



STUDENT SUPPORT PROCEDURE

Governing Policy

[Student Support Policy](#)

Purpose

This procedure sets out guidelines and details of support services AIB offers to its students.

Definitions

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

Procedure

1. Access to Support

- 1.1. Available support services are listed:
 - (a) For MBA students: [AIB MBA Student Handbook](#), is provided on the AIB website at <https://www.aib.edu.au/students/handbook/>.
 - (b) For Research Candidates: the [Research Resources Hub](#), contains a range of research support resources including, the [Research Candidate Handbook](#), professional development activities and networking opportunities.
- 1.2. Further information on how to access these services including contact details are provided on the student learning platform; access is provided upon enrolment.

2. Transition to Study:

- 2.1. AIB provides Course-aligned Orientation modules for students to complete prior to their first subject; This module is accessible throughout their studies.
- 2.2. The Orientation module is designed to prepare students for study and to familiarise them with necessary academic skills and AIB processes for the course of study.
- 2.3. The Orientation module includes a specific section on [Academic Integrity](#), including a compulsory quiz for students to complete prior to submitting their first assessment at AIB.
- 2.4. AIB will update the module regularly to ensure appropriate information is provided and as part of continuous improvement processes.

3. Academic Support

- 3.1. Learning resources from completed subjects are continuously available for students throughout their period of enrolment. Study skills guides and other resources which support skill development (e.g. orientation to study, study skills, referencing

conventions, etc.) are available throughout students' enrolment via continuous access to the AIB orientation resources and study support site.

- 3.2. AIB academic staff involved in the teaching of a subject are required to:
 - (a) support students throughout the subject duration
 - (b) monitor and engage in the subject online forums
 - (c) respond to all student enquiries within two business days.
- 3.3. Students can seek assistance from academic staff via contact details as provided on the student learning platform and as demonstrated in the Orientation module.
- 3.4. AIB will provide access to writing and referencing support and software. Details are available in the Student Learning Portal.
- 3.5. All students have access to the AIB Academic Skills Advisor and librarians; contact details are available via a link on the student learning platform.

3.6. Subject-specific Learning Resources:

- (a) AIB provides all students access to a learning platform which contains information and learning resources specifically designed for each subject in their course of study.
- (b) Comprehensive Subject information, as hosted on the learning platform, includes course content, assessment requirements and learning resources available.
- (c) A variety of other subject-specific resources are provided for each subject which will normally include introductory and assessment videos, study guides to accompany the required text for each subject, webinars, audio guides and activities, and current articles.
- (d) Subject-specific learning resources and the student learning platform are maintained by AIB's Online Learning Team.

3.7. Online Library

- (a) AIB provides access to an online library via the learning platform.
- (b) The AIB Librarian is responsible for maintaining appropriate subscriptions to journal, eBook and other relevant databases, and for assistance with utilising the databases.
- (c) Students are able to directly contact the AIB Librarian via a link on the learning platform and as demonstrated in the Orientation module.

4. Non-Academic Support

4.1 All students: wellbeing support

- (a) AIB provides a range of support services, including Student Support Officer, Diversity and Equity Officers and Mentor & Advisor for Aboriginal and Torres Strait Islander Students.
- (b) Academic and Student Support staff will flag any incidents to the Subject Coordinator where welfare concerns are evident in the case of students.
- (c) AIB provides access for all students at no extra cost and via the student learning portal, to confidential personal support and student counselling services, as delivered by third parties; students can access up to 3 sessions per

year. These services cover a range of safety and wellbeing support including mental health, sexual harassment and/or cyberbullying, and offer trauma-trained counselling for sexual assault and other critical incidents, Further referrals to additional services may incur costs to be borne by the student(s).

- (d) Where AIB reviews the effectiveness and appropriateness of third party support services, it shall seek general information which does not identify any individual student. However, students can freely provide feedback on third party support services to AIB either confidentially or via provided student surveys.
- (e) Risk assessment of student wellbeing support is undertaken through regular monitoring of responses to course surveys and our grievance handling processes.

4.2 All students: special needs

- (a) Students can advise if they have any special needs that require additional support. These special needs could relate to disabilities, health or learning issues or requirements for cultural support or ancillary services.
 - (i) It is preferable that requests are advised on the AIB application form so that AIB can assess, prior to the commencement of studies, any adjustments can be accommodated or additional services or resources are to be made available.
 - (ii) Students may advise AIB of any learning difficulties or special needs that require additional support during their studies via the provided student support services; specialist advice may be required and AIB will take reasonable steps to ensure timely provision.
- (b) AIB will process requests for additional services addressing individual special needs in a timely manner so that reasonable adjustments or liaison with appropriate support can be made.
- (c) In determining whether an adjustment may be considered reasonable, AIB shall take into account the financial and other resources required to make such an adjustment and whether it would result in an unjustifiable hardship on AIB in its capacity to provide quality education across its entire student population.
- (d) Students requiring additional English support may be recommended to attend external English language classes; any additional costs will be borne by the student.

4.3 Student Central Team

- (a) AIB employs a team of staff who provide information, administrative and pastoral support to students.
- (b) Student Central is responsible for addressing student enquiries in relation to their course of study, but may refer, at no charge, students to other sources of academic or non-academic support.
- (c) The Student Central team can be contacted directly by email at studentcentral@aib.edu.au or by calling +61 8 8212 8111.

4.4 Research Candidates:

- (a) Research Coordinator and Research Administration Officer provide information and administrative support to Research Candidates. They are responsible for addressing student enquiries in relation to their course of

study, but may refer, at no charge, students to other sources of academic or non-academic support.

- (b) The research support staff can be contacted directly by email at RHD@aib.edu.au or by calling +61 8 8212 8111.

Related Forms and Documents:

Nil

Responsibility:

Academic Dean

Research Administration Officer

Research Programme Coordinator

Student Central team

Current Status	Version 2.2
Approved By:	Academic Board
Date of Approval:	24 July 2023
Effective Date:	24 July 2023
Previous version:	29 June 2023
	18 October 2022
	12 April 2019
	9 December 2016 (Student Support Policy V4)
	6 November 2015
	1 July 2011
	9 December 2008
Date of next review:	18 October 2025