

Name:	<b>Student Support Policy</b>
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## **Section 1 – Introduction**

### **1) Purpose**

The Academy of Information Technology Pty Ltd (AIT) 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 applies to all AIT staff and students.

## Section 2 – Policy

### 1) Orientation

All students are required to attend the 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:

- i) Registration, ID and campus tour
- ii) Living and studying in Australia
- iii) Library orientation
- iv) Learning Management System and IT systems introduction
- v) Course planning
- vi) Individual course advice and enrolment check
- vii) Academic expectations including plagiarism
- viii) Student Support Services information
- ix) 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 AIT

AIT 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 AIT email and SMS regularly to stay up to date with information relevant to their enrolment.

### 3) AIT Computer Network

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

- i) The student (or anyone who knows their password) and
- ii) Members of AIT management 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. AIT management has the right to access the contents of the students' directories.

### 4) Learning Management System (LMS)

The AIT LMS (Canvas) [ait.instructure.com](http://ait.instructure.com) 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.

**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 Dean for advice. Student Services or the Academic Dean may refer the student to one or more of the services that are provided by AIT in connection with Greenwich English College (also owned by RedHill Education Limited) including:

- i) Lunch time courses
- ii) Free online courses
- iii) One-on-one lessons with English support teacher at AIT for two hours each week
- iv) Weekly language tutorials with a specific focus on terminology and language used in creative industries
- v) Join the Speakers Club

**8) Students with Special Needs**

AIT 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 AIT 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.

AIT meets compliance requirements of the Australian Building Code, and provides wheelchair and disabled toilet facilities.

**9) Individual Use of AIT Facilities and Equipment**

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

- i) Use of these facilities will not inconvenience any scheduled class;

- ii) 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
- iii) Proper conduct is to be observed at all times.

**10) Printing & Photocopying Service**

AIT will provide access to sufficient photocopiers for students. There will be a copying charge per page.

**11) Rendering**

AIT will provide computers for students to render their 3D work.

**12) Library**

AIT will provide an online and physical library. The library will provide access to a sufficient number of books to support the delivery of AIT courses.

**13) Accommodation**

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

**14) Health Cover**

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

**15) Publication**

This procedure is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

**Section 3 – Reference and Supporting Information**

**1) Supporting documentation**

Document name	Document type	Location
Student Progress Contract	Policy	Internal
Student Handbook	Policy	Internal
Critical Incident Policy	Policy	Internal

**Section 4 – Change History**
**1) Change History**

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