

STUDENT SUPPORT POLICY

Revision Number		Accountability	Dean and Principal
Policy Number		Operational Responsibility	General Manager
Date of Approval	Dec 2017	Last Reviewed	
Approval Authority	T&LSPC Academic Board	Next Review	Q4 2019

SCOPE

This policy and procedure applies to all units/courses delivered at LCI Melbourne.

POLICY STATEMENT

LCI Melbourne 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 professional. Qualities contributing to this culture are often intangible but include life experience, passion and dedication for the work, personal value systems compatible with LCI Melbourne's ethos, flexibility to adapt to varying circumstances. Furthermore, the size of LCI Melbourne means that all students are individually known and receive personalised attention.

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

Key Points:

- LCI Melbourne 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

PROCEDURE

Range of Support Services

LCI Melbourne 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 Institute'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 Academic staff performance
- Option for overseas students to request extra time and assistance from Academic staff with coursework
- Opportunity for students to request individual interviews with the Dean and Principal, Academic Manager, Coordinators, Student Support Manager or other representatives of the Academic 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 LCI Melbourne, 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);
- Professional staff should be consulted regarding general enquiries including financial issues, forms and paperwork, non-academic support and LCI Melbourne infrastructure and resources (see below);
- Management 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 LCI Melbourne.

Academic Support

It is LCI Melbourne'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. Academic staff 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 Academic staff member shall consult and seek assistance from the appropriate Coordinator or the Academic Manager or shall direct the student to the appropriate staff member.

Sessionally employed Academic staff 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 LCI Melbourne's MIO system.

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

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

- Contacting the student's Academic staff member or the Academic Manager
- Arranging for the student to receive additional academic support
- Arranging a meeting between the student and representatives of the Academic Progress Committee

Administrative Support

General administrative assistance will be available at the Student Support front desk, Monday to Friday, between 8.15am and 6pm throughout the year except for public holidays.

Management Support

LCI Melbourne's management and senior professional staff are available for consultation with students

regarding significant issues that cannot be resolved by academic or general professional staff, including grievances with staff and concerns about LCI Melbourne policy, infrastructure or resources. Students should contact Student Support 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 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 LCI Melbourne

While students are encouraged to be proactive in seeking support, LCI Melbourne may also initiate consultation with a student who is identified as 'at risk' of unsatisfactory progress as per the LCI Melbourne's Intervention Strategy or via other mechanisms such as those outlined in the Assessment policies; or with a student identified by staff as not abiding by the Student Conduct Policy 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 LCI Melbourne's Procedures for Confidentiality of Student Records and Statement to Students on Confidentiality of Personal Information.

Accountable Officers

The accountable officers for the implementation and relevant training of this policy are listed below.

Policy Category		Operational		
Responsible Officer		Dean and Principal		
Review Date		Q4 2019		
Approved by				
Academic Board				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Academic Dean	Addition of further information, particularly regarding academic support and staff availability	Nov 2011	Nov 2011
1.1	Academic Dean	Minor update to role titles	Jan 2016	Jan 2016
1.2	Academic Dean	Review to brand LCI Melbourne	Jul 2018	Jul 2018