



IONA COLLEGE
TRINITY

TEQSA Provider ID PRV14376 • CRICOS Provider Code 04294D

Student Support Framework

Approved by the Board of Directors on 24 March 2022

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1. Purpose

This Framework specifies the range of student support available during a student's enrolment at Iona Trinity College of Higher Education (**the College**).

2. Scope

This Framework applies to:

- all prospective and current students at the College
- all staff involved in teaching or providing services to students, and
- members of the College's Governing Bodies.

3. Principles

The College provides student support services that:

- prioritise student personal and academic wellbeing and success
- are inclusive, timely, effective and confidential
- are tailored to the specific needs of the student sub-cohorts, including students who may need to study off-campus for any part of their course
- are free of charge if provided by the College
- are regularly reviewed and responsive to stakeholder feedback, student success data and external benchmarking, and
- continuously improved from year to year on the basis of monitoring and review.

4. Categories of support services

Student services can be grouped according to the following headings:

- Student administration, including reception
 - ⇒ Advise students on matters related to their enrolment
 - ⇒ Make appointments on behalf of students for other support services (e.g. to see a counsellor. Specific support services, including counselling can be made available to students from an educational disadvantage background, including students from an Aboriginal and Torres Strait Islander background)
 - ⇒ Provide advice on visa conditions, including employment rights and conditions, and on avenues for resolving issues arising in relation to employment (e.g. Fair Work Ombudsman)
 - ⇒ Provide information about the local area and services, including accommodation options and community service centres
 - ⇒ Meet international students at the airport and transport them to their accommodation and assist with immediate needs.
- Orientation

Attendance at orientation is compulsory for all commencing students. Orientation day is managed by the Student Support Officer, on which students will be introduced to the following:

- ⇒ The College's expectations of students at the College
 - Code of conduct
 - Anti-discrimination
 - On-line behaviour
- ⇒ Orienting students to local and cultural customs, including Australia's history and the history and heritage of the Aboriginal and Torres Strait Islander peoples.
- ⇒ Living, working, and studying in Australia
- ⇒ Academic learning and personal support services available
- ⇒ English language and study assistance programs
- ⇒ Free legal aid services
- ⇒ Academic policies and procedures including academic integrity, academic progression, and grievance policies and procedures
- ⇒ Deferrals and changing providers
- ⇒ Sexual Assault and Sexual Harassment Policy and Procedure
- ⇒ The Learner Management System
- ⇒ Library services
- ⇒ Support available to students with a disability
- ⇒ Student safety and wellbeing – on campus and online
- ⇒ Who to contact in an emergency
- ⇒ ITC's facilities and resources and campus tour
- Learning support
 - ⇒ Available for one-on-one consultation by appointment or by referral from academic staff and can assist students face to face or by phone or online
 - ⇒ Includes English Language Proficiency support through informal social gatherings as well as formal workshop sessions
 - ⇒ Schedules workshops in literacy and numeracy and other areas such as report and essay writing and academic integrity. These workshops will be advertised via the Learning Management System (LMS).
- Academic staff are available for individual student consultation, 2 hours per week during semester at a dedicated and specified time
- Library
 - ⇒ Physical access to the Library resources and Librarian will be in accordance with the campus opening hours

- ⇒ Provides online access to a number of databases
- ⇒ Through a Librarian, assist students in accessing research materials for their studies in light of the memorandum with Camden Theological Library
- Learning Management System
 - ⇒ Provides information about the course, learning support workshops and learning support materials
- Counselling services
 - ⇒ Via a contracted private provider will be available to students when required at a reasonable cost.

5. Monitoring

Feedback from students about their experience using the College's learning support services will be collected on an annual basis to:

- Monitor whether students' needs are being addressed effectively
- Identify possible improvements to student support services

The College will benchmark its student support services with its benchmarking partners.

The Academic Board will monitor the effectiveness of the College's student support services through regular reports on the progress of student cohorts through the Teaching and Learning Committee, and will make recommendations to the Board of Directors on possible improvements to learning support services.

The Board of Directors receives an annual report on the adequacy of student support services that includes internal data and the results of benchmarking and will adjust the College's strategy and resourcing of support services as required.

6. Responsibilities

The Board of Directors is responsible for overseeing the delivery of adequate support services to students.

The Academic Board reviews and make recommendations to the Board of Directors on the adequacy of learning support services provided to students, including on services provided to specific cohorts such as international students.

The Principal:

- maintains and facilitates access to adequate academic learning support services
- ensures the College's support services reflect the needs of student cohorts across all modes of participation and courses
- ensures sufficient and competent staff are available to provide support services
- reports to the Teaching and Learning Committee, the Academic Board and the Board of Directors on the performance of academic, general and personalised support services.

Student support services staff:

- maintains adequate non-academic support services
- facilitates access to these services.

7. Definitions

For the purposes of this Framework, the following terms are defined as follows:

Educational disadvantage ¹	Includes one of the following groups: <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander peoples • People from low socio-economic backgrounds • People with a disability • People from rural, remote, or isolated areas • People who are the first in their family to participate in higher education • People from non-English speaking backgrounds, and • People from the LGBTQIA+ community.
Governing Bodies	Members of the Board of Directors, and its sub-committees, and the Academic Board and its sub-committees
Student support services staff	Student Services Manager, Student Administration Officer, Librarian and other student facing personnel

8. Version history

Version #	Changes	Approval Body	Approval Date
1.0	Original Version	Board of Directors	24/03/22
1.1	Incorporate services for students from an educational disadvantage background	Board of Directors	27/07/23

9. Additional Information

Policy Status	Approved
Policy Owner	Principal
Next Review Date	3 years from Approval Date
Associated Internal Documents	Benchmarking Policy and Procedure Academic Progression Policy and Procedure

¹ List adapted from TEQSA 2023, *Guidance Note: Diversity and Equity*, Version 1.3, 8 June (under consultation)

Higher Education Standards Framework (Threshold Standards) 2021 Standard 1.3.2 and 7.2.2

National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 6.1 to 6.4

Other Applicable Legislation and Instruments Education Services for Overseas Students Act 2000
Tertiary Education Quality and Standards Agency Act 2011

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