

Student Support Framework

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Purpose

This Framework specifies the range of student support available during a student's enrolment at Australia Institute of Future Education (**AIFE**).

Scope

This Framework applies to:

- all students at AIFE, and
- All staff involved in teaching or providing services to students.

Policy

Principle

Support services at AIFE:

- Prioritise student's personal and academic wellbeing and success
- Will be inclusive, timely and confidential
- Will reflect the needs of AIFE's student cohort
- Will be regularly reviewed to ensure support services are responsive to stakeholder feedback, student success data and external benchmarking, and
- Will continuously improve on the basis of monitoring and review.

In relation to fees for support services, unless otherwise stated, support services will be included within the course or unit fees.

Categories of Student Support Services

Orientation and Student Administration

At orientation, students will:

- Receive information about AIFE's expectations of them while they are enrolled in a course provided by AIFE
- Be introduced to a range of available academic learning and personal support services

AIFE's Administration Support Staff can:

- Advise students on matters related to their enrolment
- Make appointments on behalf of students for other support services (e.g. to see a counsellor)

Learning and Personal Support

AIFE will ensure students have opportunities to succeed by making available the following learning support:

- Academic staff will be available for consultation:
 - By appointment, on an individual basis (by phone or online) or

- At specified times during the teaching period for 2 hours per week.
- Ongoing English Language Proficiency support, including through formal workshop sessions
- Scheduled literacy and numeracy workshops, which will be notified via Cloud Campus

Personal support, such as counselling, will also be available to students when required. Personal counselling services will be provided via an appropriately qualified and experienced external provider, with each student entitled to access up to three (3) counselling sessions per unit of study. There may be a charge for personal counselling services in addition to those provided free of charge, depending on the circumstances, as assessed by AIFE. If such a cost applies, students will be advised of the cost prior to accessing further services.

Students will be advised of the counselling services available to them and how to access them via contact with AIFE's Administration Support Staff, within the Student Handbook and through student orientation processes.

Online Academic and Learning Resources

Academic and other learning support resources will be tailored to the course and unit learning outcomes and made available to students on AIFE's online platform, Cloud Campus.

Students will also have access to a physical library with their university employer.

Learning Management System

AIFE will also provide a range of information about the course, learning support workshops and learning support materials through Cloud Campus.

Monitoring

Student feedback about AIFE's support services will be collected on an annual basis to:

- Monitor whether students' needs are being addressed effectively
- Identify areas where improvements to student support services can be made.

The Academic Board will monitor the effectiveness of the AIFE's student support services through regular reports from the Learning and Teaching Committee on the progress of student cohorts, and will make recommendations to the Board of Directors on possible improvements to learning support services.

The Board of Directors receives an annual report on the adequacy of student support services that includes internal data and the results of benchmarking and will adjust AIFE's strategy and resourcing of support services as required.

Responsibilities

The Board of Directors oversees the delivery of support services to students, and ensures these services are adequate to address students' needs.

The Academic Board reviews and make recommendations to the Board of Directors on the adequacy of learning support services.

The CEO:

- Facilitates access to adequate support services
- Ensures support services reflect the needs of AIFE's student cohorts across all courses
- Ensures sufficient and competent staff are available to provide support services (academic or personal), and
- Reports to the Board of Directors on the adequacy of general and persona support services.

The Dean reports to the Learning and Teaching Committee, which then reports to the Academic Board and the Board of Directors on the performance of academic support services.

Student support services staff:

- Maintains adequate non-academic support services
- Facilitates access to these services.

Definitions

There are no definitions in this Framework.

Version history

Version #	Changes	Approval Body	Approval Date
1.0	New Policy	Board of Directors	11 July 2022

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Additional Information

Policy Status	Approved
Policy Owner	Dean
Next Review Date	3 years from Approval Date
Related Internal Documents	Student Code of Conduct Student Appeals Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2022	Standards 1.3.2, 1.3.4, 2.3.3, 3.3.4
Other legislative or regulatory instruments	No other relevant legislative or regulatory instruments