

## Student Support Framework

<b>Document Owner</b>	Executive Principal		
<b>Responsible Officer</b>	Director of Studies		
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<b>Related Documents</b>	<i>Disability Support Policy and Procedure</i> <i>Course Progress and Completion Policy and Procedure</i> <i>Critical Incident Management Procedure</i> <i>Discrimination, Bullying and Harassment Prevention Policy</i> <i>Equity and Diversity Framework</i> <i>International Student Pre-Enrolment Handbook</i> <i>Information Brochure</i> <i>Legislative and Regulatory Compliance</i> <i>Manage Education Agents</i> <i>National Code Compliance</i> <i>Orientation Day PowerPoint</i> <i>Privacy Policy</i> <i>Quality Assurance Framework</i> <i>Records Management Policy and Procedure</i> <i>Student Complaints and Appeals Policy and Procedure</i> <i>Work Health and Safety Policy and Procedure</i> <i>Workforce Plan</i>		
<b>Version</b>	<b>Authorised by</b>	<b>Approved</b>	<b>Effective Date</b>
1.0	Chief Executive Officer	18/10/2019	1/01/2020

### 1. Context

The *Student Support Framework* articulates the Australian College of Business Intelligence's (ACBI's) commitment to fostering a supportive and inclusive learning environment and to enabling students to engage with the local cultural, social, and business communities.

The *Student Support Framework* is aligned with ACBI's *Strategic Plan 2018-2022* goals, in particular its value of being student-centred in all activities. The *Framework* is designed to respond to students' needs so they can make the most of their educational experience.

The *Framework* is based on a robust understanding of students' characteristics and covers a wide breadth of support, from advice on visa requirements to health and safety, academic matters and employability. This *Framework*:

- identifies the roles, processes and resources allocated to supporting students; and
- integrates key elements for the provision of support into a timely and effective service covering all stages of the student lifecycle, from pre-enrolment to completion.

### 2. Scope

This *Framework* applies to ACBI students, staff and affiliates.

### 3. Principles

The key principles informing this *Framework* are:

- timely, effective and confidential student support services;
- a supportive environment to facilitate living and study successfully in Australia across the student lifecycle;

- student interpersonal and personal effectiveness and wellbeing; and
- a campus community where all students experience inclusion and develop intercultural competence.

#### 4. Key Roles

ACBI's *Student Support Framework* relies primarily on the quality of the advice provided by its staff. ACBI staff have clear responsibilities for supporting students and are trained to be responsive to students' needs.

Role	Description	Contact
<b>Student Services</b>	<p>Student Services is the first point of contact if students are unsure about any aspect of their experience at ACBI and is the official point of contact for overseas students.</p> <p>Queries should be directed to the Student Services in the first instance, including on any matter relating to campus facilities, accommodation, health information, employment, medical services, financial assistance, sport and fitness, or personal safety. For matters requiring specialised assistance or advice, Student Services will refer students to the appropriate ACBI staff, or internal or external service.</p> <p>Student Services staff are trained to provide adequate advice and understand the specific needs of overseas students, students with a disability or impairment, and Aboriginal and Torres Strait Islanders people.</p> <p>The Student Services representative is located at the reception. Student Services may be contacted face-to-face, by phone or via email.</p>	Christian Valle
<b>Counselling Services</b>	<p>Students may obtain referrals to counselling services throughout their enrolment at ACBI.</p> <p>Counselling services are provided by independent professionals. While ACBI staff may advise students to seek counselling, referrals are arranged by Academic Support Officer exclusively.</p>	Deirdre Dsouza
<b>Academic Support Officer</b>	The Academic Support Officer provides support to students on all matters relating to their study, including Learning, Literacy and Numeracy Support.	Shrdha Chawla
<b>Admissions Officer</b>	The Admissions Officer advises prospective students on the admission and enrolment process.	Fabio Paim
<b>Trainers and Assessors</b>	Lecturers advise on students' progress within a unit, strategies for success, and unit details and requirements, including assessments.	As per term timetable.

<b>Head Trainer</b>	The Head Trainer advises on students' overall progress and overcoming academic challenges and issues, course details and opportunities.	Carmelo Nigro
<b>Executive Principal</b>	The Executive Principal is responsible for cohort-wide communications.	Fabio Mejia
<b>Management Team</b>	The Management Team, comprising the Chief Executive Officer, General Manager, Executive Principal, Director of Studies, and Head of Finance, is responsible for ensuring a rewarding educational experience for all ACBI students. In managing academic and corporate operations and providing adequate support structures, the Management Team aims to continuously improve students' experience. The Management Team may also be involved in supporting students by making decisions under ACBI policies on disability, complaints and appeals, enrolment, progression, and discrimination prevention.	Xiang Luo Laura Mao Fabio Mejia Deirdre Dsouza Jim Lau

## 5. Student Lifecycle

ACBI has integrated student support roles and resources in all key stages of the student's lifecycle: Recruitment and Admission (section 5.1), Orientation (section 5.2), Learning (section 5.3), Wellbeing, (section 5.4), Engagement (section 5.5), Progression (section 5.6), and Completion and Graduation (section 5.7).

Pre-enrolment	Enrolment	Study at ACBI				Graduation and beyond
Recruitment and Admission	Orientation	Learning	Wellbeing	Community Engagement	Progression	Completion and Graduation

Special emphasis is also given to processes supporting a student's transition between stages, i.e. from pre-enrolment to enrolment, enrolment to studying, and studying to completion.

Appendix 1 provides a detailed visualisation of support provided across the Student Lifecycle.

### 5.1. Recruitment and Admission

Prospective students must receive the appropriate information and advice to make an informed choice as to studying at ACBI. Prospective students are guided and supported through the processes of deciding on studying at ACBI by the Admissions Officer. Easily accessible marketing material on the ACBI website articulates course details and requirements as well as details regarding living in Australia and studying at ACBI.

Overseas students may seek the services of quality education agents who are committed to positive academic outcomes for students. ACBI has arrangements in place to ensure education agents act in the prospective student's best interest.

Student Services are available to answer commencing students' questions on how best to prepare for the first weeks of the course. For example, overseas students may want to seek Student Services' assistance to plan for their arrival, settling in, and first campus visit.

Refer to the following for more information:

- [2019 International Student Pre-Enrolment Handbook](#)

- [Manage Education Agents](#)

## 5.2. Orientation

### Orientation Program

Orientation is the primary source of information for commencing students. Orientation Day is the first opportunity to meet ACBI's key staff and ask any questions they may have about their time as an ACBI student. The Orientation Program focuses on the transition to life in Australia, how to maintain wellbeing and safety, strategies for success in study, and developing social connections.

Students are encouraged to attend Orientation Day and, if unable to do so, will be provided with the Orientation documentation and referred to Student Services for any questions.

Refer to the following for more information:

- [Orientation Day Powerpoint](#)

### Learning Management System

Over the first weeks of course delivery, students will become familiarised with the Learning Management System (LMS). Trainers will introduce students to the use of the LMS for the unit. In addition to support documentation, the Learning Support Officer is available for general assistance on the use of the Portal.

Refer to the following for more information:

- [2019 International Student Pre-Enrolment Handbook](#)

## 5.3. Learning

ACBI's approach to learning and teaching is student-centred and aims to provide students with an enriched learning experience throughout their enrolment.

Refer to the following for more information on ACBI's teaching and learning approach:

Strategic Plan

- [Our Vision](#)
- [Information Brochure](#)

Enrolled students will have a variety of learning needs which will require ACBI's assistance over the course of their study. ACBI has developed a framework for understanding, supporting and promoting student equity and diversity in learning and teaching.

Refer to the following for more information:

- [Equity and Diversity Framework](#)

### Learning support

The Academic Support Officer provides Learning, Literacy and Numeracy (LLN) support and is available to advise on, and provide support with, improving study skills, time-management, writing, preparing for a presentation.

The Academic Support Officer also provides English literacy mentoring and tutoring. This support will be offered to individuals and groups on a case-by-case basis as requested by students and staff, and through scheduled sessions and workshops.

Refer to the following for more information:

- [2019 International Student Pre-Enrolment Handbook](#)

### **Learning technologies**

Learning and teaching technologies are selected to enhance educational quality and students' learning experience. Technological support is offered to ensure that students will not be disadvantaged by a lack of access to learning technologies or by insufficient training and skills in their use.

- [2019 International Student Pre-Enrolment Handbook](#)

### **Campus**

The campus is designed to provide students with professional spaces in which to learn and work. These spaces have been planned with student study needs in mind with well-equipped accessible learning spaces as well as student breakout areas for group work and informal spaces for social interaction.

Student Services will answer students' questions on available facilities and learning spaces.

Refer to the following for more information:

- [Our Campus](#)

### **Reasonable adjustments**

For students with a disability, impairment or medical condition, ACBI takes steps to facilitate, as far as practicable, student attendance and participation by assisting with physical access to premises, providing adaptive technology, or other arrangement as coordinated by the Executive Principal in consultation with the Head Trainer.

Refer to the following for more information:

- [Equity and Diversity Framework](#)

### **Risk**

ACBI recognises that the quality of a student's educational experience may be reduced by certain factors or events, within or out of their control. ACBI actively manages risks to students' experience by regularly advising students on safe behaviours, both on and off campus and monitoring attendance, progress, behaviour or other external factors which could indicate a student's educational experience is at risk.

The Head Trainer may offer to meet with a student who is believed to be at risk for a confidential discussion and provide the student with advice on potential support.

Refer to the following for more information:

- [Personal Safety & Emergencies](#)

## **5.4. Wellbeing**

ACBI adopts a cooperative, consultative and risk-based approach to the health, safety and wellbeing of its students. A framework of policies and procedures is in place for students to share concerns and suggest improvements on matters impacting on student wellbeing. Risks to student wellbeing are identified, managed and monitored to maximise positive student outcomes.

Regular communications from ACBI management promote safe behaviours and raise students' awareness of incidents which could impact on their wellbeing.

Refer to the following for more information:

- [2019 International Student Pre-Enrolment Handbook](#)
- *Critical Incident Management Procedure*
- *Discrimination, Bullying and Harassment Prevention Policy*
- [Personal Safety & Emergencies](#)
- *Work Health and Safety Policy and Procedure*

### **Counselling services**

Counselling services are made available to students to support them in managing personal issues that could impact on their wellbeing and study, e.g. stress, anxiety, time management or motivation. Referrals are arranged through Academic Support Officer.

### **General wellbeing information**

Students may obtain general information on health and medical services, sport and fitness or personal safety from Student Services.

## **5.5. Community Engagement**

Engagement with the ACBI community, industry and broader community is integral to the educational experience offered by ACBI. It actively promotes and assists student engagement through its course design and stakeholder relations.

### **Industry engagement**

Industry engagement is facilitated through assessment validation activities and the Industry Consultation Committee.

Refer to the following for more information:

- *Assessment Policy*
- *Governance Charter*

### **Community interaction**

Student Services regularly promotes opportunities for students to participate in local sporting and social activities, as well as volunteer work.

## **5.6. Progression**

Students may encounter issues in progressing satisfactorily through their course. ACBI actively monitors student progression for early intervention and minimise any impact on student experience and learning outcomes.

Refer to the following for more information:

- *Course Progress and Completion Policy and Procedure*

### **Consultation**

Trainers are available for individual student consultation during teaching weeks and during designated study breaks. It gives the opportunity for all students to engage in face-to-face contact with trainers and raise any issues that they may have in units they are enrolled in.

Trainers are the students' most valuable source of information regarding an enrolled unit. The Trainer advises on students' progress within the unit, strategies for success, and unit details and requirements, including assessments.

In addition to course details and graduate opportunities, the Academic Support Officer in consultation with the Director of Studies is available to counsel students on a student's overall progress and overcoming academic challenges and issues.

### **Academic risk**

ACBI actively monitors student attendance and progress and has put in place dedicated processes for the monitoring, identification and management of academic risk.

International students at risk of unsatisfactory academic progression will be advised on potential impacts upon their student visa.

Refer to the following for more information:

- [Attendance Policy](#)
- *Course Progress and Completion in Expected Duration*

## **5.7. Completion and Graduation**

Upon completion of a semester, year or course, students will require practical information on certification documentation, industry trends, or employability, for example to make informed choices on enrolment or applying for a position.

## **6. Monitoring and Review**

The Chief Executive Officer receives regular advice from the Management Team on the development and maintenance of a supportive learning environment.

The Management Team receives regular updates from the Executive Principal and the Director of Studies on student cohort mix and characteristics, complaints and appeals, and suggested improvements to ACBI's student support framework.

Students are encouraged to suggest improvements to the Framework: feedback and student representation mechanisms should ensure that ACBI policies, procedures, plans and initiatives reflect student support needs.

## **7. Appeals**

If a student considers that a decision of ACBI did not follow the principles underpinning ACBI's *Student Support Framework*, she or he can request to have the decision reviewed by lodging an appeal in accordance with the *Student Complaints and Appeals Policy*. Overseas students may lodge an appeal with the Overseas Students Ombudsman.

## **8. References**

*Education Services for Overseas Students Act 2000 (Cth)*

*National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6*

*Privacy Act 1988 (Cth)*

*Standards for Registered Organisations (RTOs) 2015*

**Document History:**

Version	Date	Author	Reason	Sections
0.1	15/09/2019	Julien Marechal	First draft	All
0.2	1/10/2019	Stephen Andrews & Laura Mao	Draft reviewed, revised and finalised in response to Management Team feedback.	All
1.0	18/10/2019	-	CEO approval	All

## Appendix 1 – Support provided through the student lifecycle

Pre-enrolment	Enrolment	Study at ACBI				Graduation and beyond
Recruitment and Admission	Orientation	Learning	Wellbeing	Community Engagement	Progression	Completion and Graduation
<ul style="list-style-type: none"> <li>Admission requirements</li> <li>Information on living and studying in Australia</li> </ul>	<ul style="list-style-type: none"> <li>Orientation Program</li> <li>Orientation Day follow-up</li> <li>Planning advice</li> </ul>	<ul style="list-style-type: none"> <li>Learning resources</li> <li>Learning spaces</li> <li>Reasonable adjustments</li> <li>Language, Literacy and Numeracy Support</li> <li>Intervention strategies</li> <li>Introduction to LMS</li> </ul>	<ul style="list-style-type: none"> <li>Counselling Services</li> <li>General wellbeing information</li> </ul>	<ul style="list-style-type: none"> <li>Social Events</li> <li>Community activities</li> </ul>	<ul style="list-style-type: none"> <li>Consultation</li> <li>Academic risk monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Graduation</li> </ul>