

HE-AP06 STUDENT ACADEMIC AND NON-ACADEMIC SUPPORT POLICY AND PROCEDURE

Abbreviations:

ASA	Academic Support Advisors
AHE	Apex Australia Higher Education
CC	Course Coordinator
CEO	Chief Executive Officer
LMS	Learning Management System
SSO	Student Services Officer

1. Purpose

- 1.1 The purpose of this policy and procedure is to ensure that appropriate student academic and non-academic support are provided to assist students in completing their studies and reaching their academic goals.

2. Scope

- 2.1 Applies to all aspects of Apex Australia Higher Education.

3. Principles of supporting students at AHE

- 3.1 To ensure that students are made aware of academic and non-academic support available at AHE, all students are informed about AHE's student support:
- 3.1.1 During their Orientation,
 - 3.1.2 Provided a copy of the **Student Handbook**,
 - 3.1.3 Referred to the [AHE website](#), and
 - 3.1.4 Information posted on AHE Student Noticeboards.
- 3.2 Staff at AHE are required to understand their responsibilities in providing students with support and, where necessary, refer the student to other staff at AHE or externally for appropriate advice.
- 3.3 All academic and non-academic staff will be provided with a copy of AHE's policies and procedures, and incoming staff will be inducted concerning student support at AHE in accordance with the **Staff Employment, Review and Professional Development Procedure**.
- 3.4 AHE is committed to ensuring that all teaching staff are available for face-to-face and online student consultation during each study period (including Mid-Semester Study Week, Study Week and the Examination and Assessment Week).

3.5 This Policy and Procedure also outlines the mechanism by which all teaching staff (including permanent and sessional staff) will make themselves available to assist students with academic matters outside scheduled class times.

3.6 Support for Aboriginal and Torres Strait Islander students:

3.6.1 AHE provides additional assistance and support to all Aboriginal and Torres Strait Islander students throughout their journey at AHE by ensuring each student is identified and mentored by a Student Services Officer (SSO) throughout their study at AHE for regular face-to-face support meetings.

3.6.2 AHE will, when requested, provide external services referrals and tutorial assistance. For information on assistance available to Aboriginal and Torres Strait Islanders refer to the **Student Handbook**.

3.7 All meetings with AHE staff are at no cost to the student, including academic and non-academic support.

4. Academic support

4.1 Students can gain advice and support to ensure they achieve appropriate academic progression, attendance, and general support to ensure they achieve satisfactory results in their studies.

4.2 All students' progress and attendance are monitored.

4.2.1 Student attendance is taken by each lecturer for every lecture / tutorial / seminar taught and recorded for future reference and analysis.

4.2.2 The information is used by the Course Coordinator (CC) to trigger relevant student support mechanisms for those students who are identified as having low attendance or showing other signs they are not engaging with their studies.

4.2.3 Guidance and support will be provided by AHE for issues identified in accordance with the **Student Academic Progression Policy and Procedure**.

4.3 Unit consultation

4.3.1 All teaching staff (including permanent and sessional staff) will make themselves available during the study period they are teaching for one hour per week for student consultation for each unit they are teaching to allow students to consult on issues related specifically to those units of study.

4.3.2 Students need to seek prior appointments with the teaching staff for any meetings outside of the normal consultation hours that are set by the academic staff.

4.4 Course Coordinators (CC)

4.4.1 CC's can assist where students have concerns regarding academic issues including their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course.

4.5 Online consultation

4.5.1 Students are provided with access to email addresses of support and teaching staff, and Learning Management Systems (LMS), e.g., Moodle, access, to facilitate asynchronous communications with AHE.

4.5.2 Students are encouraged to contact staff via email or the LMS outside scheduled consultation times, where appropriate.

4.5.3 Teaching staff are required to respond to online communication from students within three (3) business days.

4.5.4 Where a significant issue arises from email or LMS communication, staff members will make every effort to meet the student face-to-face or by telephone as soon as possible to discuss the matter.

4.6 English Language Support

4.6.1 As well as running specific skill-development workshops the ASAs are available for individual and group consultation sessions (up to one hour per week) to assist students in the development of their English language skills.

4.7 Academic Skills Development and Information Literacy

4.7.1 The ASAs provides support and guidance on research, critical thinking, and academic writing.

4.7.1.1 This includes conducting training workshops, one-on-one or group consultation sessions to assist students develop effective study techniques, research methodologies, and citation styles.

4.7.1.2 Additionally, ASAs will offer assistance in locating and utilising relevant academic resources, such as libraries, databases, and online materials.

4.7.1.3 ASA's will also assist students improve their time management, organisational skills, and exam preparation strategies. These are all aimed at fostering academic success and self-confidence within the student body.

5. Non-Academic Support

- 5.1 While all staff employed by AHE have the responsibility to provide support to students, AHE shall nominate a dedicated Student Services Officer (SSO) who will be available to all students during AHE's hours of operation.
- 5.2 Students may access the SSO directly or via Reception desk to organise an appointment.
- 5.2.1 Details of the SSO including name, location and how to contact them will stay posted on AHE Student Noticeboards and on LMS.
- 5.2.2 The SSO ensures up-to-date information is available for student support services and that any information on referrals and contacts provided is current. This information is provided to students as part of the Orientation program.
- 5.3 Counselling Support
- 5.3.1 The institute contracts an external counsellor for any student needing additional services. Students needing the help of a counsellor should contact the SSO to make an appointment. In some situations, a member of the faculty or staff may recommend that a student consult a counsellor and, with the student's agreement, the SSO will make necessary arrangements.
- 5.4 Accommodation (international students)
- 5.4.1 International students are encouraged to have accommodation organised before arriving in Australia. AHE does not offer accommodation services or take any responsibility for accommodation arrangements but can refer students to appropriate accommodation services.
- 5.5 Support for Special Needs
- 5.5.1 A student is requested to advise the Student Services Officer (SSO) upon enrolment of any disabilities that may affect their learning, including access issues.
- 5.5.2 The SSO is available to provide advice to students and to consult with the relevant teaching staff, as appropriate, regarding any reasonable adjustment for accommodating the students' Special Needs.
- 5.5.2.1 For each assessment, in the first instance, the student is to consult their unit lecturer as to what they require.
- 5.5.2.2 The student will be required to fill out the **Request for Support for Special Needs Form in Appendix 1.**

6. Student Orientation

- 6.1 All students are expected to attend Orientation at the beginning of their studies with AHE.
- 6.2 For international students, attendance at the AHE Orientation is compulsory.

7. Dissemination and Publication:

- 7.1 This Policy and Procedure will be published on the **AHE website** and accessible to all students through their student portal.
- 7.2 Students will also be advised of this Policy and Procedure during Orientation in the **Student Handbook**.

8. Relevant Legislation, Benchmarking Documents and Relevant Websites:

Legislation

- [Education Services for International Students Act 2000](#)
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#) – Standard 1, 2, 3, 6 & 7 (specifically 1.1.3, 1.3, 1.3.2, 2.1.3, 2.2.2, 2.2.3, 2.3.1, 2.3.2, 2.3.3, 2.3.4, 2.3.5, 3.2.1, 3.2.5, 3.3.4, 6.2.1g & 7.2.2)
- [National Code of Practice for Providers of Education and Training to International Students 2018](#)

Benchmarking Documents

- [AIH Student Support Framework](#)
- [Disability Standards for Education 2005](#)
- [Newcastle University Student Support](#)
- [TEQSA Good Practice Note: Preventing and responding to sexual assault and sexual harassment in the Australian higher education sector \(2020\)](#)
- [TEQSA Guidance Note: Wellbeing and Safety \(2018\)](#)

Relevant Websites

- [Commonwealth Register of Institutions and Courses for International Students \(CRICOS\)](#)
- [Department of Home Affairs](#)
- [TEQSA National Register](#)

9. Related Documents

- English Language Requirements for Admission
- International Students Fees Payment Policy and Procedure
- International Students Fees Refund Policy and Procedure
- International Students Deferral, Suspension and Cancellation Policy and Procedure
- Sexual Harassment Prevention Policy and Procedure
- Student Academic Misconduct Policy and Procedure
- Student Academic Progression Policy and Procedure
- Student Admission Policy and Procedure
- Student Code of Conduct
- Student Grievance, Complaint and Appeal Procedure
- Student Handbook
- Student Letter of Offer and Agreement

Version Control

Document Name	Student Academic and Non-Academic Support Policy and Procedure			
Document Code	HE-AP06			
Department	Academic Management			
Approved By	Academic Board	Date Approved	July 2018	
Revision History				
Version	Date of Changes	Change Summary	Author	Review Due
V1.0	20 July 2018	New Document	CEO / Executive Dean	July 2021
V2.0	30 July 2018	Amended with change to a policy and procedure; consultation time to be approved by Coordinator; student support in line with ESOS requirements; Support for Special Need Form created and benchmarked; all SSO and support services to be publicised in Student Noticeboard and website and student portal; accommodation services are general advice only.	CEO / Executive Dean	July 2021
V2.1	3 September 2018	Amended within document to include Disability Standards for Education 2005 and in the Form. Approved: Academic Board	CEO / Executive Dean	September 2021
V2.2	5 October 2018	Corrected typos. Externally reviewed by Prof J Edwards 30 October 2018	CEO / Executive Dean	October 2021
V2.3	15 November 2018	Reformatted document	CEO / Executive Dean	November 2021
V3.0	6 August 2019	Policy updated upon signing of MOU with Associated Counsellors & Psychologists Sydney Pty Ltd. Three sessions updated based on advice of Associated Counsellors & Psychologists Sydney	CEO / Executive Dean	August 2022
V4.0	26 August 2021	Policy updated for inclusion of CRICOS code; staff are inducted concerning student support; additional support for indigenous Australians; attendance is taken; contact details of SSO and LSO added; steps given for when students contact the SSO; SSO and LSO hours of access are clarified in accordance with academic plan. Approved: Board of Directors	CEO / Executive Dean	August 2024
V4.1	2 September 2021	Added aspects of Students experiencing difficulties with learning at AHE – this is for consistency with the SARAS Form. Added to Section 5 that another O session will be held for students coming in late to AHE	CEO / Executive Dean	September 2024
V4.1a	9 September 2021	Added that academic staff may refer students to non-academic staff for support; The Noticeboard will inform students of academic and non-academic support available.	CEO / Executive Dean	

Version	Date of Changes	Change Summary	Author	Review Due
V5.0	12 May 2023	A major reworking of the policy, especially to remove inaccurate and overly detailed materials. The policy was greatly simplified. Moodle changed to Learning Management System. Approved: Academic Board	CEO and Dean	May 2026
V5.1	18 August 2023	Added explicit mention of English support (clause 2.1.4) and Academic Skills Development and Information Literacy 2.1.5) Approved: Academic Board	CEO and Dean	August 2026
V5.2	September 2023	Reworded purpose, updated formatting, embedded links, updated version control table. Reviewed and noted at BoD meeting – 04.12.2023	Senior Compliance and Risk Manager	September 2026
Organisation		Apex Australia Higher Education		
Document Controller		Senior Compliance and Risk Manager		

APPENDICES

Appendix 1

Request for Support for Special Needs Form



Request for Support for Special Needs Form

This form is to be completed when a student requires support for Special Needs

Guidance Notes (based on [Disability Standards for Education 2005](#))

AHE has an obligation to make **reasonable adjustments** where necessary to ensure that students with disabilities are able to participate in education and training on the same basis as students without disabilities.

The process includes:

- consultation with the student,
- consideration of whether an adjustment is necessary,
- if an adjustment is necessary, identification of a reasonable adjustment,
- making reasonable adjustments.

Section 1: Student Details

Name	
Student ID	
Course	
Phone	
Email	

Section 2: Details of Special Needs/ Medical Information:

Section 3: Please describe how your condition impacts your study at AHE and assistance required:

Section 4: Documentation of Scanned Medical Information:

Document Name and Details:

Document Name and Details:

Document Name and Details:

Document Name and Details:

Section 5: Agreement Details by Student:

I _____, give permission to AHE to collect and store my personal information:

Student Signature: _____

Dated: _____

AHE staff consulted:

Staff Member Name: _____

Staff Member Signature _____

Dated: _____

Office Use Only:

Recorded in Student Record by: _____ Date: _____

Recorded in Special Needs Register by: _____ Date: _____

Section 7:

Details of Reasonable Adjustment measures taken, and dates implemented: