

SUPPORT FOR STUDENTS POLICY AND PROCEDURE

Responsible Officer	Head of Student Experience and Success	
Approved by	Academic Board	
Approved	25 January 2024	
Commenced	25 January 2024	
Review by	25 January 2027	
Relevant Legislation and Policies	Education Services for Overseas Students Act 2000 (ESOS) and Regulations 2019 (ESOS) Higher Education Standard Framework 2021 Higher Education Support Act (HESA) 2003 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) National Standards for Foundation Programs Public Records Act 1973 State Records Act 1998 Tertiary Education Quality and Standards Agency Act 2011 (TEQSA)	
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1. Policy Statement

1.1 Authority

The Australian Institute of Music Limited (AIM), known as ‘the Institute’, is governed by the Board of Directors (BoD) with academic authority delegated to the Academic Board (AB). The BoD and AB share joint responsibility for ensuring that all general and academic policies and procedures follow ‘best practice’ principles for Higher Education and other sectors of educational delivery, in compliance with relevant Australian legislation and current regulatory requirements.

A copy of the all the relevant policies and procedures is available on SharePoint.

1.2 Application

This policy and procedure applies to Quality Assured (QA) delivery of accredited AIM programs offered at the Sydney and Melbourne campuses. If applicable, this policy and procedure will also apply in future, wherever QA AIM programs are approved for delivery elsewhere in Australia or overseas.

1.3 Purpose

The purpose of this policy and procedure is to ensure that AIM students are provided with the support and resources required to assist them to be successful in their studies. AIM acknowledges the holistic nature and definition ‘success in studies’ and will provide support mechanisms and resources that cater to all definitions of success including academic results, completion, graduate outcomes, and overall experience.

This policy outlines how AIM will identify students who are at risk of not completing their units of study or having a satisfactory overall experience. Furthermore, this policy will outline support available to students and the processes for ensuring that students are aware of these support options.

1.4 Scope

This policy and procedure applies to all students enrolled at AIM.

1.5 Coverage

This policy and procedure applies to all AIM Foundation Program and higher education courses offered at the Sydney and Melbourne campuses.

1.6 Special Conditions or Exceptions

Nil.

2. Procedures

2.1 Implementation

The primary delivery of this policy is the responsibility of the Student Experience and Success (SE&S) department. Academic staff will be provided with supporting materials by the SE&S department to assist them in triaging students to support mechanisms and to provide information relevant to the identification of students at risk.

Support measures within this policy will be communicated to students via:

- Information at Orientation
- Student communications
- Information provided in class
- AIM’s SharePoint site for current students

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- AIM's Website

2.3.1 Students at Risk – Academic

AIM will undertake the following to identify students who are at risk of not successfully completing their units of study:

A) The Student Success Manager or delegate will utilise historic data on barriers to education and the educational background of past applicants and analyse how that relates to educational achievement at AIM. This data will be used to create an early intervention strategy that aims to wrap relevant success measures around commencing students. This process will be reviewed annually to ensure the right services are provided to students. The goal of this work is to lower fail rates and decrease attrition.

B) The Student Success Manager or delegate will provide guidance to academic staff at the beginning of each study period to assist in the early identification of students not engaging with course materials. This may take the form of utilising engagement analytics within AIM's learning management system (LMS) or through academic observations. The Student Success Manager will contact students who are not engaging in learning resources to ascertain the support mechanisms that the student requires to aid in their success.

C) Students who have failed units will be identified at the end of each Study Period during the Academic Progression, Scholarship and Awards Subcommittee Meeting. These students will be provided with a Show Cause notice or placed on Probation. Support provided to these students is listed within and administered according to the Academic Progression and Intervention Policy and Procedure.

2.3.2 Students at Risk – Wellbeing and overall experience

AIM will offer the following services and support mechanisms to students where relevant and required:

- Student Wellbeing Services
- Academic skills workshops
- Careers and employability workshops
- Peer-to-peer academic support sessions
- Library services
- Orientation and transition program
- Always on avenues for feedback

3. Accountabilities

3.1 Responsible Officer

- Head of Student Experience and Success:** overall responsibility for this policy and procedure

3.2 Contact Officer

- Student Success Manager: Delivery and delegation where relevant
- Student Experience Team Leader: Delivery and delegation where relevant
- Wellbeing Manager: Delivery and delegation where relevant

4. Supporting Information

4.1 Supporting Documents

This policy should be read in conjunction with the policies and procedures found within:

- *Academic Progression and Intervention Policy and Procedure*

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4.2 Related Documents

Nil

4.3 Superseded Documents

Nil

5. Definitions and Acronyms

AIM referred to as the 'Institute'	The Australian Institute of Music Limited ABN: 89 003 261 112; PRV: 12050; CRICOS 00665C
Academic	Learning, teaching, assessment and research related matters including (but not limited to) eligibility for entry to a program of study, course design and delivery, student participation and attainment, attrition, retention, progression, completion, grade distribution, curriculum content and awards in a course of study.
Domestic student	A student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).
International student	A student who is not a domestic student, and who may hold a student visa and is protected by the ESOS legislative framework.
Current student	Any student actively enrolled in units of study and/or a course at the Institute.
Commencing student	Any student starting their studies at AIM for the first time.
Staff	Any person currently employed by the Institute.
Student	Any personal currently enrolled by the Institute.

6. Revision History

Version	Date Approved by Academic Board	Date Approved by Board of Directors	Review History
1.0	25 th January 2024	21 st February 2024	New Policy