



INVESTMENT BANKING INSTITUTE
BUSINESS SCHOOL

Student Support Framework

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Student Support Framework

1.0 Overview

Investment Banking Institute Business School Pty Ltd (“IBIBS”) is responsible for ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals.

To ensure that students are made aware of the support available, all staff in IBIBS are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

2.0 Support mechanisms

2.1 Nominated Student Support Officer

While all staff employed by IBIBS have the responsibility to provide support to students, IBIBS shall nominate a dedicated Student Support Officer who shall be available to all students, on an appointment basis, during IBIBS’s hours of operation.

Students may access the Student Support Officer directly or via the **Administration Office** and an appointment will be organised as soon as practical.

Details of the current Student Support Officer and how to contact them will be posted on all Student Noticeboards **[and on the Student Intranet (myibibs.edu.au)]**.

As part of their responsibilities, the Student Support Officer ensures up-to-date information is available for student support services and that any contacts provided are current. This information is given to students as part of the student orientation programme outlined below.

2.2 Student support services

The following support services are available and accessible for all students studying with IBIBS. IBIBS will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are made by IBIBS at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of IBIBS.

2.2.1 Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students’ progress and attendance is monitored and guidance and support provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified (as per section 4 of the *Student Progression and Exclusion Policy and Procedure*).

A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required.

2.2.2 Personal / social issues

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during IBIBS's hours of operation to gain advice and guidance on personal, accommodation, or family / friend issues. Where the Student Support Officer feels further support may be required, a referral to an appropriate support service will be organised.

2.2.3 Counselling service

The Student Support Officer is able to assist in times of stress or pressure during the course. Students may make an appointment at any time to see a member of IBIBS's staff for advice relating to study, such as:

- time management issues;
- setting and achieving learning goals;
- motivation;
- ways of learning;
- managing assessment tasks;
- self-care.

If the need arises to seek additional counselling services the Student Support Officer will maintain a list of the contact details of appropriate external support services.

2.2.4 Accommodation

While IBIBS does not offer accommodation services or take any responsibility for accommodation arrangements, IBIBS is able to refer students to appropriate accommodation services and staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

2.2.5 Special needs

A student is requested to advise his/her lecturer of any disabilities that may affect their learning, e.g. difficulty in hearing. The Student Support Officer is available to provide advice to students and to consult with the Course Coordinator when necessary.

2.2.6 Hardship

The requirements of study may present some students with hardship due to economic, social or other difficulties. Where genuine hardship exists a student may make application seeking permission to review their workload or other related matters.

To make an application a student is required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: Austudy, Youth Allowance, other Centrelink or government benefit, pay slips or bank statements which indicate financial status;
- Medical grounds: medical certificates stating nature of condition, duration;

- Single parent: evidence by way of statutory declaration and supporting government documentation.

2.2.7 Student orientation

All students are required to attend an orientation day at the beginning of their studies with IBIBS. This orientation day is managed by the Student Support Officer and will include:

- A tour of IBIBS identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- Information about policies and procedures generally, grievance procedures specifically and how to access the services of the Student Support Officer.

3.0 Review and improvement

In order to ensure that IBIBS has support services for students that are appropriate in scope and quality for the capacity of IBIBS and mode of delivery of its courses, the Executive Management Committee implements a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and action enhancements and improvements where necessary.

3.1 Stakeholder feedback

Regular stakeholder feedback through the use of survey instruments will inform IBIBS when reviewing the adequacy of its support services through the following process Refer also section 6.1 of the *Quality Assurance Framework* – Stakeholder feedback:

- 3.1.1 A survey of students is conducted for selected units of study during each study period that will include a section on the quality of IBIBS's support services soliciting suggestions on any improvements which might be made to improve the student experience.
- 3.1.2 The Dean will review the surveys, analyse the feedback and summarise any issues raised in regard to support services.
- 3.1.3 The Dean will meet formally and informally with the Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.
- 3.1.4 The Student Support Officer will recommend any improvements to support services to the Executive Management Committee for action.
- 3.1.5 All improvements that have been recommended by the Student Support Officer to the Executive Management Committee for action will be allocated to a responsible person for completion within an agreed timeframe.
- 3.1.6 Outstanding actions will be monitored by the Executive Management Committee until evidence of completion.
- 3.1.7 Where amounts not allocated in the budget are required for the improvement of support services, IBIBS's Managing Director will include

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it in their report to the Board of Directors in conjunction with a request for additional funding.

3.2 Ongoing Review

The Executive Management Committee will continuously review the efficacy of support services in their areas of responsibility through the following process:

- 3.2.1 Each member of the Executive Management Committee will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Executive Management Committee.
- 3.2.2 Where improvements to IBIBS's support services need to be addressed, any actions required will be decided upon by the Executive Management Committee and will be allocated to a responsible person for completion within the agreed timeframe.
- 3.2.3 Outstanding actions will be monitored by the Executive Management Committee until evidence of completion.
- 3.2.4 Where amounts not allocated in the budget are required for the improvement of facilities or resources, IBIBS's Managing Director will include it in their report to the Board of Directors in conjunction with a request for additional funding.

4.0 Version history

Version	Approved by	Approval Date	Details
1.0	Executive Management Committee	6 March 2013	Adoption of new QAF

Document owner: Registrar