

Student Support Policy

Version: 02/23



POLICY NAME	Student Support Policy
POLICY MANAGER	Executive General Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
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1. Introduction

1. Purpose

NextEd seeks to provide a supportive teaching and learning environment that is responsive to individual student needs both inside and outside of the classroom. This document outlines the academic and non-academic support available to all students.

2. Scope

This policy is an overarching Group policy and applies to:

- i) All staff of NextEd including employees and contractors;
- ii) All courses delivered by NextEd including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the NextEd policy will apply.
- iii) All students (domestic and international) of NextEd brands :
 - a. Academy of Interactive Technology Pty Ltd (also trading as Coder Academy Australia, iscd, and Work Ready Education) RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J
 - b. International School of Colour and Design Pty Ltd (iscd) RTO: 91439
 - c. Greenwich College Pty Ltd (also trading as Greenwich English College, Greenwich Management College, Greenwich Health College) RTO: 91153, CRICOS: 02672K
 - d. Brisbane Career College Pty Ltd (trading as SERO Institute) RTO: 32303, CRICOS: 03528K
 - e. Capital Training Institute Pty Ltd RTO: 88145, CRICOS: 0399B
 - f. Celtic Training Pty Ltd RTO: 40179

1. Definitions

Word/Term	Definition
Domestic Student	Any student who does not require a visa to study
International Student	Any student who is not a domestic student and requires a visa to study

1 Policy

1. Orientation

All students are required to attend an Orientation Program prior to commencement of classes. The Student Services Manager is responsible for the delivery of the orientation program to all students. The orientation program encompasses a range of educational, course planning, independent living and social information sessions. These include but are not limited to:

- a) Registration, ID and campus tour
- b) Living and studying in Australia
- c) Library orientation
- d) Learning Management System and IT systems introduction
- e) Course planning
- f) Individual course advice and enrolment check
- g) Academic expectations including plagiarism
- h) Student Support Services information
- i) Health and wellbeing

The Student Services Manager or delegated member of staff is responsible for checking student attendance at Orientation and following up with students who do not attend or who arrive late. Orientation and follow up procedures are designed to ensure that all students are appropriately inducted into their course.

2. Communication with your education provider

Each education provider communicates with students via the Student Management System (SMS), email, phone and students' noticeboards. All students and staff have access to the SMS using a personal login and password.

It is the student's responsibility to check their student email and SMS regularly to stay up to date with information relevant to their enrolment.

3. Computer Networks

Each student will be allocated a user ID and a password to access the education provider's network and a personal directory on the server to store work files and other information. The only people who have access to the contents of each student's personal directory are:

- a) The student (or anyone who knows their password) and
- b) Members of each relevant education provider management staff
- c) Relevant ICT staff.

Students are not permitted to share their passwords with other students or staff. They may not log on to the network with any other person's user ID or password. Management has the right to access the contents of the students' directories.

4. Learning Management System (LMS)

The LMS holds all current course and subject information and is updated regularly.

5. Academic Advice

Academic advice is provided by teachers, Student Services and the Academic Dean. Other general advice is available Student Services staff.

6. Student Wellbeing

Students have access to a Student Assistance Program (SAP) which provides confidential counselling support to students as needed.

Students are provided with relevant information regarding wellbeing including access to medical, housing and legal services.

Student should also refer to the Critical Incident Policy and SASH Policy.

7. English Language Assistance

Students with difficulties due to English language may be identified by a teacher, who would then refer the student to Student Services for further assessment or directly to the Academic Manager for advice. Student Services or the Academic Manager may refer the student to one or more of the services that are provided by NextEd in connection with Greenwich English College. Services may include:

- a) Lunch time courses
- b) Free online courses
- c) One-on-one lessons with English support teacher for two hours each week
- d) Weekly language tutorials with a specific focus on terminology and language used in creative industries
- e) Join the Speakers Club

8. Students with Special Needs

NextEd recognises that some students may have special needs. These students are normally identified through our enrolment process before the start of their course so that appropriate learning arrangements can be made.

For other special needs, staff at each education provider will endeavour to meet specific needs of all students fairly and equitably.

Any student who is identified as having special needs (if they have not already been identified prior to the start of the course), will be referred to the Student Services Manager to liaise with internal and external support services.

NextEd campuses meet compliance requirements of the Australian Building Code, and provides wheelchair and disabled toilet facilities.

9. Individual Use of Facilities and Equipment

Facilities may be used by students during normal opening hours. Subject to the following conditions:

- a) Use of these facilities will not inconvenience any scheduled class;
- b) The student(s) using the room are responsible for any damage to the room or the equipment located in the room that may have occurred while being used by those students; and
- c) Proper conduct is to be observed at all times.

10. Printing & Photocopying Service

Students have access to photocopiers and printers. There will be a nominal charge per page.

11. Campus computers

Computers are provided for students with course-specific software e.g., render 3D design work.

12. Library

Online and physical libraries are provided. Each library will provide access to a sufficient number of books or e-books to support the delivery of courses.

For example, The AIT library catalogue contains the records of over 300 print books, as well as access to 45,000+ e-books and 3000 online journals.

13. Accommodation

Student Services can assist students in finding suitable and affordable accommodation including home stay options.

14. Health Cover

Student Services can assist to extend or apply for Overseas Student Health Cover (OSHC).

15. Student clubs

Many of the education providers support interest-based social clubs where students can meet up and discuss their passions with like-minded students. These clubs give students the opportunity to push their creative and academic boundaries and workshop ideas for assignments and personal projects.

For example – AIT Peer Support Program

The Peer Assisted Improvement Scheme (PAIS) is a free service that links new students to a senior student who can assist with their studies. They can help with such things as:

- a) Content revision
- b) Approaching assessments
- c) English issues
- d) Goal setting and time management

16. Publication

This procedure is published on each NextEd education provider's website and LMS to ensure students have up-to-date and accurate information publicly available to them.

2 Reference and Supporting Information

1. Supporting Documentation

Document name	Document type	Location
Academic Engagement, Progression, and Completion Policy	Policy	Internal
Student Handbook	Policy	Internal
Critical Incident Policy	Policy	Internal
TEQSA Guidance Note: Wellbeing and Safety	Policy Guidance	External
TEQSA Guidance Note: Staffing, Learning Resources and Educational Support	Policy Guidance	External
ASQA Users' guide to Standards for RTOs 2015. Clauses 1.7—Supporting and informing learners	Policy Guidance	External

2. Change History

Version	Approval date	Approved by	Change
V1.0	04 February 2015	Group Manager, Group Accreditation & Compliance	Development of Group Policy replacing existing entity level policies
		General Manager, Technology & Design Division	
V1.1	02 March 2016	Compliance Manager, Group Accreditation & Compliance	
		General Manager, Technology & Design Division	
V1.2	07 September 2017	Group Manager, Group Accreditation & Compliance	
		General Manager, Technology & Design Division	
V1.3	24 May 2018	Compliance Manager, Group Accreditation & Compliance	
		General Manager, Technology & Design Division	
V1.4	09 October 2019	Compliance Manager, Group Accreditation & Compliance	Update to new template
		General Manager,	

		Technology & Design Division	
V2.0	30 August 2022	Chief Executive Officer	Development of iCollege Group Policy replacing existing subsidiary policies
V02/23	24 February 2023	Chief Executive Officer	New NextEd template