



Student Support Framework

(Revised June 2020)

STUDENT SUPPORT FRAMEWORK

1. Overview

The Institute of International Studies (“the Institute”) is responsible for 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 Nominated Student Services Officer

While all staff employed by the Institute has the responsibility to provide support to students, the Institute shall nominate a dedicated Student Services Officer who will be available to all students, on an appointment basis, during the Institute’s hours of operation.

Students may access the Student Services Officer directly or via the Administration desk and an appointment will be organised as soon as practical.

Details of the current Student Services Officer and how to contact them will be posted on Student Noticeboards and on the Student Intranet.

As part of their responsibilities, the Student Services Officer ensures up-to-date information is available for student support services and that any contacts provided are current. This information is provided to students as part of the student orientation programme outlined below.

2.2 Student Support Services

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

2.2.1 *Academic issues*

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified¹.

A student is able to access the Student Services Officer to discuss any academic, attendance, or other related issues at any time. The Student Services Officer will be able to provide advice and guidance, or referral, where required.

2.2.2 *Personal/social issues*

There are many issues that may affect a student's social or personal life and students have access to the Student Services Officer during the Institute's hours of operation to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Services Officer feels further support may be required, a referral to the Institute's counselling service will be organised.

2.2.3 *Support services*

The Student Services Officer is able to assist in times of stress or pressure during the course. Students may make an appointment at any time to see a member of the Institute's staff for advice relating to study, such as:

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

If the need arises to seek additional support or counselling services beyond the Institute, the Student Services Officer will maintain and provide a list of the contact details of the appropriate external support services. TIIS will employ a student counsellor for matters requiring specific professional support on a fee for service basis.

2.2.4 *Accommodation (International Students)*

While the Institute does not offer accommodation services or take any responsibility for accommodation arrangements, the Institute is able to refer students to appropriate accommodation services. The Student Services Officers staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All international students are encouraged to have accommodation organised prior to arrival in Australia but, if not, the Student Services Officer can refer students to appropriate accommodation services.

¹ As per sections 3 and 4 of the Student Progression and Exclusion Policy and Procedure

2.2.5 *Special Needs*

A student is requested to advise their lecturer of any disabilities that may affect their learning, e.g. difficulty in hearing. The Student Services Officer is available to provide advice to students and to consult with the Course Coordinator or Academic Director when necessary.

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 nature of condition, duration;
- Single parent: evidence by way of statutory declaration and supporting government documentation.

An international student who is an applicant under this category must still meet the requirements of the relevant regulations affecting student visas in these circumstances.

2.2.7 *Student Orientation*

All students are encouraged to attend an orientation day at the beginning of their studies with the Institute. For international students, attendance at orientation is compulsory. Orientation day is managed by the Student Services Officer and will include:

- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- Information about policies and procedures generally, grievance procedures specifically and how to access the services of the Student Services Officer.

3. Review and improvement

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

3.1 Stakeholder Feedback

Regular stakeholder feedback through the use of survey instruments will inform the Institute when reviewing the adequacy of its support services through the following process²:

² Refer also section 6.1 of the *Quality Assurance Framework – Stakeholder Feedback*

- 3.1.1 A survey of students is conducted for selected units of study during each study period that will include a section on the quality of the Institute's support services soliciting suggestions on any improvements which might be made to improve the student experience.
- 3.1.2 The Academic Director will review the surveys, analyse the feedback and summarise any issues raised in regard to support services.
- 3.1.3 The Academic Director will meet formally and informally with the Student Services Officer to discuss any issues raised and to formulate possible strategies for improvement.
- 3.1.4 The Student Services Officer will recommend any improvements to support services to the Executive Management Committee for action.
- 3.1.5 All improvements that have been recommended by the Student Services Officer to the Executive Management Committee for action will be allocated to a responsible person for completion within an agreed timeframe.
- 3.1.6 Outstanding actions will be monitored by the Executive Management Committee until evidence of completion.
- 3.1.7 Where amounts not allocated in the budget are required for the improvement of support services, the Institute's Chief Executive Officer will include it in their report to the Board of Directors in conjunction with a request for additional funding.

3.2 Ongoing Review

The Executive Management Committee will 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 will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Executive Management Committee.
- 3.2.2 Where improvements to the Institute's support services need to be addressed, any actions required will be decided upon by the Executive Management Committee and will be allocated to a responsible person for completion within the agreed timeframe.
- 3.2.3 Outstanding actions will be 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 of facilities or resources, the Institute's Chief Executive Officer will include it in their report to the Board of Directors in conjunction with a request for additional funding.

Version history:

Version	Approved by	Approval Date	Details
1.0	Executive Management Committee	13 April 2016	Document creation – Final Draft
1.1	Executive Management Committee	15 June 2017	
1.2	Executive Management Committee	7 July 2020	Minor changes

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