



ACBI

Australian College of
Business Intelligence

Student Peer Support Program (SPSP) Procedure

Policy Category	Student Support		
Document Owner	Head of Compliance & Quality Assurance		
Responsible Officer	Student Support Team Leader		
Review Date	03/09/2023		
Related Documents	<i>Academic Progression Policy</i> <i>Academic Progression Procedure</i> <i>Assessment Policy</i> <i>Enrolment Policy</i> <i>Fees Policy</i> <i>National Code Compliance</i> <i>Program Development Policy</i> <i>Program Development Procedure</i> <i>Student Code of Conduct</i> <i>Student Support Framework</i> <i>Students at Risk Policy</i> <i>Students at Risk Procedure</i>		
Version	Authorised by	Approved	Effective Date
1.0	Head of Compliance & Quality Assurance	Head of Compliance & Quality Assurance	02/09/2022

1. Context

This Procedure implements the Australian College of Business Intelligence's ('ACBI') *Academic Progression Policy*. This Procedure details the process by which the academic progress of students is monitored so that individual students can be provided with advice and support to facilitate successful program completion.

2. Definitions

Academic progression: The level of academic achievement of a student towards completion of their program.

Academically high performing student: a student who has received minimum credit for all their assignments and has not failed any subject during their enrollment

Mentor: Academically high performing student participating in the SPSP to provide support to academically underperforming students

Mentee: An academically underperforming student who has been requested and agreed to participate in the program as part of the intervention strategy to support their progression

Peer Support: The engagement of high performing students to support peers facing challenges with their academic performance.

SPSP: Student Peer Support Program



3. Scope

This Procedure applies to all enrolled domestic and overseas students at ACBI and the staff involved in the administration, assessment, and support of those students.

4. Procedure

The Student Peer Support Program (SPSP) aims to provide all the support to the students who are underperforming academically.

4.1 Identifying students in need of support

The Student Support Team Leader in collaboration with the Student Support Team will monitor student participation and performance every term. At the end of each term the students who do not demonstrate the required progression will be invited to participate to the program. After the required consultation, the Student Support Team Leader will bring the Mentor and the Mentee in contact and work with them on identifying the areas of improvement and set the timelines.

4.2 Program requirements

The program requires both participants, the Mentor, and the Mentee, to work closely for a period of 12 weeks to support the mentee through a full trimester.

A weekly meeting should be organized between the Mentor and the Mentee to work together on a weekly course of action and assess the effectiveness of the previous week plan.

The Mentor, the Mentee and the Librarian will meet fortnightly to assess the program success and the relevant information will be added to the Mentee record in the student management system for future reference.

Both Mentor and Mentee should not have any outstanding fees to participate to the program.

The Mentor is expected to support and guide the Mentee in

- Managing study load
- Accessing resources
- Assignment submission
- Preparation for exams

The Mentee is expected to collaborate closely with the Mentor to

- Organize study load effectively
- Use learning resources effectively
- Submit all assignments in a timely manner
- Prepare for exams in an effective manner

Both the Mentor and the Mentee are expected to sign the program participation agreement and meet all the requirements presented in detail.

4.3 Program Conclusion

The program will conclude at the end of the trimester with the compilation of a report by the Librarian on the program



and its outcomes

4.4 Program Success Evaluation

The program success will be evaluated through the monitoring of the Mentee performance in the trimester and the feedback received from the Lecturers. The overall program effectiveness will be determined based on the feedback received from both the Mentor and the Mentee in the respective surveys.

Document History

Version	Date	Author	Reason	Sections
1.0	02/09/2022	Chaido Kiourkou	Procedure creation	All