

## STUDENT SUPPORT FRAMEWORK

### 1. Overview

Higher Education Leadership Institute (“the Institute”) is committed to ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals.

To ensure that students are made aware of the support available, all staff in the Institute are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

### 2. Support mechanisms

#### 2.1 *Student Support Officer and International Student Support Officer*

While all staff employed by the Institute have the responsibility to provide support to students, the Institute’s Student Support Officer and International Student Support Officer are available to all students during the Institute’s hours of operation.

Students studying on-campus may book an appointment with the International Student Support Officer through Reception during the Institute’s hours of operation.

Contact details for the Student Support Officer and International Student Support Officer are provided in the *Student Orientation and Study Support Guide [HELI101]* through the Canvas LMS and as part of the on-campus orientation program for international students.

As part of their responsibilities, the Student Support Officer and International Student Support Officer ensure that up-to-date information is available for student support services and that any referral contacts provided are current.

#### 2.2 *Student support services*

The following support services are available and accessible for all students studying with the Institute. The Institute provides students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals made by the Institute are at no cost to the student, but fees and charges may apply where an external service is used by the student, the details of which are clarified with the student prior to accessing the external service.

##### 2.2.1 *Academic support*

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support from their Subject Educators and other support staff to ensure they maintain appropriate and satisfactory levels of academic performance.

The progress of students through their course is regularly monitored and where unsatisfactory results or issues related to academic literacy and English language proficiency are identified, additional support and guidance is provided in accordance with section 3 and of the *Student Progression and Exclusion Policy and Procedure [QAF095]*.

A student may access the Student Support Officer or the International Student Support Officer to discuss any academic or study-related issue at any time and receive advice, guidance or referral to additional academic support services.

Where issues arise in a specific subject, students studying online may contact their Subject Educator whose contact details are included in the *Welcome Page* for that subject in the Canvas LMS. Students studying on-campus may liaise directly with their Subject Educator to organise an appropriate time and location for subject-specific academic support. At the start of all subjects, educators inform their students about their contact details and availability. Where email contact is made, educators will normally respond within 2 working days.

### **2.2.2 Study assistance**

The Student Support Officer or International Student Support Officer are able to assist in times of stress or pressure throughout the duration of studies. Students may contact support staff for advice relating to matters such as:

- time management issues
- setting and achieving learning goals
- motivation
- ways of learning
- managing assessment tasks
- self-care.

### **2.2.3 Counselling, mental health and personal issues**

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer or International Student Support Officer to seek advice or guidance on those issues. A private counselling room is available on campus. There is no cost to the student when counselling is provided by qualified HELI staff.

Where support staff believe that further support may be required, referral to an appropriate external counselling service will be organised. If the need arises to seek external counselling services, support staff maintain a current list of contact details for referral to appropriate service providers.

There may be a fee to access a service that is external to HELI and this will be made clear to the student at the time of referral.

### **2.2.4 Sexual assault and sexual harassment**

Incidents of alleged sexual assault or sexual harassment are addressed through the *Sexual Assault and Sexual Harassment Policy and Procedure [QAF180]*.

### **2.2.5 Special needs assistance**

A student is requested to advise their Subject Educator of any special needs that may affect their learning. For this type of assistance, support staff are available to provide advice to students and depending on the type of assistance required may also consult with the Course Coordinator.

### 2.2.6 Hardship

The requirements of study may present some students with hardship due to economic, social or other difficulties. Where genuine hardship exists, a student may make application seeking permission to review their workload or other related matters.

To make an application a student is required to provide a letter to support staff describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: government benefit statements, pay slips or bank statements which indicate financial status
- Medical grounds: medical certificates stating the nature and duration of the condition
- Single parent: evidence by way of statutory declaration and supporting government documentation.

### 2.2.7 Student orientation

All students are encouraged to read and regularly access the *Student Orientation and Study Support Guide [HELI101]* which is available through the Canvas LMS.

Online students access the *Student Orientation and Study Support Guide [HELI101]* prior to the start of their first Term of study, while students commencing their studies on-campus attend a face-to-face Orientation Program as well as having ongoing access to *Student Orientation and Study Support Guide [HELI101]*. **All** students are encouraged to reference the *Student Orientation and Study Support Guide [HELI101]* throughout the duration of their studies for access to policies, procedures and study support information and resources.

The *Student Orientation and Study Support Guide [HELI101]* contains information and resources about:

- HELI and staff contact information, the Institute's courses of study, academic year calendars, support pathways, the Digital Library, and information about online study. User Guides for working in the Canvas LMS (including technical guides, user requirements, and Help Desk services).
- Access to the full range of academic and operational policies and procedures including details about assessment preparation and submission, understanding the types of assessment used throughout a course of study, APA referencing guides, grading guides, and information about academic progression and learning support resources and services.

The *International Student Orientation Program* delivered on-campus provides information and resources about:

- Support services available to assist overseas students to help them adjust to study and life in Australia including actions they can take to enhance their personal security, safety, and wellbeing.
- English language and study assistance programs and relevant legal, emergency, health, counselling, career, and financial support services.

- Grievance and appeals processes; requirements for satisfactory academic progress; and services to help with general or personal circumstances that may be adversely affecting their study.
- How international students can access information related to employment rights and conditions, the resolution of workplace issues, and who to contact for more information and support such as the Fair Work Ombudsman.

On-campus Orientation includes a tour of campus facilities and resources, how to access the Canvas LMS, Canvas Guides, the Digital Library, and how to access the full range of support services available online and on-campus so that, irrespective of a student's place or mode of study, all students are supported and enabled to achieve expected learning outcomes.

### **2.2.8 Support for students studying online**

The Student Support Officer in concert with the Subject Educator monitors the online activity of each student throughout the duration of an online subject. Where a student does not engage with the Canvas LMS for one week (at a minimum) they are contacted directly by either the Subject Educator or Student Support Officer to determine if there are any issues affecting their studies. Where issues are identified the Subject Educator or Student Support Officer can provide any of the support services as outlined in this policy.

### **2.2.9 Support for on-campus international students**

HELI has dedicated support in place for international students on-campus. The International Student Support Officer is available to international students to access the support services and resources outlined above.

In addition to these services, the International Student Support Officer acts as a primary point of contact for international students. The International Student Support Officer can provide information about the local community relating to cultural diversity and offer advice to students relating to affordable externally provided services which may include English and academic support services; tutoring support; study skills centres; counselling and mental health support; career services; housing and tenancy services; financial support services; and health and disability services.

The International Student Support Officer, together with other staff who interact directly with international students, are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the educational and legislative requirements and standards that ensure that international students abide by their visa conditions.

## **3. Review and improvement**

In order to ensure that the Institute maintains support services for students that are appropriate in scope and quality for the capacity of the Institute and modes of delivery, the Executive Management Committee oversees a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and to action enhancements and improvements where necessary.

### **3.1 Stakeholder feedback**

Regular stakeholder feedback through the use of survey instruments informs the Institute when reviewing the adequacy of its support services through the following process<sup>1</sup>:

- 3.1.1 A survey of students is conducted for selected subjects during each term that will include a section on the quality of the Institute's support services and soliciting suggestions on any improvements that might be made to improve the student experience.
- 3.1.2 The Quality Manager reviews the surveys, analyses the feedback and summarises any issues raised in regard to support services.
- 3.1.3 The Quality Manager will inform the Student Support Officer or International Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.
- 3.1.4 Areas for improvement are monitored by the Dean until evidence of completion is verified.
- 3.1.5 Where amounts not allocated in the budget are required for the improvement and/or enhancement of student support services, the CEO will include it in their report to the Board of Directors in conjunction with a request for additional funding.

### **3.2 Ongoing Review**

Individual members of the Executive Management Committee continuously review the efficacy of support services in their areas of responsibility through the following process:

- 3.2.1 Each member of the Executive Management Committee is required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This is a standing item on the agenda for meetings of the Executive Management Committee (Resources and infrastructure).
- 3.2.2 Where improvements to the Institute's support services need to be addressed, any actions required are decided upon by the Executive Management Committee and allocated to a responsible person for completion within the agreed timeframe.
- 3.2.3 Outstanding actions are monitored by the Executive Management Committee until evidence of completion.
- 3.2.4 Where amounts not allocated in the budget are required for the improvement and/or enhancement of resources or infrastructure, the CEO will include it in their report to the Board of Directors in conjunction with a request for additional funding.

## **4. Associated documents**

- HELI101 Student Orientation and Study Support Guide (Canvas LMS)
- International Student Orientation Program (F2F)
- QAF095 Student Progression and Exclusion Policy and Procedure.

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<sup>1</sup> Refer also section 6.1 of the *Quality Assurance Framework* – Stakeholder feedback

## 5. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	8 July 2016	Document creation and initial approval
1.1	Dean	23 September 2016	To incorporate nomenclature of "educator"
2.0	Executive Management Committee	4 May 2018	Updates to reflect actual practice
2.1	Dean	9 July 2018	Minor changes to contact points and details
2.2	Dean	23 September 2019	Minor changes to update Canvas LMS resources and role responsibilities.
3.0	Executive Management Committee	18 March 2020	Updates to address ESOS and National Code standards for CRICOS registration
3.1	Dean	7 April 2020	Minor change to include reference to <i>QAF180 Sexual Assault and Sexual Harassment Policy</i>
3.2	Dean	29 April 2020	Minor change to clarify possible cost to a student for services provided by an external counselling service

Document owner: Dean