

# Student Support Services Policy



## SECTION 1

### 1. Purpose

1.1 This Policy outlines the support services provided to the Institute of Health and Nursing Australia (IHNA) students to adjust to study, achieve their learning goals and make satisfactory progress towards the learning outcomes of the course in which they are enrolled.

### 2. Scope

2.1 This policy is applicable to students enrolled at IHNA. Some services are also available to previously enrolled students as well.

2.2 This policy aligns closely with Standard 1 (Clause 1.7) of the Standards for RTOs 2015 and ensures the strategies and practices used in relation to train and assessment are responsive to industry and student needs and meet the requirements of the qualifications and courses provided.

2.3 This policy also addresses National Code 2018 Standards 6.

### 3. Definitions

3.1 **Student Support Services** refers to the additional support services available for students at IHNA. All the available services are described in this document and other definitions refer to the Glossary of Terms.

## SECTION 2

### 4. Principles

4.1 IHNA has a system in place to identify students who need additional support so that the intervention is respectful, timely, equitable, consistent, and procedurally fair.

4.2 IHNA will endeavour to provide students who need additional support by:

- a. Having in place strategies for students who require additional support to achieve their academic potential.
- b. Supporting the mental health and wellbeing of its student body through a range of educational and support initiatives.
- c. Encouraging students with academic or personal needs to access support from

- internal and external support services.
  - d. Improving staff awareness of the support options available to students.
  - e. Having effective policies and procedures in place for the disclosure of information about students with academic or personal support requirements, which complies with Privacy legislation.
  - f. Having in place effective policies and procedures for dealing with student critical incidents.
- 4.3 IHNA offers support services to help students to succeed in their study at IHNA. IHNA also provides support services for students who may require assistance in non-academic related areas. Some programs or support services are applicable for groups of students while others are for all students.
- 4.4 Students of IHNA will have access to comprehensive student support services to make sure they have every opportunity possible of successfully complete their course.
- 4.5 IHNA has an agreement with Relationship Australia to provide ongoing professional support to staff and students.

## **5. Review of Student Support and Advocacy Services**

- 5.1 Recommendations for change, addition or replacement of Student Support and Advocacy Services can be put forward by staff to the relevant committee at any time. All staff will be invited to participate in a major review which will be held triennially.

## **6. Responsibility**

- 6.1 Campus Managers have the overall responsibility of implementing this policy. This policy applies to students enrolled at IHNA and all staff who will be in contact with students.
- 6.2 Course Coordinators and academic staff at IHNA are responsible for monitoring student progress as well as identifying students who require additional support.
- 6.3 The Student Support Officer and Student Administration are responsible for the implementation of student services and works with academic staff on supporting students with their personal and academic needs.
- 6.4 Students are responsible for:
- a. Seeking relevant support and professional assistance where a physical or mental

- health issue is having an impact on their academic progress;
- b. Seeking and following advice from the Student Administration and Support Officer, coursecoordinators and academic staff;
- c. Fulfilling academic requirements, including enrolment, class registration and any other requirements by the relevant due dates; and
- d. Students are highly encouraged to reach out promptly to their Student Administration and Support Officer or relevant academic staff member upon receiving any formal notification concerning their academic progress or well-being.

### SECTION 3

#### 7. Associated Information

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| <b>Related Internal Documents</b>                | <ul style="list-style-type: none"> <li>• Student Support Services Procedure</li> <li>• Access and Equity Policy</li> <li>• Academic Participation and Progress Policy</li> <li>• Academic Participation and Progress Procedure</li> <li>• Assessment Policy</li> <li>• Assessment Procedure and procedure</li> <li>• Quality Assurance and Continuous Improvement Procedure</li> <li>• Student Handbook</li> </ul>  |
| <b>Related Legislation, Standards, and Codes</b> | <ul style="list-style-type: none"> <li>• Australian, Qualifications Framework (2013)</li> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Education Services for Overseas Students Act 2000 (ESOS Act)</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students (2018), Standard 6</li> <li>• Standards for Registered Training Organizations (SRTO) 2015, Clause 1.7</li> <li>• ANMAC Enrolled Nurse Accreditation Standards 2017</li> </ul> |
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| <b>Department</b>                                | Student Support   |

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| <b>SRTO2015 Stds and sub-standards</b> | Standards for RTOs 2015<br>Standard 1 - Clause 1.7<br>Standard 4, 5 and 6<br>National Code 2018 Standards 6 |
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## 8. Change History

| Version Control |            | Version 3.0   |
|-----------------|------------|---|
| Change Summary  | Date       | Brief description of the change, incl version number, changes, who considered, approved, etc. |
| V.2.0           | 10/03/2021 | Separated Policy document from Procedure, revised and updated with pertinent sections         |
| V.3.0           | 06/03/2024 | Updated in new template and logo  |