

Student Support Procedure

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 Policy		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

The Student Support Procedure gives effect to the Student Support Policy so that learning and wellbeing support services are defined, available to all students on all aspects of student life in an equitable, consistent and timely manner.

2. Definitions

Definitions	
Academic intervention	Additional targeted support strategies (such as additional resources, one-to-one tutorials, English language, and wellbeing support) are implemented when students are not making satisfactory course progress.
Academic progression	The measure of a student's advancement toward the completion of a course
Course	Means a collection of academic subjects or units, which may or may not lead to a certificate, diploma, or degree award.
Disability	<p>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:</p> <ul style="list-style-type: none"> a. total or partial loss of the person's bodily or mental functions; or b. total or partial loss of a part of the body; or the presence in the body of organisms causing disease or illness; or c. the presence in the body of organisms capable of causing disease or illness; or d. the malfunction, malformation, or disfigurement of a part of the person's body; or e. a disorder, illness, or disease that affects a person's thought processes, perception of reality, emotions, or judgment or that results in disturbed behaviour. <p>And includes a Disability that:</p>

Definitions	
	<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).
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 procedure applies to all students, and staff who provide student support and wellbeing resources and services.

4. Procedure

- 4.1 Teaching and student services staff closely monitor students on a regular basis to identify students in difficulty or for any support needs they may have. Students who fail to attend class or fail to submit set assignments are contacted by the lecturers and/or Course Coordinator, who may identify that the student has learning support needs.
- 4.2 Students who acknowledge that they may need extra support are encouraged to refer themselves to the relevant academic staff, Student Services, or/and Student Wellbeing Coordinator.
- 4.3 Learning support needs may arise due to a range of matters including but not limited to:
 - English language;
 - understanding the requirements of the course;
 - study techniques;
 - time management and organisation skills; and
 - IT skills.
- 4.4 Students who have been identified at risk of failing to make satisfactory academic progress are dealt with under the Academic Progression Policy.

Student access to academic support

- 4.5 Lecturers and Course Coordinators are available for consultation with students at certain times during the study period either in person, by video conferencing or telephone. Academic staff determine consultation times by taking student timetabling commitments into account e.g. varying consultation times across days and times of the week. Days/times are communicated to students at the start of each study period.
- 4.6 Students are encouraged to make an appointment in advance specifying the nature of the consultation.
- 4.7 For support needs that arise outside consultation times, students may email teaching staff with their query. A response can be expected within two working days.
- 4.8 Academic intervention support is provided as a result of failing to maintain satisfactory progress. Intervention strategies are outlined in accordance with the Academic Progression Policy.
- 4.9 Additional academic support that is not ordinarily provided by lecturers or Course Coordinators is available with the Dean by appointment.
- 4.10 Staff members are mindful of their own personal and professional limitations. Staff may consult with the Student Wellbeing Coordinator for advice about the appropriate management of any student.

Student access to general support

- 4.11 Students can access general support and advice from the Student Services team in person and via email. General enquiries should be referred here in the first instance.
- 4.12 Advice is available on a range of matters including (but not limited to):
- application, credit for prior learning and enrolment procedures;
 - deferral, leave of absence, withdrawal and cancellation procedures;
 - course transfers;
 - subject / course availability and descriptions;
 - graduation;
 - financial support;
 - information on how to access wellbeing support through the Student Wellbeing Coordinator;
 - tuition fees;
 - disability support;
 - Aboriginal and Torres Strait Islander support.

Student access to wellbeing support

- 4.13 IGI's Student Wellbeing Coordinator is available for advice and/or referral to support services regarding any aspect of a student's physical and emotional wellbeing. Students are encouraged to contact the Student Wellbeing Coordinator in person or by email.
- 4.14 In some instances, the Student Wellbeing Coordinator may refer students to an external provider, taking into account the needs and best interests of the student, the boundaries of the Student Wellbeing Coordinator's expertise to deal with the specialised matters and any relevant accountability and liability issues (e.g. awareness of possible legal consequences which may arise from the information, advice and counselling that is, or is not, provided).
- 4.15 IGI staff may refer students to other external professional services (e.g. emergency services, health services, legal advice, etc), as applicable.
- 4.16 The Student Wellbeing Coordinator is a trained first responder for victims of sexual assault and sexual harassment and can provide safe and confidential advice for any student who wishes to disclose or formally report an incident, or is seeking counselling support.
- 4.17 Resources on external providers such as Headspace, Black Dog Institute, NSW mental health services are available for students. Further information is available on IGI's website or from the Student Wellbeing Coordinator.

Other learning support and resources

- 4.18 Workshops are regularly held, and resources readily available on, topics such as:
- academic integrity and avoiding plagiarism;
 - essay writing;
 - report writing;
 - oral presentations;
 - referencing;
 - assessment tips;
 - learning resources information sessions.
- 4.19 Support staff are available during campus opening hours to offer individual advice and assistance, and to assist students with the technology available to them and with connectivity issues related to their course.

Support for students with a disability

- 4.20 IGI is committed to providing a supportive environment for students with a disability. Provision for disability support is provided in the Access and Inclusion Policy.

Privacy and record keeping

- 4.22 Student 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.
- 4.23 IGI keeps appropriate and confidential records of student support matters on the student's electronic file.

Complaints

- 4.24 A student who is dissatisfied with any aspect of support provided by IGI may lodge a complaint in accordance with the Complaints and Appeals Policy.

5. Roles and responsibilities

- 5.1 The Dean is responsible for overseeing academic support matters, reporting trends and making recommendations for improvement to the Learning, Teaching and Student Outcomes Committee.
- 5.2 The Student Wellbeing Coordinator is responsible for supporting and monitoring students with personal wellbeing matters, reporting trends and making recommendations for improvement to the Executive Management Team.
- 5.3 Academic staff are responsible for monitoring students closely and identifying students in difficulty.
- 5.4 The student is responsible for seeking support services at any time in the student lifecycle when required.
- 5.5 IGI is responsible for:
 - ensuring the policy and procedure are easily accessible and publicly available;
 - ensuring procedures are transparent, equitable and free of cost; and
 - providing timely responses and support to students.

6. 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

7. 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