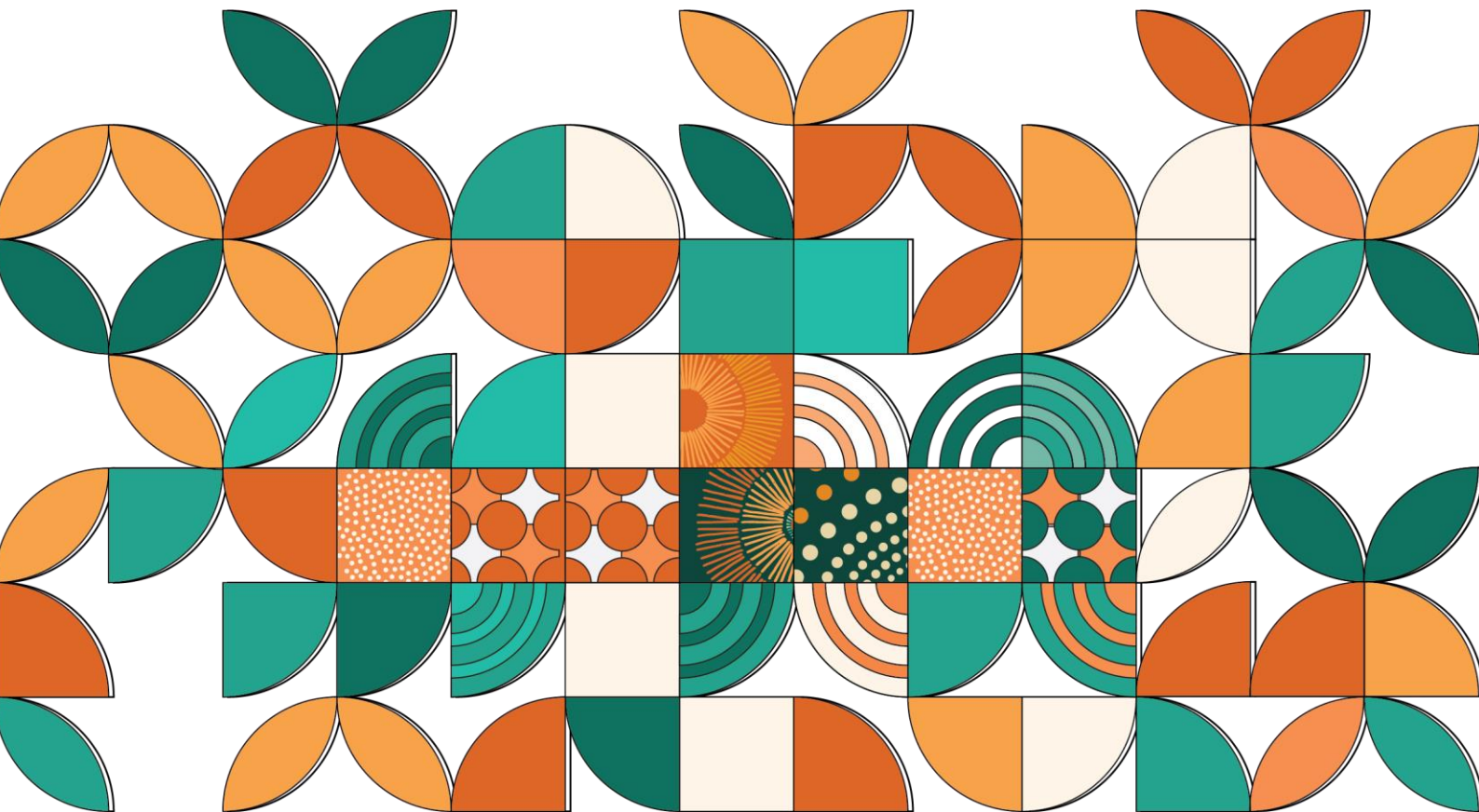


Student Support Services Policy



SECTION 1

1. Purpose

- a. This Policy outlines the support services provided to the Institute of Health and Nursing Australia (IHNA) students to help them 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

- a. This policy is applicable to students enrolled at IHNA. Some services are also available to previously enrolled students as well.
- b. 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 training and assessment are responsive to industry and student needs and meet the requirements of the qualifications and courses provided.
- c. This policy also addresses National Code 2018, Standards 6 and the Enrolled Nurse Accreditation Standards 6 (Clause 6.1 and 6.3).

3. Definitions

- a. Refer to IHNA's 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 that may cause physical or psychological harm.

4.3 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 IHNA will endeavour to ensure that students have access to comprehensive student support services to make sure they have every opportunity possible to successfully complete their course.

4.5 IHNA has an agreement with Relationship Australia to provide ongoing professional support to staff and students.

4.6 Course Coordinators and academic staff at IHNA are responsible for monitoring student progress and identifying students who require additional support.

5 Academic Support

5.1 All students are required to attend an orientation program at the beginning of their course. This orientation program includes information on available support and reasonable adjustments for students with a disability or additional learning needs.

5.2 Students can seek advice and support at any time from the academic staff and/or Course Coordinator to complete their course within the time frame mentioned in their Confirmation of Enrolment (CoE). Students requiring additional academic support are assisted in creating an individual Student Support Plan.

5.3 Academic staff will arrange a meeting with the student to create a Student Support Plan/Learning Contract when the student needs academic support or is assessed as at-risk and may not complete the qualification or unit within the anticipated time frame mentioned on their CoE.

5.4 Reasonable adjustments will be made, such as learning support, alternative assessment methods, additional time to complete a unit or assessment, and the use of adaptive technology, while maintaining the assessment's original integrity, to ensure the student is not faced with further obstacles in completing the course.

6 Review of Student Support and Advocacy Services

6.1 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.

7 Responsibility

- 7.1 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.
- 7.2 Course Coordinators and academic staff at IHNA are responsible for monitoring student progress as well as identifying students who require additional support, developing orientation materials that detail the support available for students ensuring that all students have access to this information through orientation activities and the Student Handbook.
- 7.3 Course Coordinators and academic staff at IHNA are also responsible for gathering and recording information and evaluating the progress made by students with learning support under Student Support Plans, Academic staff submit regular reports to the Course Coordinator.
- 7.4 Course Coordinators and academic staff at IHNA are also responsible for presenting reports on the progress made by students under Student Support plans to the Learning and Teaching Committee or Board of Examiners, as required, by the Academic Dean and/or Academic Registrar.
- 7.5 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.
- 7.6 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, course coordinators 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

8 Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Student Support Services Procedure • Access and Equity Policy • Academic Participation and Progress Policy • Academic Participation and Progress Procedure • Assessment Policy • Assessment Procedure • Quality Assurance and Continuous Improvement Policy • Quality Assurance and Continuous Improvement Procedure • Student Handbook
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • Australian Qualifications Framework (2013) • National Vocational Education and Training Regulator Act 2011 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students (2018), Standard 6 • Standards for Registered Training Organizations (SRTO) 2015, Clause 1.7 • ANMAC Enrolled Nurse Accreditation Standards 2017 • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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IHNA DocID	IHNA-SSSP1-3.0
Department	Student Support
SRTO2015 Stds and sub-standards	Standards for RTOs 2015 Standard 1 - Clause 1.7 Standard 4, 5 and 6 National Code 2018 Standards 6

9 Change History

Version Control	Version 4.0
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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
V.4.0	24/06/2024	Added section about Student Support Plan