Student Support Framework

CONTENTS

1 PURPOSE

1.1 Polytechnic Institute Australia ('PIA') is responsible for ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals. To ensure that students are made aware of the support available, all staff at PIA are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

2 SCOPE

2.1 This Framework applies to all students and all staff at PIA.

3 SUPPORT MECHANISMS

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

Support Officers

3.2 While all staff employed by PIA have the responsibility to provide support to students, the Academic Learning Support Officer and Student Services and Administration Officers are available to all students, on an appointment basis during PIA's hours of operation. Students may access these staff directly or via the Administration desk and an appointment will be organised as soon as practicable.

3.3 Details of how to contact these staff will be posted on student noticeboards and on the Learning Management System (LMS).

3.4 As part of their responsibilities, Academic Learning Support Officer and Student Services and Administration Officers ensure that up-to-date information is available for student support services and that any contacts provided are current. This information is given to students as part of the student orientation program outlined below.

Academic Issues

Created: 14 October 2014
Modified: 5 April 2022
Review Date: January 2025

Document Owner: Registrar
Version: 3.4
Page 1 of 6

Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to Policy Portal for latest version
Polytechnic Institute Australia Pty Ltd.
ABN: 34 145 333 795 Provider Number PRV14049 CRICOS 03535M

Student Support Framework

3.5 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 are able to gain advice and support to help them to maintain appropriate academic levels and attendance levels so they can achieve satisfactory results in their studies.

3.6 All students' progress and attendance is monitored and guidance and support are provided where non-satisfactory results, or issues related to academic literacy and English language proficiency, are identified As per the Course Progression Policy and Procedure.[1]

3.7 A student is able to access the Academic Learning Support Officer to discuss any academic, attendance, or other related issues at any time. The Academic Learning Support Officer will be able to provide advice and guidance, or referral, where required.

3.8 A student is able to speak to the relevant academic staff member for their units as described in the contact details in the Unit Guide. The academic staff member will be able to provide advice and guidance on their unit or referral when the matter is outside of their unit.

Personal or Social Issues

3.9 There are many issues that may affect a student's social or personal life and students have access to the Student Services and Administration Officers during PIA's hours of operation to gain advice and guidance on personal, accommodation, or family / friend issues.

3.10 Where a Student Services and Administration Officer feels further support may be required, a referral to an appropriate support service will be organised.

Counselling Service

3.11 The Student Support Officer is able to assist in times of stress or pressure during the course. Students may make an appointment for advice relating to study, such as:

- time management issues;
- setting and achieving learning goals;
- motivation;
- ways of learning;
- managing assessment tasks; or
- self-care.

3.12 If the need arises to seek additional counselling services, the Student Services and Administration Officers will maintain a list of the contact details of appropriate external support services.

Accommodation (International Students)

3.13 While PIA 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.

---

[1] .

Created: 14 October 2014   **Document Owner**: Registrar
Modified: 5 April 2022   **Version**: 3.4
Review Date: January 2025   **Page** 2 of 6
Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to Policy Portal for latest version
Polytechnic Institute Australia Pty Ltd.
ABN: 34 145 333 795 Provider Number PRV14049 CRICOS 03535M

3.14 All international students are encouraged to have their accommodation organised prior to arrival in Australia but, if not, the Student Services and Administration Officers can refer students to appropriate accommodation services.

Special Needs

3.15 A student is requested to advise the Dean of any disabilities that may affect their learning, e.g. difficulty in hearing. The Dean is available to provide advice to students and to consult with the Lecturers when necessary. PIA's *Disability Policy and Procedure* outlines details on what reasonable adjustments may be available.

Hardship

3.16 Hardship due to economic (domestic students only), social or other difficulties may arise during the course of study. Where genuine hardship exists, a student may make an application seeking permission to review their study load or other related matters.

3.17 To make an application a student is required to provide a letter to the Student Services and Administration Officers describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship in the letter. Examples of evidence include the following:

- Financial hardship: government benefit statements, payslips or bank statements that indicate financial status;
- Medical grounds: medical certificates stating the nature of the condition, duration; and
- Single parent: evidence by way of a statutory declaration and supporting government documentation.

3.18 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.

Student Orientation

3.19 All students must attend the Orientation period at the beginning of their studies with PIA. For international students, attendance at Orientation is compulsory.

3.20 The Orientation period is managed by the Student Services and Administration Officers and will include the following:

- a tour of PIA identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas;
- information about policies and procedures generally, grievance procedures specifically, and how to access the services of the Student Support Officer;
- Post-Enrolment Language Assessment;
- Language Development Module;
- Academic Integrity Module; and
- Critical Thinking Module.

4   REVIEW AND IMPROVEMENT

Created: 14 October 2014   **Document Owner**: Registrar
Modified: 5 April 2022   **Version**: 3.4
Review Date: January 2025   **Page** 3 of 6
Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to Policy Portal for latest version
Polytechnic Institute Australia Pty Ltd.
ABN: 34 145 333 795 Provider Number PRV14049 CRICOS 03535M

Student Support Framework

4.1   In order to ensure that PIA has support services for students that are appropriate in scope and quality for the capacity of the Institute and mode of delivery of its courses, the Executive Management Committee implements a regimen of regular review and feedback. Stakeholders are consulted to monitor the efficacy of the support services and the Committee will make the necessary improvements.

Stakeholder Feedback

4.2   Regular stakeholder feedback through the use of survey instruments will inform PIA when reviewing the adequacy of its support services through the following process:[2]

4.2.1   A survey of students is conducted for selected units of study during each study period. The survey will include a section on the quality of PIA's support services and will solicit suggestions on any improvements that might be made to enhance the student experience.

4.2.2   The Dean will review the surveys, analyse the feedback and summarise any issues raised in regard to support services for discussion at the next Executive Management Committee Meeting.

4.2.3   The Dean will meet with the Services and Administration Officers to discuss any issues raised and to formulate possible strategies for improvement.

Ongoing Review

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

4.3.1   Each member of the Executive Management Committee will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Executive Management Committee.

4.3.2   Where improvements to PIA's support services are needed, any actions required will be decided upon by the Executive Management Committee and will be allocated to a responsible person for completion within the agreed timeframe.

4.3.3   Outstanding actions will be monitored by the Executive Management Committee until evidence of completion.

4.3.4   Where amounts not allocated in the budget are required for the improvement of facilities or resources, PIA's Chief Executive Officer (CEO) will include it in their report to the Board of Directors in conjunction with a request for additional funding.

5   DEFINITIONS

5.1   Terms not defined in this document may be in the PIA glossary.

6   RELATED LEGISLATION AND DOCUMENTS

Documents

Critical Incident Policy and Procedure
Disability Policy and Procedure
Student at Risk and Early Intervention Policy and Procedure

---

[2] Refer also to the *Quality Assurance Framework* – Stakeholder feedback.

Created: 14 October 2014   **Document Owner**: Registrar
Modified: 5 April 2022   **Version**: 3.4
Review Date: January 2025   **Page** 4 of 6
Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to Policy Portal for latest version
Polytechnic Institute Australia Pty Ltd.
ABN: 34 145 333 795 Provider Number PRV14049 CRICOS 03535M

Student Support Framework

Student Code of Conduct and Disciplinary Procedure
Student Grievance Handling Policy and Procedure
Course Progression Policy and Procedure

Higher Education Standards Framework

6.1   This policy and procedure complies with the Higher Education Standards Framework (Threshold Standards) 2021, Standard 1.3, which states:

1. Methods of assessment or monitoring that determine progress within or between units of study or in research training validly assess progress and, in the case of formative assessment, provide students with timely feedback that assists in their achievement of learning outcomes.

2. Processes that identify students at risk of unsatisfactory progress and provide specific support are implemented across all courses of study.

3. Trends in rates of retention, progression and completion of student cohorts through courses of study are monitored to enable review and improvement.

4. Students have equivalent opportunities for successful transition into and progression through their course of study, irrespective of their educational background, entry pathway, mode or place of study.

6.2   This policy and procedure also complies with the Higher Education Standards Framework (Threshold Standards) 2021, Standard 2.3, which states:

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. 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.

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.

6.3   This policy and procedure also complies with the Higher Education Standards Framework (Threshold Standards) 2021, Standard 3.3, which states:

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.

National Code 2018

6.4   The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2 states that:

2.1   Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

2.1.11   accommodation options and indicative costs of living in Australia.

Created: 14 October 2014   **Document Owner**: Registrar
Modified: 5 April 2022   **Version**: 3.4
Review Date: January 2025   **Page** 5 of 6
Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to Policy Portal for latest version
Polytechnic Institute Australia Pty Ltd.
ABN: 34 145 333 795 Provider Number PRV14049 CRICOS 03535M

6.5   The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6 states that:

    6.1   The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:

        6.1.1   support services available to assist overseas students to help them adjust to study and life in Australia.

        6.1.2   English language and study assistance programs.

    6.2   The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.

    6.3   The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

    6.9   The registered provider must:

        6.9.1   take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety

        6.9.2   provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.

7   FEEDBACK

7.1   PIA staff and students may provide feedback about this document by emailing policy@pia.edu.au.

8   APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Management Committee
Administrator	Registrar
Approval Date	20 April 2022

Created: 14 October 2014   **Document Owner**: Registrar
Modified: 5 April 2022   **Version**: 3.4
Review Date: January 2025   **Page** 6 of 6