Table 1: AIB Student Support information

Information Type	Document or Webpage
Early and sufficient feedback	Assessment Policy Assessment Procedure

Information Type	Document or Webpage
(including during the MBA Orientation program)	Support for Students Procedure
Identifying and supporting 'at risk' students Ensuring suitability to progress in a course	Academic Progress Policy Academic Progress Procedure Higher Degrees by Research Policy Higher Degrees by Research Procedure Support for Students Procedure
Support from Academic staff in units of study (teaching / supervision staff)	Support for Students Procedure Higher Degrees by Research Procedure
Peer support and connecting with AIB students and alumni	'Connect with Students and Alumni' on AIB webpage . Research Higher Degrees Peer Mentoring webpage Career Assistance webpage and Connecting with AIB Alumni Leaders webpage
Academic Support services	Support for Students Procedure (online) MBA Student Handbook: Study Support
Impact of Census Date	(online) MBA Student Handbook: Withdrawing from your subject – what you need to know Information for Research Candidates webpage Withdrawals and Deferral Policy Withdrawals and Deferral Procedure
Safety, Wellbeing and counselling services Careers support (Non-Academic support)	AIB Student Safety and Wellbeing webpage Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure (Online) MBA Student Handbook: Inclusion, Wellbeing and Career Support Support for Students Procedure
Complaints and grievance process and support	Student Complaints, Grievances and Appeals Policy Student Complaints, Grievances and Appeals Procedure
Prevention and management of academic integrity breaches	Academic Integrity Policy Academic Integrity Procedure Research & Scholarship Policy and Research & Scholarship Procedure (prevention of research misconduct) Managing Complaints about the Conduct of Research Procedure (management of research misconduct)
Appropriate course entry criteria (academic / English language proficiency / other)	Admissions Policy Admissions Procedure MBA courses: MBA entry requirements Research Higher Degrees: Your research journey starts here webpage
Critical Incidents and reporting incidents to AIB	Critical Incident Policy AIB Student Safety and Wellbeing webpage
Needs of diverse groups, including English Language support, accessibility needs, cultural support and personal services	Student Equity and Diversity Policy Student Equity and Diversity Procedure Support for Students Procedure (specific support needs) (Online) MBA Student Handbook: Equity, Diversity and Inclusion
Notification of service disruptions	Academic Facilities Policy

Information Type	Document or Webpage
	Academic Facilities Procedure
Gathering and considering student feedback	Evaluation of Subject, Course and Teaching Policy Evaluation of Subject, Course and Teaching Procedure
Privacy and confidentiality	Privacy Policy and Procedure
Student interactions with other students	Support for Students Procedure (peer support) Student Code of Conduct Policy and Student Code of Conduct Procedure (appropriate interactions) Acceptable Use of Information Technology (IT) Facilities Policy and Guidelines for Students (appropriate online interactions)
Research and higher degrees Candidates main support	Higher Degrees by Research Policy Higher Degrees by Research Procedure Information for Candidates webpage

Related Legislation:

Disability Standards for Education 2005

Higher Education Standards Framework (Threshold Standards) 2021

Higher Education Support Act 2003 (Cth)

Higher Education Provider Guidelines 2023

Responsibility:

Academic Dean

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