



AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

Support For Students Policy and Procedure

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Policy owner	Dean
Responsible Officer	Academic Success Manager
Approving authority	Academic Board
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Related Documents	Learning Technologies Policy Critical Incident Management Plan Diversity, Equity and Inclusion Policy Fees and Charges Policy and Procedure Health and Safety Policy and Procedure Privacy Policy Privacy Procedure Mental Health and Wellbeing Policy and Procedure Quality Assurance Framework Records Management Policy Records Management Procedure Reduced Study Load Application Form Sexual Harassment and Sexual Assault Policy and Procedure Student Assessment Policy Student Assessment Procedure Student at Risk Early Intervention Policy Student at Risk Early Intervention Procedure Student Handbook Student Progression and Exclusion Policy Student Progression and Exclusion Procedure Work Health, Safety and Wellbeing Policy and Procedure
HESF (Threshold Standards) 2021	1.3.1; 1.3.2; 2.3.1; 2.3.2; 2.3.3; 2.3.4; 3.2.5; 3.3.1; 3.3.2; 3.3.3; 3.3.4; 6.2.1; 7.2.2
Policy Visibility	Public

1. Purpose

The purpose of this Policy and Procedure is to ensure that all students at the Australian Institute of Higher Education Pty Ltd ('the Institute') are provided with access to academic and non-academic support that assists them to be successful in their studies and outline the Institute's processes for ensuring that students are aware of this support.

The Policy and Procedure details how the Institute identifies students who are at risk of not successfully completing their units of study.

2. Principles

The key principle informing this Policy and Procedure is that of fair and appropriate access to support and consultation in both academic and non-academic matters.

3. Context

This Policy and Procedure has been developed in the context of the Institute's commitment to and concern for the welfare of its students, and in accordance with the Institute's obligations under the Higher Education Support Act 2003 (Cth) and Higher Education Provider (HEP) guidelines.

4. Scope

The Policy and Procedure applies to all students at the Institute and relevant staff, including lecturers, Program Directors, Student Services team, Academic Success team, the Head of Student Experience, and the Registrar.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy and Procedure Details

6.1 Avenues of Consultation – Non-Academic Matters

Refer to the table below:

Role & Responsibility	When to see	Process
<p>Student Services Student Services' responsibility is to ensure that all students are provided with administrative support.</p>	<p>The first point of contact for students requiring administrative assistance will be Student Services. Students may access a Student Services Officer directly or through Reception. Details on how to contact Student Services are available in the <i>Student Handbook</i>, and on the AIH website.</p>	<p>During the meeting with Student Services, notes will be taken and recorded on the student's file in the Institute's Student Management System. If the administrative staff member believes that another person should be present due to the circumstances of the meeting, the Registrar and the student will be informed before the meeting. The outcome of the interview will be communicated to the student in writing (student e-mail or letter) or through relevant administrative documents. General enquiries are dealt with by a Student Services officer and referred to an appropriate person if required to deal with the enquiry or request.</p>
<p>Head of Student Experience The responsibility of the Head of Student Experience is to ensure that all students are provided with support in any non-academic matters and are equipped with life skills necessary for success in their academic study. Responsibilities:</p> <ul style="list-style-type: none"> • Coordinating and ensuring students have efficient and effective experiences at the Institute; • providing engagement functions for current and prospective students at the Institute; • overseeing events such as orientation; • ensuring that enrolled and prospective students are receiving high quality student support; • advising on matters such as admission, enrolment, fees, progression, and student activities. 	<p>The first point of contact for students concerning non-academic matters would normally be the Student Services team. If a staff member is aware that a student may need personal support, they should first report it to the Head of Student Experience, who may refer the student to the Academic Success Manager or Well Being Officer.</p>	<p>Students who wish to meet with the Head of Student Experience should contact Student Services or Reception to make an appointment. When the meeting is held, notes will be taken and recorded on the student's file in the Institute's electronic database. The student will be informed before the meeting if the Head of Student Experience believes that another person should be present due to the circumstances of the meeting.</p>
<p>Registrar The responsibility of the Registrar is to ensure that all students are provided with support in any non-academic and academic matters across the Institute in line with the Institute's Policies and Procedures, external accreditation and registration requirements.</p>	<p>The Registrar or delegate will meet with students regarding the issue of complaints and appeals related to academic or non-academic matters.</p>	<p>Meetings with the Registrar are usually scheduled within the complaints and appeals process. During the meeting, notes will be taken and recorded on the students file in the Institute's electronic database. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel. The outcome of the meeting will be communicated to the student in writing (student email or letter).</p>

<p>Academic Success Manager The responsibility of the Academic Success Manager is to ensure that all students are provided with support in any personal wellbeing matters.</p>	<p>The first point of contact for students concerning personal wellbeing matters would normally be the Academic Success Manager. If a staff member is aware that a student may need personal support, they should first report it to the Program Director or Head of Student Experience, who may refer the student to the Academic Success Manager. Students may in turn be referred to the Wellbeing Officer or any other relevant team or personnel. Details on how to contact the Academic Success team are available in the <i>Student Handbook</i>, and on the AIH website.</p>	<p>Students wishing to speak to the Academic Success Manager should contact Student Services or Reception. During the meeting with the Academic Success Manager, notes will be taken and recorded on the student's file in the Institute's electronic database. The student will be informed before the meeting if the Academic Success Manager believes that another person should be present due to the circumstances of the meeting. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel. The outcome of the interview will be communicated to the student in writing (student e-mail or letter).</p>
<p>Principal Executive Officer (PEO) In non-academic matters, the PEO's responsibility is to ensure that all students are treated equitably and fairly in all aspects of their education at all times.</p>	<p>The PEO will provide support for students and staff in matters of urgency, importance and other exceptional circumstances. The student may be referred to other officers, e.g. Student Services or Academic Success Manager, as the PEO sees fit. The PEO will be accessible by appointments through Student Services at a time agreeable to both parties.</p>	<p>During the meeting with the PEO, notes will be taken and recorded on the student's file in the Institute's electronic database. The student will be informed before the meeting if the PEO believes that another person should be present due to the circumstances of the meeting. In cases where a sensitive or highly confidential issue is discussed, a record of the interview will be documented and stored in a secure drive only accessible by key personnel. The outcome of the interview will be communicated to the student in writing (student e-mail or letter).</p>

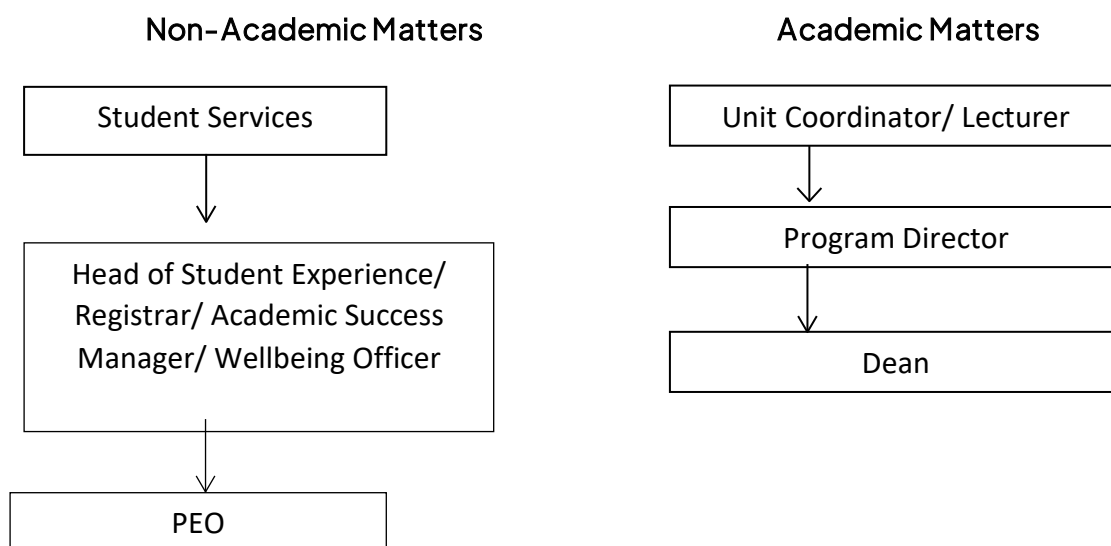
6.2 Avenues of Consultation – Academic Matters

Refer to the table below:

Role & Responsibility	When to see	Process
<p>Unit Coordinators / Lecturers</p> <p>The Unit Coordinator is responsible for the coordination of unit materials and processes. The Lecturer's responsibility is to lecture and tutor the students and to support the students' academic progress. They are the first point of contact for student concerns. However, the student may be referred to other officers, e.g. Student Services and/or the Academic Success team as the lecturer sees fit, for example, if language, literacy or numeracy issues are detected.</p>	<p>The Lecturer is the first point of contact for students concerning operational and academic matters. The student can then informally appeal to the Unit Coordinator if they are dissatisfied with the outcome of their meeting with the lecturer.</p> <p>Lecturers and Unit Coordinators will be available for consultation by appointment. For the contact details of the Lecturer/ Unit Coordinator for a specific unit, refer to the Unit Outline available in the Learning Management System (LMS).</p>	<p>Students wishing to speak to their Lecturer/Unit Coordinator should contact them by email, which can be found in the Unit Outline. During the meeting with the Lecturer/Unit Coordinator, notes will be taken and recorded on the student's file in the Institute's electronic database. The student will be informed before the meeting if the lecturer believes that another person should be present due to the circumstances of the meeting.</p>
<p>Program Director</p> <p>The Program Director's responsibility is to support the Dean/Director of Teaching & Learning and the PEO in ensuring that all students are provided with a safe, supportive and challenging teaching and learning environment at the higher educational level. The Program Directors also monitors student and lecturing staff performance and provides an avenue for appeals from students and lecturers.</p>	<p>The first point of contact for students concerning operational matters will be their Lecturer. The student can informally appeal to the Unit Coordinator if they are dissatisfied with the outcome of their meeting with the Lecturer. If the issue is not resolved, they can formally appeal to meet with the Program Director. The student may be referred to other officers, e.g. the Academic Success team, as the Program Director sees fit. Program Directors will be available for consultation by appointment. Appointments can be made by contacting Student Services or visiting Reception.</p>	<p>Students wishing to meet with a Program Director are required to fill in an Assessment Request for Review Form or Student Complaint Application Form and submit to Student Services. Students will be notified by the Registrar department with details of the scheduled meeting. During the meeting with the Program Director, notes will be taken and recorded on the student's file in the Institute's electronic database. The student will be informed before the meeting if the Program Director believes that another person should be present due to the circumstances of the meeting, the student will be informed before the meeting. The outcome of the interview will be communicated to the student in writing (student e-mail or letter).</p>

<p>Dean/Director of Teaching and Learning</p> <p>In academic matters, the Dean's responsibility is to ensure that all students are provided with an equal, safe, supportive and challenging teaching and learning environment at the higher educational level.</p>	<p>The first point of contact for students concerning operational matters will be their Lecturer. Students dissatisfied with the outcome of the meeting with the Lecturer, can informally appeal to the Unit Coordinator. If the issue is not resolved, the student can formally appeal to meet with the Program Director. The Dean ensures that due process is followed, and if necessary, provides an avenue for appeal, if the student is still not satisfied with the outcome between the Program Director, lecturer and student. The Dean will be accessible by appointments through Student Services at a time agreeable to both parties.</p>	<p>Students wishing to meet with a Program Director, are required to fill in an Assessment Request for Review Form or Student Complaint Application Form and submit to Student Services. Students will be notified by the Registrar department with details of the scheduled meeting. During the meeting with the Dean, notes will be taken and recorded on the students file in the Institutes electronic database. (Sensitive matters relating to student well-being will have controlled access to files.)</p> <p>The student will be informed before the meeting, if the Dean believes that another person should be present due to the circumstances of the meeting. The outcome of the interview will be communicated expediently to the student in writing via the Registrar or Student Services Office (student e-mail or letter).</p>
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6.3 Sequence of Consultation



6.4 Student Support Services

The following support services are available and accessible for all students studying with the Institute. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are made by the Institute at no cost to the student, but fees and charges may apply where an external service is used by the student. This should be clarified by the student prior to using such services outside of the Institute.

6.4.1 Academic Support

Students may have concerns about 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 in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

Progress and attendance of all students are monitored. Relevant guidance and support are provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified.

A student can access an Academic Success Officer to discuss any academic, attendance, or other related issues and shall receive a response within 24-48 hours. The Academic Success Officer will be able to provide advice and guidance, or referral, where required.

Students at Risk of not Successfully Completing Units

The Institute actively monitors student's academic progress in accordance with the Student at Risk Early Intervention Policy and Procedure. Students can be identified as being "at risk" of not successfully completing units in a course of study through early intervention identification, such as by observing low-level attendance, limited engagement in class activities and the LMS, and poor academic performance in a unit of study. Students are also deemed "at risk" if they have a history of unsatisfactory academic progression at previous academic institutions, fail a particular unit of study for a second or third time, fail 50% or more than four consecutive units of study attempted, fail to enrol after an approved study break, or have not previously engaged with available support services, despite being offered assistance.

Students who fail to maintain satisfactory academic progress will be dealt with in accordance with the Student Enrolment, Progression and Exclusion Policy and Procedure. The Academic Success Team will notify students in writing as to why they have been identified "at risk" and provide them with an Academic Probation letter. The Academic Success Team will monitor students on Academic Probation and provide academic support to help improve academic performance. If a student has any concerns about their academic progress, they should consult the Academic Success Team to discuss support options available.

Attendance

Attendance will be recorded by Lecturers in all on-campus and online classes. Following Early Intervention Reporting, the lecturer will contact students regarding non-attendance, lack of engagement, among others. The Academic Success Team together with the Student Services Team will send follow up emails, text message, and/or phone call as required, offering help and guidance. Students will be reminded of their responsibilities and if there are extenuating circumstances for the absence, the student will be advised of available support strategies.

If a student knows in advance, they will be unable to attend classes, they should contact their Lecturer or Student Services as soon as possible.

Prescribed Textbooks

Prescribed textbooks for all units are available to all students. Students should check their unit outlines and ask their lecturers for guidance on how to access them. Students can also approach the Library Technician or any other member of the Academic Success Team for assistance.

Learning Support Workshops and Resources

The Academic Success Team run numerous learning support workshops each Study Period. These can include workshops on academic skills, academic writing, career advice, and academic integrity. Students should consult the online schedule published on the LMS for times and locations of these academic workshops. The workshops are delivered free of charge and open to all students to attend. Academic resources are also freely accessible to students via the Academic Success module on the LMS.

6.4.2 Personal/Social Support and Student Wellbeing

There are many issues that may affect a student's social or personal life and students have access to the Student Services Officers during the Institute's hours of operation to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Services Officer feels further support may be required, a referral to the Institute's Wellbeing Officer or an appropriate external support service will be organised. The Institute's Wellbeing Officer is available to meet confidentially with students who may be struggling with poor mental health or those who wish to disclose experiences of sexual assault/harassment, family and domestic violence and/or other traumatic events, in accordance with the Mental Health and Wellbeing Policy and Procedure, and the Sexual Harassment and Sexual Assault Policy and Procedure.

The Student Handbook contains useful contact information for the following services:

- Legal services
- Emergency and health services
- Accommodation services
- Counselling services
- Mental health services
- Public transport
- Translating and interpreting services
- Consular representatives
- Funeral services
- Religious leaders

Students are informed of the appropriate Occupational Health and Safety procedures in case of emergency, and are shown emergency exit points, fire-extinguisher locations, etc. on campus during Orientation. A list of emergency personnel and their contact details can be found in the Student Handbook. The Institute ensures student safety in accordance with the Health and Safety Policy and Procedure, and the Critical Incident Management Plan.

6.4.3 Accommodation Support (International Students)

While the Institute does not offer accommodation services or take any responsibility for accommodation arrangements, the Institute is able to refer students to appropriate accommodation services and staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All international students are encouraged to have accommodation organised prior to arrival in Australia but, if not, the Student Services Officer can refer students to appropriate accommodation services.

6.4.4 Special Needs or Disabilities Support

A student is requested to advise Admissions at the time of enrolment if they have any special needs or a disability that may affect their learning, e.g. difficulty in hearing. Once a student has commenced their studies, if they require additional support for a special need or disability, they should contact a Student Services Officer.

Students may apply for reasonable adjustment, by filling in a Reasonable Adjustment Application Form, in accordance with the Student Assessment Policy and Procedure if they require any special arrangements.

6.4.5 Hardship Support

The requirements of study may present some students with hardship due to economic, social or other difficulties. Where genuine hardship exists, a student may make an application seeking permission to review their workload or other related matters.

To make an application, a student is required to complete the Reduced Study Load Application Form along with any supporting evidence to the Student Services Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: Austudy, Youth Allowance, other Centrelink or government benefit, pay slips or bank statements which indicate financial status.
- Medical grounds: medical certificates stating nature of condition, duration.
- Single parent: evidence by way of statutory declaration and supporting government documentation.

For financial hardship, students may also be eligible for a payment plan, in accordance with the Fees and Charges Policy and Procedure.

Students are encouraged to be mindful of the census date each study period, as communicated by the Registrar and via the website under 'Important Dates', after which students incur academic and financial obligations for the units in which they are enrolled, including a FEE-HELP debt for domestic students. Students can contact Student Services to obtain advice regarding support and reasonable study adjustments/special consideration prior to the census date, where every effort will be made to ensure a response is provided in a timely manner within 24-48 hours to avoid financial penalties and ensure the student can make an informed decision about their enrolment.

6.4.6 Student Orientation

All students are required to attend an orientation day at the beginning of their studies with the Institute. Students are notified of their orientation by email with all details of when, where and how the orientation session

This orientation day is managed by the Student Services team and will include:

- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- A copy of the Student Handbook is given to each student (either in an electronic or hardcopy format), which contains information about the Institute's policies and procedures, complaints procedures, and how to access the services of the Student Services team.

6.4.7 Student Representation

Student representatives help raise students' ideas, interests, and concerns with the Institute's staff. Student representatives may also be involved in assisting with student orientation and other events and helping to raise funds for the Institute activities such as social events.

Details of the Student Representative Council (SRC) will be made available

around the campus.

6.4.8 Student Events

A schedule of student events will be published each Study Period around the Institute's campus and on the LMS. Student events provide an opportunity for students to socialise and network with other students not in their classes and with staff.

6.4.9 Support for Aboriginal and Torres Strait Islander students

The Institute provides alternative entry, assistance and support to all Aboriginal and Torres Strait Islander students throughout their journey at the Institute. From admissions to graduation - including pastoral care, academic workshops, access to mentors and faculty staff. The Institute can also provide external services referrals and tutorial assistance.

For information on legal, health, domestic violence and sexual assault services available to Aboriginal and Torres Strait Islanders refer to the Student Handbook.

6.4.10 Support for HDR students

The Institute provides a range of support measures for HDR students, including access to equipment, software, and resources, as needed for their research.

In addition, AIH will provide additional support for HDR students, including equipment, software, resources, and publications, on request and where applicable to the student's area of research. This will be reviewed on a case-by-case basis by the Director of Research (DR) and approved by Academic Board upon the DR submitting a proposal.

6.5 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 and delivery mode of its courses. The Institute implements a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services, and actions enhancements and improvements where necessary.

6.5.1 Stakeholder Feedback

Regular stakeholder feedback through the use of survey instruments will inform the Institute when reviewing the adequacy of its support services. Further information can be found in the Quality Assurance Framework.

6.5.2 Monitoring

The Institute will continuously review the efficacy of support services in their areas of responsibility through the following process:

- A weekly Management Meeting will be attended by key members of management.
- Each member of the Management Meeting will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting.
- Where improvements to the Institute's support services need to be addressed, any actions required will be decided upon by the Management Meeting and will be allocated to a responsible person for completion within the agreed timeframe.
- Outstanding actions will be monitored by at the Management Meeting until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of facilities or resources, the Institute's PEO will include it in their report to the Board of Directors in conjunction with a request for additional funding.
- A Learning Support Report will be presented at each Teaching and Learning Committee meeting to ensure monitoring also occurs at the Teaching and Learning Committee and Academic Board.

7. Legislation

This Policy and Procedure complies with the following Higher Education Standards Framework standards 2021:

1.3. (Orientation and Progression), which specifies that:

1.3.1 Successful transition into courses of study is achieved through orientation programs that are tailored to the needs of student cohorts and include specific consideration for international students adjusting to living and studying in Australia.

1.3.2 Specific strategies support transition, including:

- a. assessing the needs and preparedness of individual students and cohorts
- b. undertaking early assessment or review that provides formative feedback on academic progress and is able to identify needs for additional support, and
- c. providing access to informed advice and timely referral to academic or other support.

2.3 (Wellbeing and Safety), which specifies that:

2.3.1 All students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education.

2.3.2 Timely, accurate advice on access to personal support services is available, including for access to emergency services, health services, counselling, legal advice, advocacy, and accommodation and welfare services.

2.3.3 The nature and extent of support services that are available for students are

informed by the needs of student cohorts, including mental health, disability, and wellbeing needs.

2.3.4 A safe environment is promoted and fostered, including by advising students and staff on actions they can take to enhance safety and security on campus and online.

3.2 (Staffing), which specifies that:

3.2.5 Teaching staff are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort.

3.3 (Learning Resources & Educational Support), which specifies that:

3.3.1 The learning resources, such as library collections and services, creative works, notes, laboratory facilities, studio sessions, simulations, and software, that are specified or recommended for a course of study, relate directly to the learning outcomes, are up to date and, where supplied as part of a course of study, are accessible when needed by students.

3.3.2 Where learning resources are part of an electronic learning management system; all users have timely access to the system and training is available in use of the system.

3.3.3 Access to learning resources does not present unexpected barriers, costs or technology requirements for students, including for students with special needs and those who study off campus.

3.3.4 Students have access to learning support services that are consistent with the requirements of their course of study, their mode of study and the learning needs of student cohorts, including arrangements for supporting and maintaining contact with students who are off campus.

8. Version Control

This Policy and Procedure has been endorsed by the Australia Institute of Higher Education Academic Board as at August 2025 and is reviewed every year, as per HEP Guidelines. The Policy and Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-1	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Revised rules.	1 March 2017	6 March 2017
2017-2	Registrar	Consolidated with Student Consultation Policy and Procedure.	19 July 2017	20 July 2017
2019.1	Principal	Minor Update: the Policy Owner and responsible Officer from Executive Dean to Principal, Registrar to Head of	20 November 2019	21 November 2019

		Academic Support and Student Services, Learning Support Officer to Academic Success Manager. Removed Your Tutor.		
2020.1	Academic Success Manager/CEO	Updates: role description changes, procedure updates, formatting and proofed for student comprehension.	24 September 2020	25 September 2020
2022.1	Registrar	Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2024.1	Head of Quality Assurance	Title changed from Student Support Framework to Support for Students Policy and Procedure; policy owner and responsible officer update; updated titles of staff; added information to align with the Higher Education Support Act 2003.	9 July 2024	10 July 2024
2025.1	Acting Head of Quality Assurance	Addition of new section (6.4.10) on HDR student support; updated references to "Program Directors"; and enhanced alignment with HESF Standards 6.2.1 and 7.2.2; minor editorial adjustments.	06 August 2025	07 August 2025
2025.2	Associate Dean, Academic Quality	Minor update: Reference to FEE-HELP in section 6.4.5.	8 October 2025	9 October 2025