



Policy and Procedures –
Student Support

APPROVED

THE INSTITUTE OF INTERNATIONAL STUDIES



1. Overview

The Institute of International Studies (“TIIS”) is responsible for ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals. All staff members are required to understand their responsibilities in providing students with support and, where necessary, to refer to others for appropriate advice.

2. Support Mechanisms

2.1 Nominated Student Support Officer

While all TIIS staff members have the responsibility to provide support to students, a dedicated Student Support Officer is available to all students, on an appointment basis, during TIIS’s hours of operation.

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

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

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

2.2 Student Support Services

The following support services are available and accessible to all TIIS students. TIIS will provide students with contact details of professionals to refer matters to that require further follow-up action. Any referrals made by TIIS are at no cost to the student, but where an external service is used, fees and charges may apply to the student.

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 can seek 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 are monitored, with guidance and support provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified¹.

¹ See Sections 3 and 4 of *Policy and Procedures – Student Progression and Exclusion*

A student can contact the Student Support Officer to discuss any academic, attendance, or other related issues at any time. The Student Support Officer is 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. Students can access the Student Support Officer during TIIS's hours of operation to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Support Officer feels further support may be required, a referral to a counselling service will be organised. TIIS has engaged a counselling service for students with the fees to be equally shared by TIIS and the students.

2.2.3 Support Services

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

- a. time management issues.
- b. setting and achieving learning goals.
- c. motivation.
- d. ways of learning.
- e. managing assessment tasks.
- f. self-care.

The Student Support Officer maintains a contact list of appropriate external support services in case additional support or counselling services beyond TIIS is needed. TIIS engages a student counsellor for matters requiring specific professional support on a fee-for-service basis.

2.2.4 Accommodation (International Students)

While TIIS does not offer accommodation services or take any responsibility for accommodation arrangements, TIIS is able to refer students to appropriate accommodation services. The Student Support Officer is 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 Support Officer can refer students to appropriate accommodation services.

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 Support Officer is available to provide advice to students and to consult with the Program Coordinator or Dean 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 Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- a. financial hardship: government benefit statements, pay slips or bank statements which indicate financial status.
- b. medical grounds: medical certificates stating nature of condition, duration.
- c. 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 TIIS. For international students, attendance at orientation is compulsory. Orientation day, managed by the Student Support Officer, will include:

- a. a tour of TIIS identifying front desk, classrooms, Learning Centre, Computer Lab, Student Lounge, and other relevant areas such as toilets, fire exits, and restricted areas.
- b. information about policies and procedures generally, and how to access student support services.

2.2.8 English Language Support

TIIS will allocate a qualified ELICOS Trainer to attend 1-hour English support lesson to TIIS Students on demand basis. And TIIS will provide a list of students in need of English language support with the details such as duration (in weeks).

Pollard English will enrol the students in its relevant English for Academic Purpose Program for at least 2 hours a week during the nominated duration by TIIS in line within its relevant policies.

3. Review and improvement

In order to ensure that TIIS has support services for students that are appropriate in scope and quality for the capacity of TIIS and mode of delivery of its courses, the Executive Management Committee will conduct regular review and seek feedback from various stakeholders to monitor the efficacy of student support services.

3.1 Stakeholder Feedback

TIIS will conduct regular surveys (see *Standard Form – Survey of Quality of Facilities, Resources and Support Services*) to collect stakeholder feedback²:

- a. Surveys of students are conducted for selected units of study during each trimester that will include a section on the quality of TIIS's support services soliciting suggestions for improvements.

² See Section 6.1 of *Policy and Procedures – Quality Assurance*

- b. The Dean will review the surveys, analyse the feedback and summarise any issues raised in regard to support services.
- c. The Dean will meet formally and informally with the Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.
- d. The Student Support Officer will recommend any improvements to support services to the Executive Management Committee for action.
- e. All improvements that have been recommended by the Student Support Officer to the Executive Management Committee for action will be allocated to a responsible person for completion within an agreed timeframe.
- f. Outstanding actions will be monitored by the Executive Management Committee until evidence of completion.

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:

- a. 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.
- b. Where improvements to the TIIS'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.
- c. Outstanding actions will be monitored by the Executive Management Committee until evidence of completion.
- d. Where unbudgeted amounts are required for the improvement of support services, TIIS's Chief Executive Officer will request for additional funding from the Board of Directors.

4. Version History

Version	Approved by	Approval date	Details
1.0	Executive Management Committee	13 April 2016	
1.1	Executive Management Committee	15 June 2017	Minor changes
1.2	Executive Management Committee	7 July 2020	Minor changes
1.3	Executive Management Committee	14 October 2020	Minor changes

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