

STUDENT SUPPORT FRAMEWORK

1. Overview

The 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. This framework also outlines the range of welfare, safety, and support services that the Institute provides and how you can access these services. All staff of 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 Services Officer*

While all staff employed by the Institute have the responsibility to provide support to students, the Institute’s Student Services Officer is normally the first point of contact for all students on all matters relating to issues of support, welfare, and safety. The Support Services Officer will firstly respond to your support issue and either work with you to resolve your issue or refer you on to another staff member or service provider.

Students who study on-campus in Melbourne may book an appointment in person, by email support@heli.edu.au or by phone **1300 004 354** with the Student Services Officer through the Administration Office during the Institute’s hours of operation. All students may also make contact via contact information available through the Student Hub in the Canvas Learning Management System (LMS) particularly for those who study online.

2.2 *Student support services*

The following support services are available and accessible for all students studying with the Institute. Where referral to an external professional service or provider is required, the Student Services Officer will clarify if any fees or charges are involved prior to accessing a 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 minimum requirements of their course. Students can gain advice and support from their Subject Educator and other support staff to ensure they maintain appropriate and satisfactory levels of academic performance.

The progress of students through their course of study 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 sections 3 and 4 of the *Student Progression and Exclusion Policy and Procedure [QAF095]*. As a student you may access support services at any time to discuss any academic or study-related issue and receive advice, guidance, or referral to additional academic support services as required.

Where issues arise in a specific subject, students studying online may contact their Subject Educator whose contact details are provided 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

Support staff are able to assist you in times of stress or pressure throughout the duration of your studies. Students may contact the Student Services Officer for guidance on matters related to:

- 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 accessing the Student Services Officer may provide the necessary advice and guidance required.

Where professional support may be required, referral to [Converge International](#) can be organised with your agreement and on your behalf as necessary. *Converge International* provides a range of individually focused and specialised services for students including counselling, psychology, mental health, and/or wellbeing. Other referral services may be indicated but may attract a fee which will be clarified with you 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 Institute's *Sexual Assault and Sexual Harassment Policy and Procedure [QAF180]*.

2.2.5 Special needs assistance

Students are asked to advise their Subject Educator of any special needs that may affect their learning. For this type of assistance, the Student Services Officer is available to provide advice and depending on the type of assistance required may refer you to the Course Coordinator for further assistance.

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 the Student Services Officer 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

Newly commencing students are required to attend an Orientation Program before the start of their first term of study. The Orientation Program provides information and resources about:

- Contact information for academic, administrative, and support staff; course and subject information; academic year calendars; links to the Digital Library and related services; information about online study; and User Guides for working in Canvas.
- Support services available to assist students in general and overseas students studying in Australia particularly 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.
- Information related to employment rights and conditions, the resolution of workplace issues, and relevant contact and support information such as the Fair Work Ombudsman.

The information provided during Orientation is also available via the *Student Hub* in the Canvas LMS at any time. Students are encouraged to read and regularly access the *Student Hub* to make the most of the resources and study support information available there throughout the duration of their studies. The *Student Hub* contains current HELI news and announcements and quick access to academic policies; details about assessment preparation and submission; APA referencing guides; grading guides; and information about academic progression and learning support resources and services.

2.2.8 Support for students studying online

The Course Coordinator in concert with the Subject Educator monitor 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) initial contact is made by the Subject Educator and if further follow up is required, the Course Coordinator or the Student Services Officer may contact you to determine if there are any issues affecting your studies. Where issues are identified the Subject Educator or other support staff can provide any of the support services outlined in this policy.

2.2.9 Support for on-campus international students

HELI has dedicated support in place for international students who study on-campus. Support Staff are available to help you access the services and resources outlined in this policy framework.

In addition to these services, the Student Services Officer acts as a primary point of contact for international students and can provide information about the local community relating to cultural diversity; offer advice relating to English and academic support services; tutoring support; study skills centres; counselling and mental health support; careers information; housing and tenancy services; financial support services; and health and disability services.

The Student Services 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

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 using survey instruments informs the Institute when reviewing the adequacy of its support services through the following process:

- 3.1.1 A survey of students is conducted for selected subjects during each term that includes a question on the quality of the Institute's support services and your suggestions for improvements if required .
- 3.1.2 The Quality Manager reviews the surveys, analyses the feedback, and summarises any issues raised.
- 3.1.3 The Quality Manager liaises with the Student Services Officer to discuss any issues raised and to formulate possible strategies for improvement.
- 3.1.4 Areas for improvement are monitored by the Dean and Course Coordinator 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

- The *Student Hub* in the Canvas LMS
- QAF095 Student Progression and Exclusion Policy and Procedure
- QAF180 Sexual Assault and Sexual Harassment Policy and Procedure

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
3.3	Dean	2 December 2021	Minor updates to Canvas LMS resources (<i>Student Hub</i>) and referral information

Document owner: Dean