

# Student Support Policy

## **Commencement Date**

1 June 2014

## **1.0 Purpose**

This policy aims to enhance the student learning experience and improve outcomes for students. It provides information for staff and students to ensure that adequate support is provided to meet student needs to provide the best opportunity for student success.

## **2.0 Scope**

This policy applies to all members of the Guild's higher education community.

## **3.0 Objectives**

The Guild aims to provide a high standard of support to enhance the quality of the student experience that is appropriate to the diverse needs of its student population. The Guild aims to:

- Ensure that members of the AGME community promote the development and understanding of moral, ethical, and professional behaviour that is free from discrimination.
- Promote and encourage a safe and scholarly learning environment where students are supported to succeed.
- Promote interaction of online community activities for attending and distance students, including the use of web and video conferencing, email, phone and Moodle.
- Provide scholarship support for students that display outstanding merit.

## **4.0 Implementation**

### **Responsibilities**

The Guild will support all students in their learning and will endeavour to provide additional support to students identified as 'at risk'. The Guild will:

- disseminate information about student support services to all higher education staff and students identify students via a number of mechanisms, who require additional support before admission to AGME and throughout the time of their study
- encourage students to access support services
- engage in communication with students that is timely and respectful
- ensure that staff are trained in identifying and providing support for students, and for referring students to internal and external services, as required.

Students are expected to:

- seek advice and support to assist with their studies as soon as possible and be responsible for their own study
- seek support where external issues may be affecting their studies, such as mental health issues or medical issues.
- contact AGME staff if they are having difficulties with progression, and to commit to undertaking to resolve the issue
- undertake additional English language studies where necessary.

## **Identification of academic and personal support needs**

All academic staff are responsible for undertaking to either contact a student for counselling themselves, and/or advise the Dean if a student:

- fails to submit a second assignment or submits more than two assignments after the due date, without prior consultation with staff.
- is struggling with the English medium – this is often determined through participation, or lack thereof, during online forums.
- fails a second assignment
- begins to miss online forums without prior consultation
- fails to deposit a course payment on time.
- advises of a medical or mental health condition or disability
- displays or advises of emotional instability resulting from trauma such as victimisation
- advises of external issues such as financial hardship

## **Student Support Services**

### ***Student Services Contact Hours***

Students can contact the Guild during hours 9.00 am to 5.00 pm Monday to Friday. Tia Hutajulu at the Guild will assist where possible or pass on a message to the appropriate staff member. If the matter needs to be dealt with urgently out of these hours, then the student should email the CEO, Ms Bernadette Norton or the Dean, Dr Knoop.

### ***Assistance Overview***

Students are encouraged to seek help if they need assistance with any matters that may affect their study at the Guild. Where appropriate, AGME staff will refer the student on to other personnel within the Guild or to external supports as follows:

- learning and career advice – Dean
- academic support and course content enquiries – lecturers, Coordinators, Head of Department, Dean
- IT and ICT assistance – CEO and/or assistant to CEO, James Callum
- English language and academic writing support – Alan Ironside
- changes to study – Student Services
- financial issues – CEO and/or Dean
- personal support - external counselling services provided by Dr Annie Nichols
- other enquiries – Student Services

### ***Academic Assistance Details***

AGME wish to promote a successful work environment that allows students the support or tools to assist them with their studies.

- The Dean can assist students with instrumental teaching units along with all other units of study if required.
- The CEO can assist students with music technology tasks, musicianship, vocal tutorials, MOODLE help or guide the student to the appropriate media.
- Alan Ironside can assist students with written essay work. Students can make an appointment with Alan Ironside or await each lecture visit.
- The CEO is talented with the use of computers and can help students with this however the Lynda.com access can be booked to assist students with video tutorials on certain software programs they are not familiar with.

- Leonie Wobking can assist students with additional tutorials when needed regarding orchestration modules, ensemble and aural development.
- If you have difficulty understanding anything please see the appropriate lecturer by making an appointment.
- Additional class meetings are provided in some units for students having difficulties with their studies. If you need further assistance please make an appointment to see either your Head of Department, Coordinator or the Dean. This applies to all units of study depending on the availability (which can change on a day to day basis.)
- Please see the CEO and/or Dean who are onsite to give you immediate assistance related to course adjustments such as transfers to part time study etc. [Enrolment transfer form](#); [Full Time to Part Time transfer form](#)

### ***Personal Assistance or Counselling Details***

Dr Annie Nichols can help if you have stressful, psychological or emotional issues, which interfere with your studies. Dr Nichols can help you with advice and assist with discussing any adjustments to your study arrangements, or assignment extensions with the appropriate persons in charge.

### ***Health services***

There are a range of different health services in the immediate AGME campus area and details are available through the receptionist. While Student Services can direct students to the different health services available in the area, they are not able to impart medical advice to students.

Medical or other problems might interfere with your studies, if this is the case you are required to obtain documentary evidence e.g. doctor's certificate and notify the Guild. This is important if you do not wish to receive a decrease in grades for lack of attendance and/or disappoint students in ensemble groups who may be depending on you. It is expected that students respect other student's needs.

Medical certificates can only be accepted from a doctor registered with the State Medical Board and should cover the period of your illness. The medical certificate has to be handed in to AGME (CEO/Tia Hutajulu) within 2 business days of your last day of illness. A copy of your certificates will be placed on your student file and referred to against your attendance record as being supplied for that period.

If the matter is serious and ongoing, students are to contact the CEO who may recommend that you defer your studies until a time that you can take up where you left the course. Please note that this does not automatically mean you will receive special consideration for your final marks. If you seek Special Consideration for your final results, you have to apply not more than one week after final results are published and submit your application to the AGME Academic Board, or preferably prior to results being published. A student may be transferred from an attending student to a distance student due to some medical conditions and/or full time to part time if considered helpful.

### ***Making an appointment***

The student if making an appointment by phone or in person should notify the lecturer of the topic that they are seeking extra tuition. Upon the day of appointment the student should be prepared with all questions and material they need help with so that schedules can be

maintained. Phone appointments: If it is in regards to computer software the CEO would like the student to notify the reception of the type of software when making the appointment. This allows the CEO to also have a computer at hand to give the student step by step procedures. AGME can arrange an appointment with the counsellor, Dr Annie Nichols, if you have personal problems.

## 5.0 Definitions

**At Risk** – a student who has been identified as having the potential to not meet student progress requirements and may need support; or students who have not met milestones such as submission of assignments or failed a subject and may need support to progress successfully.

## 6.0 Related policies and procedures

The following policies and procedures are related to this policy:

- Student Grievance Policy
- Assessment, Moderation, Progression and Misconduct Policy
- Student Code of Conduct
- Student Handbook
- Information Privacy Policy

## 7.0 Review

Three years from commencement.

## 8.0 Accountabilities

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and the Guild's community via the website and other publications.

## 9.0 Revision History

Date Created: 6 May 2014

Approval Authority	Contact Person	Revision Due Date	Revision Date	Approved Date	Version No.	Revision Description
Academic Board	Chair	31/5/17		16/5/14	1	Revised to incorporate information in the Student Handbook; remove duplication; add objectives and responsibilities; transferred to AGME Policy template.