

## Contents

Purpose .....	1
Definitions.....	1
Policy .....	2
Document Control .....	2

## Purpose

The purpose of this policy and procedure is to enhance student engagement and the student learning experience. It provides information for staff and students to ensure adequate support is provided to meet student needs, regardless of their place or mode of study and to provide the best opportunity for student success. It also aims to assist staff to identify students who may require additional support and ensure appropriate interventions are implemented. The policy is available to prospective and enrolled students as a clear outline of the support arrangements in place and any responsibilities on their part under the policy.

## Definitions

**ASQA** means Australian Skills Quality Authority which is the national VET regulator and the RTO’s registering body

**AVETMISS** means Australian Vocational Education and Training Management Information Statistical Standard

**CRICOS** Commonwealth Register of Institutions and Courses for Overseas Students.

**CRICOS Student** A student studying in Australia and holding an Australian student visa

**PRISMS** means Provider Registration and International Students Management System

**SMS** means an AVETMISS-compliant Student Management System

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

**Student Identifier** means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014

**VET** Vocational Education & Training

**USI** means Unique Student Identifier, and has the same meaning as ‘Student Identifier’

## Policy

### Purpose

This policy aims to enhance student engagement and the student learning experience. It provides information for staff and students to ensure that adequate support is provided to meet student needs, regardless of their place or mode of study, and to provide the best opportunity for student success.

### Scope

This policy applies to all IBMA's students enrolled in all IBMA courses regardless of their place or mode of study, and to academic and administrative staff involved in providing and managing student support.

### Overview

IBMA seeks to provide a quality student learning experience, appropriate to the age, stage, background and circumstances of a diverse student population, regardless of their place or mode of study. IBMA offers extensive support services to all students and additional support services to CRICOS students in acknowledgement of the challenges faced when studying abroad.

### IBMA seeks to:

- Ensure that IBMA is free from discrimination of all kinds, and that it is a place of acceptance and understanding, especially in a global context
- Support all students to settle into the IBMA community, assist their successful transition into a course of study, and encourage integration into IBMA activities
- Provide financial support for students, especially from disadvantaged backgrounds, with supportive repayment schemes over the duration of their courses

### Implementation

IBMA will endeavour to support all students in their learning regardless of their place or mode of study, and to provide additional support to students who have been identified as at risk. These services are provided at no additional cost to students.

The official contact person for student support services is the Student Services Manager.

IBMA will:

- Use a number of mechanisms to identify students who require additional support before admission to IBMA, during transition into a course of study and throughout their studies
- Ensure that 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.
- Ensure that students only undertake an appropriate field of study if they have a strong probability of succeeding and it will benefit them
- Disseminate information about student support services to all staff and students including 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.
- Assist CRICOS students with recommendations for finding accommodation and accessing welfare-related services
- Ensure that communication with students is timely, clear, respectful and effective

- Encourage students to access support and give timely, accurate advice on access to personal support services, including for access to emergency services, health services, counselling, legal advice, advocacy, and accommodation and welfare services, where applicable.
- Provide scholarships for students under financial hardship or social disadvantage
- Ensure that staff are trained in identifying and providing support for students, and for referring students to external services, as required.
- Provide orientation programs that are tailored to the needs of student cohorts and provide students with the contact information of their Student Services Managers and their Trainer
- Identifying specific strategies to support student transition, including:
  - assessing the needs and preparedness of individual students and cohorts
  - undertaking early assessment or review that provides formative feedback on academic progress and is able to identify needs for additional support
  - providing access to informed advice and timely referral to academic or other support.
  - providing access to English language proficiency and mathematics support.

**Note:**

Students suffering from financial difficulties associated with the loss of income due to the unforeseen events such as pandemics, economic collapse or other acts of God are to be referred to the CEO for additional support in consideration of compelling and compassionate circumstances. The CEO approves of the Provision of reasonable financial support or otherwise, based on the evidence of difficulty faced by the student.

**Students are expected to:**

- Be responsible for their own study and choose their course and subjects carefully
- Seek advice from IBMA staff regarding academic requirements
- Seek advice and support to assist with their studies
- Have an awareness of the student code of conduct
- Fulfil academic requirements, including enrolment, achieving minimum requirements for course progression
- Seek support where external issues may be affecting their studies, such as mental health issues or medical issues.
- Liaise with IBMA staff as soon as possible if progression issues have been identified and commit to resolving the issue

**Identification of personal support needs**

IBMA will seek to identify students who need personal support in a respectful, equitable and timely manner. Students are encouraged to advise staff if they need personal support. Staff are also encouraged to be alert to student behaviours that may indicate that support is required. Personal support may be needed for:

- Medical conditions or disability
- Mental health conditions
- Emotional instability resulting from trauma such as victimisation

- External issues such as financial hardship
- Access to welfare support services

**Document Control**

<b>Document Name &amp;</b>	Student Services Policy_v1.2_16-08-2023
<b>Version:</b>	
<b>Quality Area:</b>	Students & Clients
<b>Author:</b>	IBMA
<b>Status:</b>	Approved
<b>Approved By:</b>	CEO
<b>Approval Date:</b>	14-09-2019
<b>Reviewed &amp;</b>	16-08-2023
<b>Approved Date:</b>	
<b>Standards:</b>	National Code 2018 Standards 7, 8 and 9