# 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.

**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 AIB 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 AIB assessment tasks, an AIB Academic Skills Advisor will directly counsel the student to ensure familiarity and confidence with the standard required, and to familiarise them with the Academic Skills services and other AIB support resources offered ongoing during subject studies.

2.4. The Orientation programs include a specific section on Academic Integrity, including a -required quiz for students to complete prior to submitting their first assessment at AIB.

2.5. AIB will update the Orientation Programs regularly to ensure appropriate information is provided, to maximise student and Candidate 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 Orientation module.

3.4. AIB will provide access to writing and referencing software 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 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 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 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 and assessment videos, webinars, activities, and contemporary and academic resources.
   (d)    Subject-specific learning resources and the student learning platform 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) The 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 and Candidates: 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 though regular monitoring of responses to course surveys and our grievance handling processes.

### 4.2. All students and Candidates: special needs

(a) Students are encouraged to advise if they have any special needs that require additional support so that AIB can ensure appropriate support plans can be implemented. Special needs could relate to disabilities, health or learning issues or requirements for cultural support or ancillary services.

　(i) At course entry: It is preferable that requests are advised on the AIB application form so that AIB can assess, prior to the commencement of studies, any 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 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. Student Central Team

(a) AIB employs a team of staff who provide information, administrative and pastoral 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 studentcentral@aib.edu.au or by calling +61 8 8212 8111.

### 4.4. 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 platform.

(b) 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 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.

(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:**
Nil

**Responsibility:**
Academic Dean

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| **Current Status** | **Version 4** |
| **Approved By:** | Academic Board |
| **Date of Approval:** | 12 March 2025 |
| **Effective Date:** | **12 March 2025** |
| **Previous version:** | 13 March 2024 |
| | 24 July 2023 (*Student Support Procedure* V2.2) |
| | 29 June 2023 |
| | 18 October 2022 |
| | 12 April 2019 |
| | 9 December 2016 (Student Support Policy V4) |
| | 6 November 2015 |
| | 1 July 2011 |
| | 9 December 2008 |
| **Date of next review:** | 12 March 2026 |