

Student Support Policy

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI students, IGI staff		
Related Documents	Academic Progression Policy Academic Progression Procedure Access and Inclusion Policy Diversity, Equity and Inclusion Policy English Language Proficiency Policy Privacy Policy Student Support Procedure		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

The Student Support Policy ('policy') provides a clear statement on IGI's commitment to its students' learning needs and overall wellbeing. It specifies its intention to provide students with a range of learning and wellbeing support and services in all aspects of student life. This policy should be read in conjunction with the Student Support Procedure.

2. Definitions

Definitions	
Course	Means a collection of academic subjects or units, which may or may not lead to a certificate, diploma, or degree award.
Disability	Disability is defined under the Disability Discrimination Act 1992 as any physical, sensory, neurological, intellectual, psychiatric, or learning disability in relation to a person and includes: <ol style="list-style-type: none"> total or partial loss of the person's bodily or mental functions; or total or partial loss of a part of the body; or the presence in the body of organisms causing disease or illness; or the presence in the body of organisms capable of causing disease or illness; or the malfunction, malformation, or disfigurement of a part of the person's body; or a disorder, illness, or disease that affects a person's thought processes, perception of reality, emotions, or judgment or that results in disturbed behaviour. And includes a Disability that: <ul style="list-style-type: none"> presently exists; or previously existed but no longer exists; or may exist in the future (including because of a genetic predisposition to that disability).

Definitions	
Domestic student	Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).
International student (Overseas student)	A student who may hold a student visa is protected by the Education Services for Overseas Students Act 2000.

3. Scope

This policy applies to all students and staff.

4. Policy statement

- 4.1. IGI is committed to supporting students achieve their personal and educational endeavours and providing a supportive learning environment that is responsive to individual student needs. This policy provides a statement on the learning support and wellbeing services at the IGI in order for them to:
- fulfil their academic and personal potential;
 - enhance the student experience;
 - ensure overall wellbeing;
 - foster an environment which is conducive to study; and
 - helps identify students at risk.

5. Principles

- 5.1 IGI supports the learning needs and health and wellbeing of its student body through a range of educational support and wellness initiatives. The nature and extent of support services available to students are informed by the needs of student cohorts, including mental health, disability and wellbeing needs.
- 5.2 Students have access to learning support services that are consistent with the requirements of their course and mode of study, and with the learning needs of student cohorts.
- 5.3 Students are encouraged to seek support from internal and external support services as needed.
- 5.4 Support is available on all aspects of student life, equitable, consistent and timely. Information on the types of support available is widely published and easy to access.
- 5.5 IGI has strategies in place to identify students who need additional support to achieve their personal and educational potential.
- 5.6 IGI recognises in some instances students may require support from external professional services as there are limits to the extent of support it can offer. Information provided on these services is relevant, current and comprehensive.
- 5.7 Staff members are provided with adequate training to ensure their knowledge is relevant and current to enable them to advise students correctly.
- 5.8 A student's privacy is paramount and personal information is handled confidentially in accordance with the Privacy Policy. Information is disclosed only if there are reasonable grounds for concern about the health and safety of the student or others, or there is a legal requirement to do so.

6. Roles and responsibilities

- 6.1 The General Manager IGI is the owner of this policy and is responsible for reporting annually to the Governing Board.
- 6.2 The Learning, Teaching and Student Outcomes Committee monitors educational support matters and makes recommendations for improvement.

6.3 The Executive Management Team monitors support services relating to non-academic matters and make recommendations for improvement.

7. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act 2003
- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- TEQSA Guidance Note: Wellbeing and Safety

8. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All