



STUDENT SUPPORT POLICY

Purpose

The purpose of this policy is to support student success and student engagement with AIB. The policy identifies the expectations and responsibilities of all stakeholders in ensuring appropriate support services are available and accessible. In this way, AIB seeks to minimise barriers to study and thus enhance a positive learning experience as possible.

Scope

This policy applies to all AIB students, and to AIB staff in their commitment to supporting students throughout their studies. For the purpose of this policy and procedure, the term 'students' also refers to Research candidates.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Policy

AIB is committed to students' achievement of learning outcomes and the attainment of graduate qualities, including through the provision of, or access to, appropriate academic and personal support services and resources. This policy acknowledges that learning is a partnership and therefore identifies the responsibilities of both AIB and student.

1. AIB is responsible for:

- (a) Promoting and fostering safe on site and online work and learning environments.
- (b) Providing fit for purpose services and resources, or ensuring access to services and resources, that support academic and personal wellbeing, including mental health.
- (c) Proactively monitoring the progress of students to ensure they are provided timely support where they experience difficulties in transitioning into and progressing through an AIB Course.
- (d) Identifying students who are 'at risk' of unsatisfactory academic progression and providing these students with appropriate support services.
- (e) Monitoring and reviewing the quality of AIB and contracted support services and resources.
- (f) Prevention and provision of support for students who may be subject to bullying, sexual harassment and predatory behaviours associated with their studies.
- (g) Monitoring risks to identify and address any impediments to student success.
- (h) Providing sufficient technical information and academic advice to enable successful participation in the Course.

2. Students are responsible for:

- (a) Reading AIB policies and handbooks; familiarizing themselves with expectations and academic standards; and undertaking training provided.
- (b) Their own study and learning practices; seeking advice and support for their studies.
- (c) Requesting any specific services associated with individual or special needs at the earliest opportunity.
- (d) Maintaining satisfactory academic progress as per the AIB Academic Progress Policy.
- (e) Advising AIB when disruptions occur to study which may impact the achievement of satisfactory academic progress.
- (f) Responding in a timely manner to AIB where concerns are communicated regarding academic progress and/or engagement, welfare or any other general support matter.
- (g) Completing any intervention strategies as applied by AIB in response to concerns as outlined in the Academic Progress Policy.

For further information refer to related Policies and Procedures:

Information Type	Document Name
Complaints and grievance process and support	Student Grievance Handling Policy Student Grievance Handling Procedure
Prevention and management of academic integrity breaches	Academic Integrity Policy Academic Integrity Procedure Research Integrity Breach Management Procedure
Identifying and supporting 'at risk' students	Academic Progress Policy Academic Progress Procedure
Appropriate course entry criteria	Admissions Policy Admissions Procedure Course Briefs
Early and sufficient feedback	Assessment Policy Assessment Procedure
Incident record management	Critical Incident Policy Critical Incident Procedure
Needs of diverse groups	Student Equity and Diversity Policy Student Equity and Diversity Procedure
Notification of service disruptions	Academic Facilities Policy
Gathering and considering student feedback	Corporate Quality Assurance Framework (internal) Evaluation of Subject, Course and Teaching Policy Evaluation of Subject, Course and Teaching Procedure
Privacy and confidentiality	Privacy Policy Privacy Procedure
Risk identification and management including business continuity	Risk Management Framework (internal)
Student interactions with other students	Student Support Procedure Student Code of Conduct Policy Student Code of Conduct Procedure

	Acceptable Use of Information Technology Facilities Policy and Guidelines for Students
Wellbeing and counselling services	EAP Guide for Students (internal) Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure
Research and higher degrees	Higher Degrees by Research Policy Higher Degrees by Research Procedure

Responsibility:

Academic Dean

Student Central team

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