

## S009 Student Services Policy

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<b>Approved By</b>	Board of Governors
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<b>Government Legislation</b>	Standards for Registered Training Organisations (RTOs) 2015 Higher Education Threshold Standards Framework (Threshold Standards) 2015
<b>Responsible Officer</b>	CEO

### 1. Purpose

- 1.1 The purpose of this policy is to provide a framework for Responsible Officers of the Ikon Institute of Australia in the provision of Student Services.
- 1.2 Ikon Institute recognises an obligation to support students to adjust to study, achieve their learning goals, and meet the learning outcomes of their course.

### 2. Scope

Ikon Institute provides student welfare and academic support services for all students. The details of these services are included in this policy.

### 3. Related Forms

Student Orientation Handbook

### 4. Related Policies

To be read in conjunction with the Glossary of Terms  
S005 Student Code of Conduct and Misconduct Policy  
S002 Student Grievance Policy and Procedure

## 5. Principles

- 5.1 Ikon Institute is committed to supporting students to adjust to study, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course.
- 5.2 Ikon Institute assists students to adjust to study, including through the provision of a culturally appropriate orientation programme that includes information about:
  - student services available to students in the transition to life and study in a new environment;
  - legal services;
  - emergency and health services;
  - facilities and resources;
  - complaints and appeals processes.
- 5.3 Ikon Institute has an extensive orientation program, devoted to providing comprehensive information about available student services and support staff, to meet the needs of all students enrolled within our organisation. This service is at no additional cost to the student.
- 5.4 Ikon Institute provides the opportunity for students to participate in services, and provides access to services designed to assist students in meeting course requirements, and maintaining their attendance.
- 5.5 Ikon Institute provides the opportunity for students to access welfare-related services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the students. If Ikon Institute refers the student to an external support service, the student will not incur a cost for the referral.
- 5.6 Ikon Institute has a documented critical incident policy which covers the action to be taken in the event of a critical incident, required follow up to the incident, and records of the incident and action taken. This critical incident policy ensures the interests of the student and their families are managed appropriately, shows that Ikon Institute is prepared for such incidents, and have a clear protocol to follow in what can be distressing and upsetting circumstances.
- 5.7 Ikon Institute designates an Ikon employee at each campus to be the official point of contact for students. This person has up-to-date details of Ikon Institute's support services.
- 5.8 Ikon Institute provides sufficient student support personnel to meet the needs of the students enrolled with the Ikon Institute.
- 5.9 The Ikon Institute:
  - provides appropriate and well-informed support services including study, academic language and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues;
  - maintains and delivers up-to-date and correct information for students relating to support services, study issues, emergency, legal and health services, and facilities and resources;
  - makes accessible to students information on Ikon Institute's complaints and appeals procedures;

- regularly reviews and delivers a comprehensive orientation program that includes all of the above, as well as information on course progress and attendance conditions;
- provides welfare-related support services at no cost to the students, including referrals to any additional services as appropriate.

## 6. Roles and Responsibilities

- 6.1 The CEO will oversee the recruitment and training of Education Support Officers and Student Support Officers as required to service Ikon Institute's student cohort.
- 6.2 Student Support Officers will be Ikon Institute's designated point of contact for students who encounter any difficulties in adjusting to study.

## 7. Support Provided

- 7.1 **Orientation support** – All students are expected to attend Ikon Institute's orientation program in their first week at Ikon. The orientation program involves familiarisation with the campus, facilities and study skills. The orientation program includes:
  - orientation to Adelaide/Brisbane/Perth/Melbourne/Sydney/Mullumbimby and a walk-around of the Ikon Institute campus and surrounding areas;
  - assistance with obtaining Transport Concession Cards;
  - introduction to Education Support Officers, Student Support Officers and key members of the Ikon Institute team;
  - details of the course, timetable, and Ikon employee contact details;
  - assistance available for academic issues and contact details;
  - information about additional support available, such as legal, emergency and health services;
  - information about course attendance and academic progress requirements;
  - overview of complaints and grievances policies.

Students are provided with access to:

- Student Orientation Handbook;
- contact details for key members of staff.

- 7.2 **Student Orientation Handbook** – All students are provided with access to the Student Orientation Handbook during their induction at Ikon Institute. The handbook contains information on:
  - services, facilities, and resources available to students;
  - contact details for key members of staff at the Ikon Institute;
  - all Ikon Institute policies and procedures applicable to students;
  - other relevant information in assisting students entering study.
- 7.3 **Student support services** – Ikon Institute has a team of Education and Student Support Officers designated to provide assistance to students. Students are introduced to their Education Support Officer and Student Support Officer at induction, and given their contact details. Students are free to approach any Ikon Institute staff member for help or to make general enquiries.

General enquiries may include any relocation issues such as:

- directions;
- public transport queries;
- access to other services.

7.4 **Academic language and learning support** – Students are advised to approach their subject Academic Staff with content specific questions, and Student Support Officers for learning support.

Academic language and learning support services provided by Ikon include:

1. Free study skills workshops, at commencement of new courses covering:
  - academic integrity;
  - researching skills;
  - critical thinking;
  - note taking;
  - report writing;
  - referencing;
  - study skills.
2. Ad-hoc workshops developed and delivered in response to student need (may be requested by a member of Academic Staff, Education Support Officer, Head of Faculty or students).
3. One-on-one student academic language support, provided by the Student Support Officer upon student request (may also be recommended by Academic Staff or initiated by Education Support Officer in response to student progress).
4. Study Skills Handbook accessible online by all students.
5. Online access to academic language and learning support resources.
6. Timetable and planning support.
7. Learning support strategies – provided through individual sessions with Academic Staff or Student Support Officers (dependant on whether the request is content specific), at the student's request.
8. Academic issues.

7.5 **Student welfare services** – The Student Support Officers are available to students to help them access study support and welfare-related services such as:

- Legal services – Ikon Institute can refer a student who requires a legal practitioner; the referral is at no cost to the student. Student are responsible for any costs related to the legal advice/services provided.
- Facilities and resources – At orientation students are given a guided walk-around of the Ikon Institute facilities, and acquainted with the resources available for their use.
- Complaints and appeals processes – The Education Support Officer can support any student in following the complaints and appeals policy and procedure, which is detailed on the website and made available from administration at any time. The policy is specifically explained during orientation and outlined in the Student Orientation Handbook.
- The Placement Officer will assist students in sourcing appropriate placement opportunities for undertaking the compulsory work placement component of their studies.

7.6 **Ikon facilities** – All Ikon students have access to a range of on-campus facilities which include, but are not limited to:

- Communal kitchen facility – Ikon supplies tea, coffee, milk, and biscuits as a courtesy to students. A fridge and microwave are available for use. Please note that everyone is expected to tidy up after themselves, and maintain these facilities in a clean manner.

- Break-out rooms may be booked by students for group work, or private study groups. Speak to the administration team to book a space.
- Computer access – students have access to public computers in the campus library.
- Wi-Fi access- all Ikon facilities have full student Wi-Fi access. Login details are available during orientation.
- Library – all Ikon students have access to a library of resources. Resources may be borrowed via the administration team. Both physical library resources and virtual library resources are available.

## 8. Procedure

- 8.1 All students have access to Ikon Institute student support services through their Student Support Officer who will assess the student's needs and provide assistance as appropriate. Where internal support services are unable to meet the specific student's needs, Student Support Officers have access to information regarding additional external student welfare services available locally.
- 8.2 Where the nature of the concern is beyond the Student Support Officer's experience and abilities, the student will be referred to an appropriate person/organisation for professional assistance.
- 8.3 The Education Support Officer responds to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refers the student to other staff members as appropriate.
- 8.4 The Student Support Officer assists general welfare issues, through providing appropriate advice and direction. The Student Support Officer is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.
- 8.5 The Student Support Officer records student services provided to each student within the student's electronic file.
- 8.6 Academic Staff who notice any concerning changes in a student's behaviour, attitude, health, or general demeanour should firstly explore this with the student, and if further follow-up is required, report their concerns to the Student Support Officer, if available, or to the Education Support Officer, for appropriate and timely follow up.
- 8.7 The Student Support Officer provides support for students who require additional occasional counselling services and encourages students to utilise these services as appropriate.

## 9. Publication

- 9.1 This policy is to be published and provided to students, prospective students and staff on the Ikon Institute of Australia website [www.lkoninstitute.edu.au](http://www.lkoninstitute.edu.au) to ensure that all have access to up to date and accurate information.