

# 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 improvement plan"** means a plan that documents a student's academic results from the previous semester, reasons for unsatisfactory progress in a specific subject (or subjects), actions that the student has agreed to undertake in order to improve academic performance and relevant support services at Ikon and externally.

**"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 who is identified as being at risk of failing to achieve satisfactory academic progress. Students are deemed "At Risk" when they: 1. fail more than 50% of enrolled subjects in a study period, 2. fail a subject (or an equivalent subject) for the second time, or 3. are unlikely to complete their course within the maximum course duration. **"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](#).

## POLICY

#### 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.
  - Ikon will 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 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 Team

- 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 Student Portal) provides students with 24/7 access to information on student administration matters, forms, user guides, key dates, and frequently asked questions and answers. Students can submit enquiries and requests via the Student Portal, telephone and in person via the Student Experience Team.

### Student Wellbeing Services

- 7.4 Students can download and access the Sonder app for free. Sonder is a confidential support service available to students 24/7. Support includes confidential on-demand

support from qualified counsellors, self-help resources, location-based safety support services, critical response care and more.

### Library Services

- 7.5 All students have access to Ikon's digital library, journal databases and library support. Students are able to search the library's extensive FAQs and submit questions to the Library team for individualised support in accessing suitable learning materials including research.

### Academic Learning Support

- 7.6 Academic Learning Support at Ikon includes a comprehensive suite of interactive online modules designed to assist students to develop their academic study skills and includes a link for students to use Ikon's third-party academic support provider, Studiosity. Academic Learning Support can be found on Ikon's Library website.

### 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

### Dean

- 8.1 The Dean will consult with relevant stakeholders to ensure that the overall level and type of support is tailored to each student cohort and discipline. The 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.

### 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 Dean.

### Library and Learning Support Manager

8.4 The Library and Learning Support Manager will lead the development, delivery, and continuous improvement of learning support and library services, providing high-quality academic skills development, digital and information literacy support, and learning assistance to students and faculty. This includes reporting to the Teaching and Learning Committee on academic support services.

### Student Experience Team

8.5 The Student Experience Team provides study information and immediate support, and can refer students to Ikon's third-party counselling service, Sonder, 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	4 March 2026
Endorsed By	Teaching and Learning Committee
Date of Endorsement	11 February 2026
Previous Versions	27 March 2024
Next Review Date	March 2028
Government Legislation	<a href="#">Higher Education Support Act 2003</a> <a href="#">Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023</a> <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a> <a href="#">Education Services for Overseas Students Act 2000</a> <a href="#">National Code 2018</a>
Responsible Officer	Dean
Stakeholders*	Dean, Head of School, 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 <a href="#">Department of Education</a> , <a href="#">University of Technology Sydney</a> , <a href="#">Western Sydney University</a> , <a href="#">Charles Sturt University</a> , <a href="#">University of New South Wales</a>