



STUDENT SUPPORT FRAMEWORK

1. Overview

- 1.1. Kingsford Institute of Higher Education (“KIHE” or “the Institute”) is responsible for the provision of appropriate student support services to assist all students (including students with special needs and students from diverse backgrounds) in completing their studies and reaching their academic goals.
- 1.2. To ensure that students are made aware of the support available, all staff in the Institute are required to understand their responsibilities in supporting students and, where necessary, refer to others for appropriate advice.
- 1.3. The Institute will specifically support the participation and successful completion of courses by Aboriginal and Torres Strait Islander peoples.

2. Support mechanisms

2.1. Nominated Student Support Officer

- 2.1.1. While all staff employed by the Institute are responsible for supporting students, the Institute shall nominate a dedicated Student Support Officer who will be available to all students by appointment, phone or email during the Institute’s hours of operation.
- 2.1.2. Students may directly access the Student Support Officer or schedule an appointment through the Administration desk at their earliest convenience.
- 2.1.3. The Institute posts the contact details of the current Student Support Officer on Student Noticeboards and the Student Intranet.
- 2.1.4. As part of their responsibilities, the Student Support Officer ensures up-to-date information is available for student support services and that any referral contacts provided are current. The Institute provides this information to students during the student orientation programme outlined below.
- 2.1.5. Student Support Officers must be competent to implement various support strategies for all students, being mindful of the needs of different cultures, languages, genders, sexual orientations, ages, abilities, and religious backgrounds. Support services must also reflect and value Aboriginal and Torres Strait Islander people, languages, knowledge and cultures to increase overall participation and achievement levels.

2.2. Student support services

- 2.2.1. The following support services are available and accessible for all students studying at the Institute. The Institute will provide students with contact details to refer to matters requiring further follow-up with relevant professionals. The Institute makes any referrals at no cost to the student. However, fees and charges may apply where the student uses an external service, which the student should clarify before using such services outside of the Institute.



2.2.2. Academic issues

- 2.2.2.1. 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 gain advice and support to maintain appropriate academic levels and commitment to achieve satisfactory study results.
- 2.2.2.2. The Institute monitors all students' progress and attendance, providing guidance and support where unsatisfactory results or issues related to academic literacy and English language proficiency are identified¹.
- 2.2.2.3. A student can access the Student Support Officer (as noted above) to discuss any academic, attendance, or other related issues at any time. The Student Support Officer can provide advice, guidance, or referral.

2.2.3. Study assistance

- 2.2.3.1. The Student Support Officer can assist in times of stress or pressure during the course. Students may contact the Student Support Officer at any time 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.
- 2.2.3.2. If the need arises to seek additional counselling services, the Student Support Officer will maintain a list of the contact details of appropriate external support services.

2.2.4. Personal and social issues

Many issues may affect a student's social or personal life. Students can access the Student Support Officer during the Institute's normal hours of operation to gain advice and guidance on personal and social issues that may adversely impact their academic performance. Where the Student Support Officer feels further support may be required, they will organise a referral to an appropriate support service.

2.2.5. Accommodation (for international students)

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

¹ As per section 3 & 4 of the *Student Progression and Exclusion Policy and Procedure*



2.2.6. Special needs assistance

Students must advise their teacher of special needs that may affect their learning. The Student Support Officer can advise students and consult with the Course Coordinator when necessary.

2.2.7. Hardship

2.2.7.1. The academic requirements of study may present some students with hardship due to economic, social or other difficulties. Where genuine hardship exists, students may apply to the Course Coordinator seeking permission to review their academic workload or other related matters.

2.2.7.2. Students are required to apply in writing to the Course Coordinator 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 the nature of the condition and duration;
- c. Single parent: evidence by way of statutory declaration and supporting government documentation.

2.2.7.3. The Course Coordinator will consult with the Student Support Officer to determine the reduced study load.

2.2.7.4. 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.

2.2.8. 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 mandatory. The Student Support Officer manages orientation day and will include the following:

- a. Information about the course of study, academic calendars, and learning resources, including details of expectations and commitments.
- b. A tour of the Institute identifying classrooms, library, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- c. Information about policies and procedures, academic integrity, and specific grievance procedures.
- d. How to access the student support services.

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 the mode of delivery of its courses, the Executive Management Committee oversees and regularly reviews feedback from relevant 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 guide the Institute when reviewing the adequacy of its support services through the following process²:

- a. Surveys of students will include a section on the quality of the Institute's support services soliciting suggestions on any improvements that might be made to improve the student experience.
- b. The Dean will review the surveys, analyse the feedback and summarise any issues raised regarding support services.
- c. The Dean will meet with the Student Support Officer to discuss any issues raised and formulate possible improvement strategies.
- d. The Student Support Officer will recommend any improvements to support services via the Dean to the Executive Management Committee for action.
- e. All improvements recommended by the Student Support Officer via the Dean to the Executive Management Committee for action will be allocated to a responsible person for completion within an agreed timeframe.
- f. The Executive Management Committee will monitor outstanding actions until evidence of completion.
- g. Where amounts not allocated in the budget are required to improve student 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

Individual members of the Executive Management Committee will continuously review the efficacy of support services in their areas of responsibility through the following process:

- a. Members of the Executive Management Committee will report at each meeting on any issues related to support services that have arisen since the previous meeting. This is a standing item on the agenda for meetings of the Executive Management Committee.
- b. Where improvements to the Institute's support services need addressing, the Executive Management Committee will decide upon any required actions. It will be allocated to a responsible person for completion within the agreed timeframe.
- c. The Executive Management Committee will monitor outstanding actions until evidence of completion.
- d. Where amounts not allocated in the budget are required to improve resources or infrastructure, 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.

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



KIHE

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of Higher Education

4. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	27 July 2023	Document creation and initial approval

Document owner: Registrar