



## STUDENT SUPPORT FRAMEWORK

### 1. Overview

Crown Institute of Higher Education (CIHE) 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 CIHE are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

### 2. Support mechanisms

#### 2.1 Nominated Student Support Officers

While all staff employed by CIHE have the responsibility to provide support to students, CIHE shall nominate dedicated Student Support Officers who will be available to all students during CIHE's hours of operation.

Students may access a Student Support Officer directly via the administration desk on the 1<sup>st</sup> floor and, if they are not available, an appointment will be organised as soon as practical.

Details of the Student Support Officer and how to contact them will be published in the *Unit Learning Guide*, on the website, in the Student Handbook and on Moodle sites.

Student Support Officers will ensure up-to-date information is available for students. Contact 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 CIHE. CIHE will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are made by CIHE 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 CIHE.

##### 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 unsatisfactory results or issues related to academic literacy and English language proficiency are identified<sup>1</sup>.

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<sup>1</sup> As per section 3 & 4 of the Student Progression and Exclusion Policy and Procedure



CIHE will employ a Language and Learning Advisor. A student is able to access the Language and Learning Advisor to discuss any academic, attendance, or other related issues at any time. The Language and Learning Advisor will be able to provide advice, study assistance, and language support, 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 Officers during CIHE's hours of operation to gain advice and guidance on personal, accommodation, or family / friend issues. Where a 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 CIHE'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 Officers will maintain a list of the contact details of appropriate external support services.

### **2.2.4 Accommodation (International students)**

While CIHE does not offer accommodation services or take any responsibility for accommodation arrangements, CIHE 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. All international students are encouraged to have accommodation organised prior to arrival in Australia but, if not, the Student Support Officer can refer students to appropriate accommodation services.

### **2.2.5 Special needs**

A student is requested to advise their 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: government benefit statements, 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.

An international student who is an applicant under this category must still meet the requirements of the relevant regulations affecting student visas in these circumstances.

### **2.2.7 Student orientation**

All students are encouraged to attend an orientation day at the beginning of their studies with CIHE. For international students, attendance at orientation is compulsory. Orientation day is managed by the Registrar and Dean and will include:

- A tour of CIHE 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, Language and Learning Advisor and other staff.

For full details of orientation, please see the schedule in the Appendix.

## **3. Review and improvement**

In order to ensure that CIHE has support services for students that are appropriate in scope and quality for the capacity of CIHE and mode of delivery of its courses, the Executive Management Committee will review the support processes, using feedback from various stakeholders in order to monitor the availability, accessibility and value of the support services. Improvements will be made where determined.

### **3.1 Stakeholder feedback**

Regular stakeholder feedback through the use of surveys will inform CIHE when reviewing the adequacy of its support services through the following process<sup>2</sup>:

- 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 CIHE'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.

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<sup>2</sup> Refer also section 6.1 of the *Quality Assurance Framework – Stakeholder feedback*



- 3.1.3 The Dean will meet formally and informally with the Student Support Officers and Language and Learning Advisor to discuss any issues raised and to formulate possible strategies for improvement.
- 3.1.4 The Student Support Officers and Language and Learning Advisor 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, CIHE's CEO will include 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 review the support processes, using feedback from various stakeholders in order to monitor the availability, accessibility and value of the support services 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 CIHE'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 an 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, CIHE's Chief Executive Officer will include it in their report to the Board of Directors in conjunction with a request for additional funding.

## 4. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	31.1.2017	Document creation
1.1	Executive Management Committee	7.3.2017	Language simplification; inclusion of detailed requirements of orientation; clarity of roles.

Document owner: Registrar



## Appendix

### CIHE

#### Orientation Schedule

Orientation takes place the week before each semester commences.

Orientation is designed to support a student's transition into Crown Institute of Higher Education academically and socially.

The aim of orientation is to make the transition as smooth as possible, supporting and motivating students as they begin their studies at CIHE and making them aware of the support that is available to them.

Orientation is compulsory.

#### The all day program will cover the following:

- Formal welcome
- Organisation
  - Staff Introductions
  - Handbook
  - Structure of CIHE
    - Academic
    - Administrative
    - Student support
  - Campus orientation
    - Tour
- Course planning
  - Course structure and Course Coordinators
  - Course requirements and Study patterns
  - Unit structure
- Studying at CIHE
  - LMS
  - SMS
  - Student Email
  - Calendar and key dates
  - Timetable
  - Feedback
- Academic Support
  - Key staff – LSO and LLA
  - Introduction to library and library services
  - Study support – what kind of help is provided and how to access
  - Getting started workshop program



- Student responsibilities
  - Code of conduct
  - Academic integrity and academic misconduct
  - Equity and Diversity policy
- Health, Safety and well-being
  - Health and Safety on Campus – critical incident response and support
  - Counselling
  - Life in Sydney
  - An international student briefing which will cover a range of information specific to international students as new visitors to Australia, such as the transportation, banking, postage and financial management systems in Australia relative to them. This briefing will also discuss access International Student Support staff and reminders about conditions of their Student Visa.
- Q and A sessions throughout the day.

Program		
10	Coffee and cake served  Informal greetings	All staff
10-10.30	Formal welcome and staff introductions  Handbook distributed	Dean  All key staff
10.30 - 11	Structure of CIHE: Academic; Administrative; and Student support.  Agents Survey delivered	Course Coordinators  Registrar
11 - 12	Campus orientation and tour	CEO
12-1	Lunch	All staff and students
1-2	Course Planning  An introduction to the structure of the courses and the enrolment requirements.	Dean  Course Coordinators
2 – 3	Studying at CIHE <ul style="list-style-type: none"> <li>• Unit requirements – the Unit Learning Guide</li> <li>• Timetable</li> <li>• Attendance</li> <li>• Assessment</li> <li>• Library</li> </ul>	Course Coordinators



	<ul style="list-style-type: none"> <li>• Staff consultations</li> </ul>	
3 – 2.30	Academic Support	LSO and LLA
2.30 - 3	Student responsibilities <ul style="list-style-type: none"> <li>• Communication</li> <li>• Misconduct policy</li> <li>• Academic Integrity</li> <li>• Progression rules</li> </ul>	Dean
3.00 - 4	Health, Safety and Well-being  Living in Sydney	Registrar
<b>Evening: Welcome BBQ</b>		