

STUDENT SUPPORT SERVICES

This policy outlines the range of support you can expect as a student at the Academy (including resources such as this Student Portal). While the Key Points provide a useful summary, you should familiarise yourself with the complete policy (available below) and regularly check for updates, as policies are subject to review.

Key Points:

- The Academy offers a broad range of support services to help you make the most of your time as a student
- It is in your best interest to learn about, and make use of, the services we provide and to let us know if you have further suggestions for how we can help you
- If you would like to know more, a good point of first contact is the Student Support Manager (derrick.shaw@academyofdesign.edu.au)

POLICY AND PROCEDURE: STUDENT SUPPORT SERVICES

Endorsed by	Academic Board
Date created	11 October 2005
Revision date(s) and scope	October/November 2011 – addition of further information, particularly regarding academic support and staff availability January 2014 – addition of Student Support Manager January 2016 – minor update to role titles
Review date(s)	October 2008 October 2011 October 2014
Next review date	October 2017

Scope

This policy and procedure applies to all units/courses delivered at the Academy of Design Australia.

Policy Statement

The Academy prides itself on being different. That difference includes the extent of support given to staff and students, especially those experiencing difficulties. There is a supportive culture in behaviour and attitudes amongst all staff, both teaching and administrative. Qualities contributing to this culture are often intangible but include life experience, passion and dedication for the work, personal value systems compatible with the Academy's ethos, flexibility to adapt to varying circumstances. Furthermore, the small size of the Academy means that all students are individually known and receive personalised attention.

Procedure

Range of Support Services

The Academy endeavours to provide its students with high quality, timely and equitable support, including information and referral on the following issues:

- Process for RPL
- Referrals for student loans for students having difficulty paying fees
- Access to personal counselling services for a reduced fee or at the Academy's expense
- Clearly articulated policies and procedures on discrimination, behaviour, assessment etc
- Flexible learning and assessment strategies to cater for individual strengths
- Opportunity for student feedback on tutor performance
- Option for overseas students to request extra time and assistance from tutors with coursework
- Opportunity for students to request individual interviews with the Head of Studies, Support Manager or other representatives of the Student Progress Committee, to discuss any factors adversely influencing their ability to conduct their studies. (These may include issues such as the length/difficulty of their travel to and from the Academy, home-life and personal circumstances.)
- Referrals to health service providers, housing services, legal advisory services and financial service providers.

Students are encouraged to seek timely advice and clarification from relevant staff:

- Academic staff should be consulted regarding educational matters including curriculum, assessment and progression (see below);
- Administrative staff should be consulted regarding general enquiries including financial issues, forms and paperwork, non-academic support and Academy infrastructure and resources (see below);
- Management staff should be consulted where students are unsatisfied with the advice or support provided by other staff members in initially addressing their concern(s) (see below);
- The Student Support Manager is available for consultation about *any* issue impacting a student's experience and studies at the Academy (see below).

Academic Support

It is the Academy's policy to keep class sizes small and to offer high contact hours, to allow students ample opportunity



to communicate with academic staff during scheduled class hours. Tutors are expected to allocate a reasonable amount of class time for consultation with students as required. If unable to resolve the student's issue, the tutor shall consult and seek assistance from the appropriate Program Coordinator or the Head of Studies, or shall direct the student to the appropriate staff member.

Sessionally employed tutors who are not employed in senior positions are not required or expected to make themselves available to students outside of timetabled class hours, although they may elect to do so, either in person or via the Academy's email system.

Students who wish to consult academic staff outside of scheduled class time should direct their enquiries to the applicable Program Coordinator – in person, via the Administration Office, or via the Omnivox online learning platform.

The Program Coordinator shall endeavour to provide immediate or timely assistance, or shall determine other appropriate measures, which may include:

- Contacting the student's tutor or the Head of Studies
- Arranging for the student to receive additional academic support
- Arranging a meeting between the student and representatives of the Student Progress Committee

Administrative Support

General administrative assistance will be available at the Admissions Office or the Registrar's Office, Monday to Friday, between 8.30am and 5pm throughout the year except for public holidays.

Management Support

The Academy's management and senior administrative staff are available for consultation with students regarding significant issues that cannot be resolved by academic or general administrative staff, including grievances with staff and concerns about Academy policy, infrastructure or resources. Students should contact the Admissions Office or the Registrar's Office to schedule a meeting with the appropriate staff member(s). Staff will respond as soon as reasonable, given their other responsibilities and the complexity of the issue(s) raised.

Student Support Manager

The Student Support Manager (derrick.shaw@academyofdesign.edu.au) is responsible for counselling and advising students on matters affecting their course progress, including finances, accommodation, time management and personal issues; and for developing and implementing student support programs. The Student Support Manager is in attendance Monday to Friday.

Support Initiated by the Academy

While students are encouraged to be proactive in seeking support, the Academy may also initiate consultation with a student who is identified as 'at risk' of unsatisfactory progress as per the Academy's Intervention Strategy or via other mechanisms such as those outlined in the Assessment and Attendance policies and regulations; or with a student identified by staff as not abiding by the Student Code of Conduct and/or exhibiting behaviour that raises concern for the student's welfare or the welfare of others.

Confidentiality and Record keeping

All issues regarding student support shall be bound by the principles and procedures outlined in the Academy's Procedures for Confidentiality of Student Records and Statement to Students on Confidentiality of Personal Information.