Student Support Policy

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1.0 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.

2.0 Scope

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

3.0 Overview

EIT 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. EIT offers extensive support services to all students and additional support services to CRICOS students in acknowledgement of the challenges faced when studying abroad.

EIT seeks to:

- Promote the development of interactive communities in each course, online or on-campus, by using web and video conferencing, email, social media, phone and the learning management system (LMS).
- Ensure that EIT 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 EIT community, assist their successful transition into a course of study, or between units, and encourage integration into EIT activities
- Provide financial support for students, especially from disadvantaged backgrounds, with supportive repayment schemes over the duration of their courses
- Support Indigenous Australians and those from other disadvantaged communities in engineering education by offering scholarships to self-funded students
- Ensure that all courses promote the recognition, understanding and development of ethical, moral and professional behaviour.
- Encourage the development of a democratic, equitable and civilised society
- Arm the community with social, cultural and international knowledge, skills and attitudes to improve the quality of life of all citizens
- Develop strong, enduring and beneficial relationships with the alumni of EIT no matter where students are located by forming an alumni group and staying in touch with them via monthly e-newsletters and other communication means

4.0 Implementation

EIT will endeavour to support all students in their learning at EIT, regardless of their place or mode of study, and to provide additional support to students who have been identified as at risk under the processes in the Students at Risk Policy and Procedure. These services are provided at no additional cost to students.

The official contact person for student support services is the Learning Support Officer.

EIT will:

- Use a number of mechanisms to identify students who require additional support before admission to EIT, during transition into a course of study and throughout their studies
- 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 accommodation and access to 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 Learning Support Officer and their Lecturer

- Identifying specific strategies to support student transition, including:

    o assessing the needs and preparedness of individual students and cohorts

    o undertaking early assessment or review that provides formative feedback on academic progress and is able to identify needs for additional support

    o providing access to informed advice and timely referral to academic or other support.

Students are expected to:

- Be responsible for their own study and choose their course and subjects carefully

- Seek advice from EIT staff regarding academic requirements

- Seek advice and support to assist with their studies

- Seek support where external issues may be affecting their studies, such as mental health issues or medical issues.

- Liaise with EIT staff if progression issues have been identified and commit to resolving the issue

- Undertake additional English language studies where necessary.

Identification of academic support needs

The Learning Support Officer responsible for each cohort will contact a student for counselling if a student:

- Fails to submit a second assignment.

- Is struggling with the English teaching medium – this is often determined through participation/attendance, or lack thereof.

- Submits assignments, but submits more than two after the due date, without prior consultation

- Fails a second assignment

- Begins to miss sessions without prior consultation

- Fails to deposit a course payment on time.

Where it is deemed necessary, the Learning Support Officer will refer the student on to other personnel within EIT and beyond as follows:

- Learning and Career Advisor - career counselling and ESL advice

- IT Manager - distance learning and IT issues

- College Manager – financial issues

- External counselling services to deal with personal issues

Identification of personal support needs

EIT 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

Student Support Services

EIT provides the following support services to assist students with their learning:

- Academic support

- ICT support

- English language support

- Personal Support for financial and personal issues, including referral to external supports such as counsellors, as needed.

- Support for CRICOS students, such as accommodation and other settling in information and assistance

Further details of support services are provided in the Student Support Procedure. Students can contact the Learning Support Officer to access any student support services.

5.0 Definitions

At Risk – a student who has been identified as having the potential to not meet student progress requirements and may need support; or students who have not met milestones such as submission of assignments or failed a subject and may need support to progress successfully.

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

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

DIBP - Department of Immigration and Border Protection.

EIT Support Services: Services provided by EIT such as orientation, accommodation, computer services and employment

ICT Information Communication Technology: This relates to any technology such as voice, data, video, audio and associated resources which relate to the capture, storage,

retrieval, transfer, communication or distribution of data through the use of electronic and associated media.

ICT resources: This includes ICT infrastructure, equipment, hardware and software.

Learning Support Officer - Full time, administrative coordinator assigned to a course(s). Also referred to in the National Code as 'Student Contact Officer' and other EIT policies as Course Coordinator or eLearning Coordinator.

On-Campus delivery mode: Physical face-to-face, classroom based delivery, with students based on-campus.

Online delivery mode: Online delivery using various technologies and live stream lectures.

User: All EIT staff, students, external parties, alumni and visitors who legally access EIT's systems.

IT Manager: The Manager who is technically skilled in managing the ICT systems and rectifying problems that arise from time to time. This individual will provide expert advice on any operational problems (such as viruses, slowness in access and overload of the system).

Student Support Services: Services offered to students concerning academic or pastoral care issues

Teaching Period: A scheduled duration within an academic year. EIT generally refer to teaching periods as Terms or Semesters. An EIT Term (used for online courses) = 12 weeks, an EIT Semester (used for on-campus courses) = 15 weeks.

VET: Vocational Education & Training

6.0 Related policies and procedures

The following policies and procedures are related to this policy:

- Assessment, Moderation and Student Progress Policy
- Assessment, Moderation and Student Progress Procedure
- Academic Misconduct Policy
- Student Code of Conduct
- Student Support for Online Learning and ICT Infrastructure Procedure
- Student Complaints, Grievances and Appeals Policy
- Student Complaints, Grievances and Appeals Procedure
- Students at Risk Policy
- Students at Risk Procedure

7.0 Accountabilities

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.