

# Student Support and Welfare Procedure

## 1. Purpose and Scope

- 1.1 The Student Support and Welfare Procedure gives effect to the Student Support and Welfare 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.
- 1.2 This procedure applies to all students, and staff who provide student support and wellbeing resources and services.

## 2. Definition

Refer to *Glossary of Terms*.

## 3. Procedure

- 3.1 Orientation sessions, LMS, AIAT website and student handbook will provide detail in regard to support and resources for students.
- 3.2 Transition to Study
  - 3.2.1 An orientation program will be provided for students to complete and will be available throughout their studies.
  - 3.2.2 The program is designed to prepare students for study and to familiarise them with necessary academic skills and AIAT processes for the course.
  - 3.2.3 The module will be updated regularly to ensure appropriate information is provided and as part of continuous improvement processes.
  - 3.2.4 Ongoing resources will be proactively provided to students during their course.

### Identification of students in need

- 3.3 Academic and non-academic staff closely monitor students on a regular basis to identify students in difficulty or assess 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 Director, who may identify that the student has learning support needs and direct them to support services. Refer to the Academic Progression Procedure.
- 3.4 Students who acknowledge that they may need extra support, or self-identify as needing extra support, are encouraged to refer themselves to the relevant academic staff, learning support staff or the Counsellor. Learning support needs may arise due to a range of matters including but not limited to:
  - 3.4.1 English language;
  - 3.4.2 understanding the requirements of the course;
  - 3.4.3 study techniques;
  - 3.4.4 group work;
  - 3.4.5 time management and organisation skills;

- 3.4.6 IT skills; and
- 3.4.7 orientation to Australian culture.

3.5 Students who have been identified as at risk of failing to make satisfactory academic progress are supported under the Academic Progression Policy.

#### **Student access to academic support**

- 3.6 Lecturers, Subject Coordinators and Course Directors are available for consultation with students at regular times during the study period either in person, by video conferencing, email 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 negotiated by teaching staff with Head of Institute and communicated to students by Student Services Office at the start of each study period and in the Subject Guide.
- 3.7 Students are encouraged to make an appointment in advance specifying the nature of the consultation.
- 3.8 For academic support needs that arise outside consultation times, students may email teaching staff with their query. A response can be expected within two South Australian working days.
- 3.9 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.
- 3.10 Additional academic support that is not ordinarily provided by lecturers, Subject Coordinators and Course Directors is available from the Director, Learning and Teaching by appointment, and Learning Support staff.
- 3.11 Staff members are mindful of their own personal and professional limitations. Staff may consult with the Counsellor for advice about the appropriate management of any student.

#### **Student access to general support**

- 3.12 Students can access general support and advice from the Student Services Office in person and via email. General enquiries should be referred here in the first instance.
- 3.13 Advice is available on a range of matters including (but not limited to):
  - application, recognised prior learning and enrolment procedures;
  - deferral, leave of absence, withdrawal and cancellation procedures;
  - subject/course availability and descriptions;
  - graduation;
  - financial support;
  - information on how to access impartial/confidential advice/counselling through the Counsellor;
  - tuition fees;

- disability support;
- access to medical professionals;
- accommodation support;
- support groups available for equity groups including LGBTIQ+;
- adjusting to Australian cultural practices and norms;
- Aboriginal and Torres Strait Islander support.

### **Student access to wellbeing support**

- 3.14 AIAT's external Counsellor is available for confidential advice and/or counselling to support any aspect of a student's physical and emotional wellbeing. AIAT will support a limited number of free counselling sessions with the external Counsellor. Students are encouraged to contact the Counsellor by email to book an appointment for a private consultation. An appointment can be expected within three working days.
- 3.15 Counselling and support services are free of charge to students. In referring students to an external Counsellor, AIAT staff take into account the needs and best interests of the student, the boundaries of the Counsellor'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).
- 3.16 In addition to external counselling, AIAT staff may refer students to other external professional services (e.g. emergency services, health services, legal advice, etc).
- 3.17 AIAT will provide guidance on accommodation options and for securing accommodation.
- 3.18 The Counselling Service is able to provide trained first responders for survivors 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.
- 3.19 Resources on external providers such as Headspace, Black Dog Institute, SA mental health services are available for students. Further information is available on AIAT's website or from the Counsellor.

### **Other learning support and resources**

- 3.20 Workshops are regularly held, and resources readily available on, topics such as:
- academic integrity and avoiding plagiarism;
  - report writing;
  - learning strategies and styles;
  - general study skills in critical reading;
  - oral presentations;
  - APA referencing;
  - assessment tips;
  - library information sessions (including electronic databases);

- time and stress management.

3.21 Staff are available during library opening hours to give individual advice and assistance.

3.22 Support staff are available to help students with information technology and with connectivity issues related to their course. Information and communications technology support is provided as per the Information and Communications Technology Policy.

### **Disability support**

3.23 AIAT is committed to providing a supportive environment for students with a disability. Provision for disability support is provided in the Supporting Students with a Disability Procedure.

### **Privacy and record keeping**

3.24 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.

3.25 AIAT keeps appropriate and confidential records of student support matters on the student's electronic file.

### **Complaints**

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

## **4. Roles and responsibilities**

4.1 The Director, Learning and Teaching is responsible for:

- 4.1.1 overseeing academic support matters, reporting academic support trends and making recommendations for improvement to the Student Welfare and Services Committee;
- 4.1.2 reporting non-academic support trends and making recommendations for improvement to the Executive Management Group.

4.2 The Executive Management Group

- 4.2.1 monitors support services relating to non academic matters; and
- 4.2.2 makes recommendations for improvement to the Board of Directors.

4.3 Academic and non-academic staff are responsible for:

- 4.3.1 supporting and monitoring students with personal wellbeing matters
- 4.3.2 monitoring students closely and identifying students in difficulty.

4.4 Students are responsible for identifying additional support requirements and engaging with appropriate support services.

## **5. Procedure Details**

Institution	Australian Institute of Advance Technologies (AIAT)
Procedure name	Student Support and Welfare Procedure
Procedure Reference No.	PROC – 33
Procedure Approval	Board of Directors in consultation with Academic Board regarding academic matters
Procedure Authority	Executive Management Group
Responsible Officer	Head of Institute
Governance Reference Threshold Standards	HESF 2021: 1.3.2c, 2.3, 3.2.5, 3.3, 7.2.2e
Related Documents	Academic Progression Policy Academic Progression Procedure Discrimination, Bullying and Harassment Prevention Policy Information and Communications Technology Policy Privacy Policy Responding to Sexual Assault Policy Responding to Sexual Assault Procedure Student Complaints and Appeals Policy Supporting Students with a Disability Procedure
Related Legislation	Higher Education Standards Framework (Threshold Standards) 2021 (HESF) National Code of Practice for Providers of Education and Training to Overseas Students 2018
References	AIAT has referred and benchmarked with the following institutions and policies during the creation of this policy: Australian Institute of Business (2019) Student Support Procedure Curtin College (2014) Student Welfare, Counselling & Support Policy IJET (2020) Student Support Procedure
Date of approval	31 March 2022
Review date	December 2024
Policy Category	Academic

## 6. Document Version Control

Document No	PROC – 33	Last Modify Date	Summary of Changes
Version No	1.0	NA	Initial version approved by Board of Directors
	1.01	31/3/2022	Modifying to match Governance Charter; removing legislation; modify policy number
	1.02	14/1/2023	TEQSA REQ06635 – 3.6 added contact hours available in Subject Guide.

Created Date	Feb 2022		
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