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## STUDENT SERVICES POLICY

### 1. Purpose

- 1.1 Ikon Institute of Australia (Ikon) recognises its obligation to support students to adjust to study, achieve their learning goals, and meet the learning outcomes of their course.
- 1.2 All students should have equal access and opportunity to succeed in their courses, and that the education offered shall be tailored to our specific higher education cohort. Ongoing academic and non-academic support for students is integral to ensuring this access and opportunity.
- 1.3 Ikon provides student welfare and academic support services for all our students. The details of these services are outlined in this policy.

### 2. Scope

- 2.1 This policy applies to all students of Ikon as well as the relevant academic and student-facing support staff.

### 3. Related Documents

This policy should be read in conjunction with the following documents:

- Orientation and Transition Policy
- Student Orientation Handbook
- Glossary of Terms
- Inclusion, Diversity and Equity Policy
- Student Handbook
- Grievance and Appeals Policy
- Critical Incident Policy
- Health, Safety & Wellbeing Policy
- Reasonable Adjustment Policy
- IT Usage and Security Policy

This policy and related documents can be accessed via the [Policy and Procedures](#) section of the Ikon website, and the student and staff policy libraries.

### 4. Definitions

**“Inclusive Education”** means that all students are welcomed and are supported to access, contribute, and engage in all aspects of Ikon’s community, including learning environments, course content and activities so that all students learn and participate together.

**“Orientation Program”** is the scheduled program of activities prior to the beginning of each trimester that provides students with opportunities to meet staff and other students, tour the campus, enrol in academic support workshops and seminars, engage in social activities, learn more about Ikon and the services on offer, learn more about their rights and responsibilities as students, and access other important information.

**“Reasonable Adjustment”** means measures or actions taken in order to provide substantive equality for students with additional support needs to ensure their active participation in teaching and learning activities including assessment.

**“Student with Additional Needs”** means a student enrolled or interested in enrolling in a course of study with Ikon who has a certified medical condition that may impair their ability to succeed academically.

## POLICY

### 5. Principles

- 5.1 Ikon 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 provides on and off campus advice, information and referral services designed to meet the needs of the student body with counselling, financial matters, legal issues, work rights, health, welfare, and wellbeing.
- 5.3 Ikon has an extensive Orientation Program, devoted to providing comprehensive information about available student services and support staff for new students:
  - Student services available to students in the transition to life and study in a new environment
  - Legal services
  - Accessing emergency and health services
  - Facilities and resources
  - Grievance and appeals processes

More information can be found in the *Orientation and Transition Policy*.

- 5.4 Ikon 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, and to participate in decision making.
- 5.5 Ikon provides the opportunity for students to access welfare-related services to assist with issues that may arise during their studies, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the students. If Ikon refers the student to an external support service, the student will not incur a cost for the referral.
- 5.6 Ikon’s *Critical Incident Policy* outlines the actions to be taken in the event of a critical incident, the follow up and recording of incidents, and action/s taken. This policy ensures the interests of the student, and their families, are managed appropriately, shows that Ikon is prepared for such incidents and has a clear protocol to follow in what can be distressing and upsetting circumstances.
- 5.7 Ikon aims to:
  - provide appropriate and well-informed support services including study, academic language and learning advice and help, help with meeting and dealing with course requirements, attendance, and welfare issues
  - maintain and deliver up-to-date and correct information for students relating to support services, study issues, emergency, legal and health services, and facilities and resources
  - provide information on Ikon’s grievance and appeals procedures
  - regularly review and deliver a comprehensive Orientation Program that includes all of the above, as well as information on course progress and attendance conditions

- provide welfare-related support services at no cost to the students, including referrals to any additional services as appropriate
- support the participation of all individuals in the learning environment, including those from diverse backgrounds and underrepresented groups
- ensure that the nature and extent of support services available to students are informed by the needs of student cohorts, including mental health, disability, and wellbeing needs
- provide access to learning resources that do not present unexpected barriers, costs, or technology requirements for students, including for students with special needs
- provide support and make appropriate accommodation for students with language and learning difficulties or an additional need, to ensure that they are treated fairly, and that they receive all reasonable assistance to successfully complete their course
- provide support for diverse learners and an inclusive education for all students

5.8 Ikon acknowledges and provides support for specific equity groups including:

- Aboriginal and Torres Strait Islander peoples
- people from lower socio-economic backgrounds
- people with additional needs
- people from remote, rural, or isolated areas
- people who are the first in their family to attend a university or other higher educational institution
- people from non-English speaking backgrounds
- women, especially in areas of study where they have been under-represented
- people who identify as being LGBTQIA+

5.9 Ikon is dedicated to ensuring that all students have an equal opportunity to fully participate in their education and succeed in their chosen course of study. Ikon shall ensure that any student with an additional need is accommodated by establishing accessible facilities, infrastructure, course delivery and assessment methods, and organisational procedures.

5.10 Ikon is committed to:

- Ensuring our campuses and study locations are welcoming, respectful, supportive, non-discriminatory, and free of harassment for Aboriginal and Torres Strait Islander students, and provide Aboriginal and Torres Strait Islander students with study spaces where they feel culturally safe; and
- promoting understanding and appreciation of Aboriginal and Torres Strait Islander traditional and contemporary perspectives, knowledge, skills, values, and culture across the Ikon.

## PROCEDURE

### 6. Support Provided

#### Orientation Support

6.1 All students are required to attend their 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 the campus (physical and/virtual, and a walk-around of the campus and surrounding areas)
- assistance with obtaining Transport Concession Cards
- introduction to the Student Experience Team, Academic Student Advisors, and key

members of the Ikon team

- details of the course, timetable, and Ikon staff 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 progression requirements
  - overview of grievance and appeals procedures
  - contact details for key members of staff
- 6.2 All students are provided with the Student Orientation Handbook and Student Handbook during their orientation at Ikon. The handbooks contain information on:
- services, facilities, and resources available to students
  - contact details for key members of staff at Ikon
  - policies and procedures applicable to students
  - other relevant information in assisting students entering study
- 6.3 More details on the Orientation Program can be found in the *Orientation and Transition Policy*.

#### Student Support Services

- 6.4 Ikon has a team of academic support advisors, student experience advisors and professional counsellors designated to aid students. Students are introduced to the Student Experience Team, Academic Support Advisors and Counselling Team during orientation and given their contact details. Students are free to approach any Ikon staff member for help or to make general enquiries.
- 6.5 The Student Experience Team respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refers students to other staff members as appropriate.
- 6.6 Students have access to Ikon's student support services through the Student Experience Team which is dedicated to supporting and guiding student all through their journey at Ikon. Each team member is highly experienced and can answer queries such as:
- timetables and attendance
  - enrolment options / study plans /academic progression
  - special consideration
  - reasonable adjustment
  - transcripts
  - deferral / withdrawal / exit points
  - guidance through the student portal
  - RPL/credit
  - referral to student support services
  - library
  - printing, copying, access to on-campus computers
  - appeals / remittance of fees
  - public transport concession card
- 6.7 Where the nature of the concern is beyond the Student Experience Team's experience and abilities, the student is referred to an appropriate person/organisation for professional assistance.
- 6.8 The Student Experience Team records student services provided to each student within the student's electronic file.

- 6.9 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 Experience Team or the Academic Support Advisors for appropriate and timely follow up.
- 6.10 The Counselling team provides support for students who require short-term counselling services and encourages students to utilise these services as appropriate.
- 6.11 The Placement Officer assists students in sourcing appropriate placement opportunities for undertaking the compulsory work placement component of their studies

#### Education Services Support

- 6.12 The Education Services team is committed to assisting students through their journey at Ikon. The team are highly experienced and provide support relation to:
- education policy and procedures
  - assessment extensions
  - assessment grades release
  - Canvas subject content enquiries
  - matters related to lecturers
  - academic integrity and misconduct
  - assessment grading and feedback enquiries

#### Academic Learning Support

- 6.13 The Academic Support team helps students realise their learning, studying and academic potential. The team is available to all students from the very beginning of their studies right through to graduation. Their direct contact details can be found on the Academic Support page in the Student Hub on Canvas.
- 6.14 While the Academic Support team has individual specialties, any one of them can assist in areas such as:
- study habits, time management, procrastination
  - understanding an essay or assignment task
  - essay planning, writing, and editing
  - APA-7 style and referencing
  - critical reading and note-taking
  - applying and integrating lecturer feedback for assignments
  - academic integrity and misconduct.
- 6.15 Study Skills Resources have been developed for students to assist in establishing good study practices from the onset of their learning at Ikon and to ensure that they are aware of the expectations when it comes to the more formal part of their learning and assessments. This can be found in the Student Hub in Canvas.
- 6.16 Workshops are held each trimester in response to student need which may be requested by a member of the academic staff, Academic Support Advisor, Student Experience Team, Head of Faculty, or students.
- 6.17 Individual 1:1 session (30 mins) can be booked with an Academic Support team member via the support page in the Student Hub on Canvas.

#### Student Welfare Services

- 6.18 The Wellbeing Coordinator is available to help with:

- referral to Counselling or Academic Support
- a point of contact when students are in immediate need of mental health support
- in cases where students may have an issue with teachers, staff, or other students

6.19 Where internal support services are unable to meet the specific student's needs, the Wellbeing Coordinator has access to information regarding additional external student welfare services available locally.

#### Counselling Support

6.20 Free counselling services are available to students for psycho-emotional support and therapeutic intervention. These services are available online and on campus and are booked online through the Student Hub on Canvas.

6.21 Benefits include:

- familiarisation with therapeutic approaches.
- learning new behaviours and/or responses to help students achieve their study and life goals
- understanding thoughts, feelings, and responses better
- developing skills and understanding for improving relationships
- working towards greater self-understanding and fulfillment.

#### Campus Facilities

6.22 Students have access to a range of on-campus facilities which include:

- communal kitchen facility – Ikon supplies tea, coffee, milk, and biscuits as a courtesy to students. A fridge and microwave are available for use.
- break-out rooms may be booked by students for group work, or private study groups through the Student Experience Team.
- computer access on campus for students.
- Wi-Fi access - all Ikon campuses have full student Wi-Fi. Login details are available during orientation and from the Student Experience Team.
- library – students have access to a library of resources on campus and online. Resources may be borrowed on campus via the Student Experience Team. Online resources can be accessed via the Student Hub in Canvas.

#### Placement Support

6.23 Ikon has a dedicated placement team which specialises in establishing suitable placements and supporting students during their placement hours.

6.24 The Placement Team works with, and supports students, to develop their practical experience within both the counselling and early childhood education sectors.

#### Reasonable Adjustments

6.25 Ikon aims to make 'reasonable adjustments' to assist a student with additional needs to participate in a course and to use facilities or services on the same basis as a student without an additional need. Reasonable adjustments must not fundamentally change the nature of the inherent requirements for a course. Students with additional needs may be able to have reasonable adjustments made to enable them to meet these requirements. Consideration shall also be given to a student's cultural and religious background and beliefs, which may impact on participation in their course. Further details can be found in the *Reasonable Adjustment Policy*.

## Privacy and Personal Information

- 6.26 Students' personal information is collected in accordance with Ikon's *Privacy Policy* and *Records Management Policy*.
- 6.27 All personal information is held in the Ikon Student Management System and is appropriately secured against misuse, interference, loss and unauthorised access, modification, or disclosure, see Ikon's *IT Usage and Security Policy*. Once the information is no longer required it shall be appropriately destroyed in accordance with the *Records Management Policy*.

## 7. Publication

- 7.1 This policy shall be published in the [Policy and Procedures](#) section of the Ikon website and in the staff and student policy libraries.

### Policy Information & History

Policy Category	Academic, Support
Policy ID	SU001A
Approved by	Academic Board
Date of Approval	8 December 2021
Previous Versions	9 May 2018, 3 June 2016, 1 April 2016
Next Review Date	November 2024
Government Legislation	<u><a href="#">Tertiary Education Quality and Standards Agency Act 2011</a></u> <u><a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></u> <u><a href="#">National Code 2018</a></u>
Responsible Officer	Dean
Sources:	In developing this policy, the following documents were considered: <u><a href="#">TEQSA commentary: HESF Domain 1: Student participation and attainment</a></u>
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information, including Charter Australia, S P Jain School of Global Management, University of Divinity, and Australian College of Applied Professions.
Editorial Amendment	22 September 2022 To improve the clarity of language and correct minor typos Approved by: Quality Assurance Manager