
SUPPORT FOR STUDENTS POLICY

1. Purpose and Context

- 1.1 Ikon Institute of Australia (Ikon) is committed to ensuring its students are provided with the support structures and resources to assist them to be successful in their studies.
- 1.2 This policy outlines the principles and policies underpinning the provision of Ikon's support services and the processes for ensuring that students are aware of and have access to appropriate support services.
- 1.3 This policy is published in accordance with Ikon's obligations under the Higher Education Support Act 2003 (Cth). It is intended to provide students and staff with information regarding the support services available to students.

2. Scope

- 2.1 This policy applies to all students and all staff.
- 2.2 The policy outlines the expectations and responsibilities of staff in identifying students requiring support and directing them to or providing them with, guidance on appropriate support services.

3. Related Documents

- 3.1 This policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies, including:
 - a) [Academic Integrity and Misconduct Policy](#)
 - b) [Assessment Policy](#)
 - c) [Critical Incident Policy](#)
 - d) [Domestic Student Admission Policy](#)
 - e) [Enrolment Policy](#)
 - f) [Grievance and Appeals Policy](#)
 - g) [Health, Safety and Wellbeing Policy](#)
 - h) [Inclusion, Diversity and Equity Policy](#)
 - i) [International Student Admission Policy](#)
 - j) [International Student Services Policy](#)
 - k) [Learning Resources Policy](#)
 - l) [Learning Support Policy](#)
 - m) [Orientation and Transition Policy](#)
 - n) [Reasonable Adjustment Policy](#)
 - o) [Research Policy](#)
 - p) [Safety Management Policy](#)
 - q) [Sexual Assault and Harassment Policy](#)

- r) [Student Academic Progress Policy](#)
- s) [Student Code of Conduct](#)
- t) [Student Consultation Policy](#)
- u) [Student Services Policy](#)

All policies and any associated forms referenced in this document can be found in the [Policies & Procedures](#) section of the Ikon website and/or in the student and staff policy library on Canvas.

4. Definitions

“Academic skills” means skills and abilities that enable effective knowledge acquisition, understanding and critical thinking at a higher education level. Academic skills include effective study habits, note-taking, effective listening, reading critically, exam preparation, and time management.

“Academic performance improvement plan” is a written agreement where the student formally agrees to complete a recommended program of study and activities over a specified period of time to assist in their academic progress.

“Access to appropriate support services” means students are provided with information on, and access to both academic and non-academic, support services that are consistent with the requirements of their course of study, their mode of study and the learning needs of student cohorts.

“At risk” means a student is identified as being at risk of failing a subject and therefore **at risk** of unsatisfactory progress through a course of study; or a student who fails a core or compulsory subject or fails 50% or more of the credit points in a study period and is thus ‘at risk’ of unsatisfactory progress.

“Course” means a sequenced program of subjects that a student enrolls in and for which they receive an award upon graduation a program of study leading to a formal qualification.

“Student cohort” means all students commencing in a course of study in a particular year with a higher education provider. Student cohorts may be classified by entry pathway, mode of study, place of study or other groupings.

“Support services” means services to help students effectively engage with academic learning e.g. workshops, seminars and one-on-one consultation sessions and non-academic support services such as wellbeing and counselling.

A full glossary of terms can be found [here](#).

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5. Policy Statement

- 5.1 Ikon will ensure that all students have equivalent opportunities for successful transition into, and progress through, their course of study.
- 5.2 Ikon will ensure support is available to assist students to successfully complete their course of study and that students are made aware of these support services throughout their study.

6. Students at risk of not successfully completing subjects in a course of study

- 6.1 Ikon will identify students requiring support as early as possible in the enrolment process. Students identified as requiring support will be assessed and appropriate support will be provided. This may include access to a range of academic and non-academic support services, reasonable adjustment and/or special consideration.
- 6.2 Ikon will undertake the following in order to promote early detection and support for students who are 'at risk' of not successfully completing their course of study:
- Prior to enrolment, Ikon will identify students requiring support as early as possible, and provide support as appropriate. This may include access to a range of academic and non-academic support services, reasonable adjustment and/or special consideration. Refer to [Reasonable Adjustment Policy](#) for more details.
 - Prior to course commencement, students will be provided with information about support services during student orientation. Refer to [Orientation and Transition Policy](#) for more details.
 - Monitor students' progress in the course during the trimester and evaluate at the end of each trimester. If progress begins to decline, a series of alert letters will be issued, and an intervention strategy (academic performance improvement plan) implemented, escalating to the issuance of a notice of intention to cancel enrolment. Students will then have 20 working days to appeal the notice prior to cancellation of enrolment. Refer to [Student Academic Progress Policy](#) for more details.

7. Support Services Available to Students

- 7.1 Ikon offers either directly or through third-parties numerous support options for students to assist successful completion of their units of study, which includes the following.

Student Experience and Education Services

- 7.2 Advisors are available to meet with students to discuss any concerns they have in relation to their enrolment and academic progress. Ikon's advisors provide support and guidance, in consultation with academic staff, on timetabling, enrolment, progression, special consideration and reasonable adjustment and provide referrals to other support services internally and externally.
- 7.3 The Student Support Hub (accessible via Ikon's website and the Learning Management System (LMS)) provides students with 24/7 access to information on student administration matters, forms, LMS user guides, key dates, and frequently asked questions and answers. Students can submit requests, book face-to-face and online appointments via the Student Support Hub.

Student Wellbeing Services

- 7.4 Students can access wellbeing and counselling resources through the Wellbeing Support Hub via the LMS. The Hub provides community and online resources to improve student health, wellbeing and engagement, information on Ikon's community events and activities, and includes a link for students to book individual sessions with qualified counsellors in Ikon's third-party counselling service, AccessEAP.

Library Services

- 7.5 All students have access to Ikon's digital library, journal databases and librarian via the LMS. Students are able to email Ikon's librarian for individualised guidance in accessing suitable learning materials including research.

Academic Learning Support

- 7.6 All Ikon students are enrolled in the Academic Learning Support (ALS) Hub, which is accessed via the LMS. The ALS Hub features a comprehensive suite of interactive online modules designed to assist students to develop their academic study skills and includes a link for students to book individual study support sessions with Ikon's third-party provider, Studiosity.

Work Integrated Learning Placement Support

- 7.7 Ikon's Placement Officers provide support to students undertaking compulsory work integrated learning placement component of their course of study. Ikon's Placement officers liaise with students to provide all the information needed in planning, organising, and preparing for placement.

Academic Consultation

- 7.8 The [Student Consultation Policy](#) outlines the framework to ensure all students have fair and reasonable access to appropriate consultation with academic staff outside of the normal class time.

8. Roles & Responsibilities

Executive Dean

- 8.1 The Executive Dean will consult with the Heads of School to ensure that the overall program of academic support is tailored to each student cohort and discipline. The Executive Dean will monitor and report to the Teaching and Learning Committee and the Academic Board on the effectiveness of support services.

Heads of School

- 8.2 The Heads of School will monitor and report the progression of each student cohort through the Teaching and Learning Committee and Grade Review Committee to the Academic Board.

Academic staff

- 8.3 Staff involved in teaching and learning activities play a central role in ensuring that students are aware of the support services available to them. They communicate this information to students at the beginning of each trimester, and they refer students to support services and the Student Experience Team on detection of poor performance or for students 'at risk'. Academic staff will be available for students to approach them with any concerns. Academic staff will be trained to support students through induction, professional development activities, and communication with the Heads of School and the Executive Dean.

Head of Learning Support

- 8.4 The Head of Learning Support will ensure that Ikon provides academic learning support services that helps students realise their learning, studying and academic potential. The Head of Learning Support will report to the Teaching and Learning Committee on academic support services through student feedback.

Student Experience and Education Services teams

- 8.5 The Student Experience and Education Services Advisors provide study information and

immediate support, and can refer students to Ikon’s third-party counselling service, AccessEAP, general practitioners, and other health and wellbeing services.

9. Publication

- 9.1 Ikon will publish this *Support for Students Policy* as well as information regarding support for students on its website, learning management system and any other internal sites as deemed appropriate.

Policy Information & History

Policy Category	Academic, Support
Policy ID	SU007A
Approved By	Academic Board
Date of Approval	27 March 2024
Endorsed By	Teaching and Learning Committee
Date of Endorsement	19 March 2024
Previous Versions	
Next Review Date	March 2025
Government Legislation	Higher Education Support Act 2003 Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act 2000 National Code 2018
Responsible Officer	Executive Dean
Stakeholders*	Executive Dean, Head of School, Education Services Team, Placement, Admissions Team, Enrolment Team, Student Experience Team, Learning Support, Wellbeing Support, Library.
Benchmarking:	External referencing activities were conducted to determine sector best practice using publicly available information, including Department of Education , University of Technology Sydney , Western Sydney University , Charles Sturt University , University of New South Wales