

SUPPORT FOR STUDENTS PROCEDURE

Governing Policy

[Support for Students Policy](#)

Purpose

This procedure sets out guidelines and details of support services AIB offers to its students and candidates. For the purpose of this procedure and related policy, the term 'students' also refers to Candidates unless otherwise stated.

Definitions

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

Procedure

1. Access to Support

1.1. Available support services are listed:

- (a) For MBA students in the [MBA Student Handbook](#), which is provided on the AIB website at <https://www.aib.edu.au/students/handbook/>.
- (b) For Candidates in the [Research Resources Hub](#), which contains a range of research support resources including, the [Research Candidate Handbook](#), professional development activities and networking opportunities.
- (c) On the AIB Student Safety and Wellbeing webpage at <https://www.aib.edu.au/students/student-safety-and-wellbeing/>.

1.2. 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:

2.1. AIB provides Orientation programs for students to complete prior to their first subject: separate Orientation programs are tailored for MBA courses and Higher Degrees by Research Courses. Modules contained within the programs are accessible for students throughout their studies.

2.2. The Orientation programs are designed to prepare students for study and to familiarise them with key support staff, necessary academic skills and AIB processes for the course of study.

- 2.3. The MBA Orientation program includes an academic writing task. Where a student's written piece does not match the minimum expected level of academic skill required for assessment tasks, an Academic Skills Advisor will contact the student to ensure familiarity and confidence with the standard required, and to familiarise them with the Academic Skills services and other support resources offered ongoing during subject studies.
- 2.4. The Orientation programs include a specific section on [Academic Integrity](#) and [responsible use of generative artificial intelligence tools](#), including a required quiz for students to complete prior to submitting their first assessment at AIB.
- 2.5. AIB reviews and updates the Orientation programs regularly to ensure appropriate information is provided, to maximise student success and as part of AIB's continuous improvement processes.

3. Academic Support

- 3.1. Learning resources from completed Subjects are continuously available for students throughout their period of enrolment. 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, study skills webinars and study support site.
- 3.2. AIB academic staff involved in the teaching of a subject are required to:
 - (a) support students throughout the Subject duration.
 - (b) monitor and engage in the Subject online forums.
 - (c) respond to all student enquiries within two business days.
- 3.3. Students can seek assistance from academic staff via contact details as provided on the student learning platform and as demonstrated in the respective Orientation module.
- 3.4. Students will be provided access to appropriate technologies to assist them with their studies via the student learning platform under "Tools for Study". The Academic Study Support Team provide support and training on the use of these tools.
- 3.5. All students will have access to the AIB Academic Study Support Team comprising the Academic Skills Advisors and Librarians; contact details are available via a link on the student learning platform under "Study Support".
- 3.6. Subject-specific Learning Resources:**
 - (a) AIB provides all students with access to a learning platform which contains information and learning resources specifically designed for each subject in their course of study.
 - (b) Comprehensive Subject information, as hosted on the learning platform, includes Subject 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 and assessment videos, webinars, activities, and contemporary and academic resources.

- (d) Subject-specific learning resources and the Student Learning Portal are maintained by AIB's Online Learning Team.

3.7. Online Library

- (a) AIB provides access to an online library via the learning platform.
- (b) AIB Librarians are responsible for maintaining appropriate subscriptions to journal, eBook and other relevant databases.
- (c) AIB Librarians are available to assist in finding resources, search techniques and how to reference. This includes an interlibrary loan service for resources available at external collections – this is arranged at no cost to students.
- (d) Email askthelibrary@aib.edu.au and booking links for individual zoom consultations are available on the library page on the Student Learning Portal.

4. Non-Academic Support

4.1. All students: safety and wellbeing support

- (a) AIB provides a range of support services, including Student Support Officer, Diversity and Equity Officers and Mentor & Advisor for Aboriginal and Torres Strait Islander Students.
- (b) Academic and Student Support staff will flag any incidents to the Subject Coordinator where welfare concerns are evident in the case of students.
- (c) AIB provides access for all students at no extra cost and via the Student Learning Portal, to confidential personal support and student counselling services, as delivered by third parties; students can access up to 3 sessions per year. These services cover a range of safety and wellbeing support including mental health, sexual harassment and/or cyberbullying, and offer trauma-trained counselling for sexual assault and other critical incidents, Further referrals to additional services may incur costs to be borne by the student(s).
- (d) 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.
- (e) Risk assessment of student safety and wellbeing support is undertaken through regular monitoring of responses to surveys and our grievance handling processes.

4.2. All students: with specific support needs

- (a) Students are encouraged to advise if they have any specific support needs so that AIB can ensure appropriate support plans and/or Reasonable Adjustments can be implemented. Specific support needs could relate to disabilities, health condition, learning difficulties or requirements for cultural support or ancillary services.
- (b) Students are not required or obliged to disclose a disability, health or mental health condition; however, AIB may not be able to make individual adjustments or offer additional services for students who do not provide documented evidence of a disability or health condition and its potential impact on their capacity to study.
- (c) Requests for specific learning support can be made via the following avenues:

- (i) At course entry it is preferable that requests are submitted using the AIB application form so that AIB can assess, prior to the commencement of studies, any Reasonable Adjustments to be accommodated, or additional services or resources to be made available that are appropriately tailored and in place.
- (ii) During studies: Students may advise AIB of any learning difficulties or specific support needs that may require adjustments or additional services during their studies via the provided student support outlined in sections 4.3 and 4.4 as appropriate; specialist advice may be required and AIB will take reasonable steps to ensure timely provision.
- (d) Students who seek specific support will be provided with an AIB Health Practitioner Report Form to be completed by their medical practitioner.
- (e) Any information and documentation with regards to a disability, health condition or learning difficulty disclosure will be treated confidentially in accordance with AIB's Privacy Policy and Procedure.
- (f) AIB will process requests for Reasonable Adjustments or additional services addressing individual specific support needs in a timely manner so that Reasonable Adjustments or liaison with appropriate support can be made.
- (g) 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.
- (h) Reasonable Adjustments or additional support services will be documented through an AIB Access Plan which will be provided to the student. The student has the right to disclose their Access Plan to relevant AIB staff members for the purpose of implementation during studies.
- (i) 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. For MBA students: Student Central Team support

- (a) AIB employs a team of staff who provide tailored information, administrative and pastoral support to MBA students.
- (b) Student Central is responsible for addressing MBA student enquiries in relation to their course of study, but may refer them, at no charge, to other sources of academic or non-academic support.
- (c) The Student Central team can be contacted directly by email at studentcentral@aib.edu.au or by calling +61 8 8212 8111.

4.4. Tailored support for Candidates:

- (a) Candidates are provided a comprehensive Orientation program, in which they are made aware of support services and resources and how this information is provided ongoing for them including via the Research Hub on the Student Learning Portal.
- (b) Research Supervisory Panels provide academic support for their respective Candidates and can also advise on wellbeing and safety support services available at AIB.
- (c) The Research Coordinator and the Research Administration Officer provide information and administrative support to Candidates. They are responsible for addressing Candidate enquiries in relation to their course of study, but may

refer them, at no charge, to other sources of academic or non-academic support.

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

Related Forms and Documents:

AIB Access Plan (internal template)
Application Form
Health Practitioner Report Form (issued upon request)

External Referencing:

AIB acknowledges Deakin University in the development of section 4.2 of this Procedure.
Deakin University. (n.d.). *Making Reasonable Adjustments – Students with Disability Procedure*.
<https://policy.deakin.edu.au/document/view-current.php?id=67>

Responsibility:

Academic Dean

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