Academic Advising and Student Support Policy

1. Purpose

King’s Own Institute (KOI) provides academic and personal support to its students and advice to help students identify their education goals and enjoy a positive student experience.

This policy identifies sources of academic, administrative and personal advice for students at KOI. Further details are provided in the Student Handbook available on the KOI website. Related information can also be found in the FAQ section on the KOI website.

2. Orientation

Orientation for undergraduate and postgraduate students is held in the week immediately before the beginning of each trimester. Special orientation sessions are provided for various student cohorts and for particular programs.

Orientation provides new students with information and advice on how to make the most of their studies at KOI.

Orientation includes a welcome from the CEO and Dean, introduction to key KOI management and staff, information about KOI facilities, policies and procedures, classroom and online protocols, attendance, progress and services and support available at KOI.

3. Academic advising

All subject coordinators have an obligation under the conditions of their appointment to be available for regular and timely engagement with students for the purpose of providing academic advice. Each subject coordinator is available for consultation outside scheduled class times for at least one hour a week during the trimester to assist students with any problems they are encountering. This is in addition to the scheduled class time of four hours per week in each subject.

The teaching teams discuss problems raised by students at team meetings several times during the trimester to ensure that misunderstandings are corrected and that additional support is provided during classes where required.

Students may contact academic staff online outside scheduled consultation times, where appropriate. Contact details for staff via email or Moodle are provided on subject outlines.

In addition, the Head of Program is available to all students in the program if they need advice about their studies and KOI procedures beyond what is available from their class lecturers.

As a further line of support, the Deputy Dean (Academic) is available to all students if they need advice about their studies. The Deputy Dean (Academic) will assist students to resolve complex issues but may refer students to the relevant lecturers for detailed academic advice.

4. Student support services

Student support services are designed to provide a comprehensive service to students. Specialised support services include learning skills programs, English language development classes, numeracy support, internship placement service, counselling and career advice. These services are provided free of charge as part of the tuition package.

The Academic Manager and Academic Officers manage academic enquiries from students and ensure the enquiries are referred on where necessary and answered promptly. These measures ensure that appropriate academic advice is available at all times during normal operating hours at KOI. For the range of services, consult the FAQ section on the KOI website.

5. Students at academic risk

KOI monitors academic progress in a number of ways. An assignment contributing a small component of the total mark is usually included in the first four weeks of core first year subjects. This ensures that students who need more support can be identified early through the regular assessment tasks.
Students who are not making satisfactory progress by passing at least half of the subjects attempted are identified after each trimester based on their results and enrolled in the learning support program. Attendance in the learning support program is mandatory for these students and provides targeted study support.

English language proficiency, and communication skills more generally, are designed into the courses. KOI aims to prepare graduates with well-developed professional skills and to provide learning support where and when it is needed.

Further details of these measures are contained in the Course Progress and Intervention Policy.

6. Learning Skills Centre

KOI prioritises English language support for students with English as a second or third language. The Learning Skills Centre provides academic and language support and is available to all students free of charge. Attendance is mandatory for all students on ‘conditional status’ (that is, those students who are not making satisfactory academic progress, including students who pass less than half of their subjects in a trimester).

Workshops and drop-in sessions are held over several sessions per week at varied times of the day by specialist teachers in literacy and numeracy. The program is coordinated by the Director of the Centre with four sessional staff providing literacy, numeracy and other study skills support to students. The schedule of topics covered in the study skills program includes time management, exam techniques, presentation techniques, research skills and referencing and an explanation of plagiarism.

7. Student counselling

A professionally qualified Student Counsellor provides a confidential service to assist with education and personal matters. The Counsellor provides individual and group interventions and liaison with staff and external agencies. These services include support to students-at-risk to help them adjust to study in Australia.

For further details, see the FAQ section on the KOI website.

8. Contacts

To make an appointment for any of these services, phone 9283 3583, or visit reception at KOI Market Street, Kent Street or O'Connell Street.

Alternatively, contact services by email:

- Reception reception@koi.edu.au
- Academic Services academic@koi.edu.au
- Student Services studentserv@koi.edu.au
- Library library@koi.edu.au
- IT Services itsupport@koi.edu.au
- Counselling counselling@koi.edu.au

9. Responsibilities

The Manager, Student Experience is responsible for organising orientation activities and for reporting each trimester to the Student Experience Committee of the Academic Board.

The Deputy Dean (Academic) is responsible for the management of the Learning Skills Centre and academic advising and for reporting each trimester to the Student Experience Committee of the Academic Board.

The Deputy Dean (Professional Services) is responsible for the management of student support services, monitoring academic progress and counselling services and for reporting each trimester to the Student Experience Committee of the Academic Board.