

Support for Students Policy

1. Purpose and Scope

King's Own Institute (KOI) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy outlines how KOI will identify students who are at risk of not successfully completing the subjects for which they are enrolled and the support available to students to assist them with successfully completing their subjects. This includes KOI's processes for ensuring that students are aware of these support options.

This policy is published in accordance with KOI's obligations under the Higher Education Support Act (Cth).

For the purposes of this policy, student support includes, but is not limited to, academic support (literacy, numeracy, digital), health (including mental health), course progress and intervention, crisis support, career and employability support, and peer mentoring. This policy identifies sources of academic, administrative advice and pastoral support for students at KOI. Further details are provided in the Student Handbook available on the KOI website.

This policy applies to all KOI students and relevant staff.

2. Related Documents

The following documents relate to this policy:

- Assessment and Assessment Appeals Policy
- Course Progress and Intervention Policy
- Complaints and Appeals Policy
- Critical Incident Policy
- Drug, Alcohol and Tobacco Policy
- Family and Domestic Violence Victim Support Policy (Students)
- Family and Domestic Violence Victim Support Procedure
- KOI Student Society Constitution
- Prevention and Resolution of Sexual Assault and Sexual Harassment Policy
- Prevention and Resolution of Bullying, Discrimination and Harassment Policy
- Student Academic Integrity Policy
- Student Academic Integrity Procedure
- Student Code of Conduct
- Student Non-Academic Misconduct Policy
- Student Handbook
- Work-Integrated Learning Policy

3. Definitions

LMS: Learning Management System. This is the online system that hosts subject websites, i.e. Moodle.

Subject: The smallest stand-alone component of an award course that is recordable on a student's transcript. Subjects have an integer credit point value, normally four credit points, except where approved by the

Academic Board.

Student Support Services: The team within KOI that provides non-academic support services

Academic Support Services: The team within KOI that provides academic support services

Counselling Services: The team within KOI that supports student wellbeing.

4. Policy

KOI will ensure that support is available to students to assist them with successfully completing their subjects and that students are made aware of these support services throughout their studies.

Academic Support Services

A range of academic support services is provided to KOI students to help them achieve success in their studies. KOI offers similar support services to all its students irrespective of their mode(s) of study.

The Heads of Program 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 and support is always available during normal operating hours at KOI. For further details, consult the [FAQ section on the KOI website](#).

Academic Advice

Academic support and advice are available to students throughout teaching periods including the examination weeks. 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. Subject coordinators are 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 to academic support made available from class lecturers and tutors, the Head of Program is available to all students in the program if they need advice about their studies and KOI procedures.

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

Online Support

To align and cater to different student needs, and to support student participation by improving access to scheduled classes, KOI offers Hybrid Classrooms which integrate in-person and remote learning experiences. KOI Hybrid classrooms aim to provide an engaging and interactive learning platform to students to ensure continued access to high-quality education, irrespective of their mode of study or physical location. KOI aims to create a positive learning experience for all students that integrates with their lifestyle (e.g., balancing their commitments to part-time jobs), and support them in every way possible so that they can successfully complete their studies in Australia, especially overseas students.

Academic support available to online learning students at KOI includes:

- Online learning support email: It is monitored constantly, and an assigned academic staff member will respond to the student's query.
- Hybrid classes: For students who join the class remotely/online), extra assistance during the class is provided (e.g.,15-30 minutes dedicated to them only).
- Extra online tutorials are arranged based on student demand and necessity.
- Interactive boards used for Online/Hybrid classes to improve student engagement and collaboration
- Recordings for lectures are available on KOI's Learning Management System (LMS).
- Online consultation with academic staff. Students can sign-up for a one-on-one consultation as per the schedule available on KOI's LMS supported by an assigned academic staff member.
- Responding to student enquiries via emails by academic staff.

These support services are provided free of charge to enrolled students.

Learning Skills Centre

KOI prioritises English language support for international students who have English as a second or third language. The Learning Skills Centre provides academic and English language support and is available to all students free of charge. Attendance is mandatory for all students who are placed 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). This is determined as per the process in the [Course Progress and Intervention Policy](#).

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 schedule is published on KOI's Learning Management System (Moodle). The workshops and drop-in sessions are coordinated by the Vice-President (Academic) with staff providing literacy, numeracy, and other study skills support to students. The schedule of topics covered in the workshops includes academic expectations; academic Integrity; participating in tutorials; effective time management; examination techniques; academic writing; presentation skills; research skills; referencing skills; and how to avoid plagiarism.

Personalised Language and Academic Skills Support (PLASS)

PLASS (Personalised Language and Academic Skills Support) provides students with personalized 20-minute sessions with a tutor, including support for dealing with upcoming assessments. The available timeslots are published on KOI's Learning Management System (Moodle) to allow students to choose their preferred time from the options available. Students can also write to plass@koi.edu.au for any further enquiries.

Work Integrated Learning Support

KOI's [Work-integrated Learning Policy](#) details the arrangements in place for practicum placements and industry-based projects in its courses. It provides information on the principles, process and roles and responsibilities, including academic support arrangements in place for students. The academic staff member assigned as Academic Supervisor is responsible for maintaining contact with the student during the work-integrated learning project via emails, text messages and/or phone calls, liaising with the Host Organisation and addressing any issue(s) raised by the workplace supervisor.

Academic Integrity and Appeals

All academic misconduct cases are governed by the [Student Academic Integrity Policy](#) and are recorded in the Complaints and Appeals Register (Academic). All student appeals are governed by the [Assessment and Assessment Appeal Policy](#) and [Complaints and Appeals Policy](#).

KOI ensures that records of investigations and outcomes are kept secure and confidential, in accordance with the [Privacy Policy](#).

KOI recognises that generative AI tools are increasingly used in academic work. Students must:

- Declare any use of generative AI tools in their assessments
- Use generative AI tools only in accordance with subject guidelines and assessment instructions
- Not use generative AI to complete assessments where explicitly prohibited
- Understand that submitting AI-generated work without appropriate attribution may constitute academic misconduct under the Student Academic Integrity Policy.

KOI provides guidance and support to help students use generative AI tools appropriately and ethically in their studies. Information about acceptable use of AI tools is available in subject outlines and through Moodle (LMS).

Non-academic support services

Student support services include a range of comprehensive non-academic support and assistance to students. Specialised student support services include learning skills programs, English language development classes, numeracy support, in-placement internship support, counselling, and career advice. These services are provided free of charge to enrolled students.

New Student 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 programs.

Attendance at Orientation is compulsory and provides new students with information and advice on how to make the most of their studies at KOI, and the various support services available to all students at KOI.

All students are expected to enrol in person at a KOI campus irrespective of their mode(s) of study.

Orientation provides students with information on study and English language assistance, emergency, health, legal and counselling services. In addition to a formal welcome and introduction to key KOI staff, orientation provides students with information about KOI facilities and policies and procedures to be complied with including, expectations for classroom and online conduct, mandatory training to be completed, attendance and academic progress. Students are also provided with the KOI Student Guide at Orientation which is also available online for future reference.

Orientation dates are published as part of [enrolment advice](#) provided on the KOI website. This information is also communicated to the new students as part of the preparation for enrolment at KOI by Student Support Services.

Students at risk of maintaining satisfactory course progress

The [Course Progress and Intervention Policy](#) details the approach to monitoring students who are identified as being at risk of not achieving satisfactory progress in their course. 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 and provided with appropriate support and guidance.

KOI records and monitors student attendance and performs a routine attendance check in weeks 4 and 8 of each trimester. Students who are not making satisfactory progress are identified at the end of 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 embedded into the courses.

Further details of these measures are contained in the [Course Progress and Intervention Policy](#).

Counselling Services

Professionally qualified Student Counsellors provide a confidential service to assist students manage difficulties as they arise. The Student Counsellors assist students with support in addressing a wide range of personal, academic, social, and psychological issues that may impact on a student's wellbeing. Counsellors provide individual and group interventions and liaison with staff and external agencies. These services include support to students identified as being at risk of not meeting satisfactory course progression requirements and requiring additional student counselling support, referred by the Student Support Services. Students can book a session with the Counselling team by writing to counselling@koi.edu.au or alternatively reach out to studentserv@koi.edu.au, who can make a referral to the counselling team.

For further details, see the FAQ section on the KOI website, on Counselling services available at KOI.

In-Placement Internship Support

KOI provides a subsidised professional internship program with financial scholarship. Students are offered an opportunity to gain professional work experience aligned to their studies and gain a competitive edge in today's job market with a fully customised internship.

Further details are available under [Professional Internship Program](#) at KOI Website.

Reporting Critical Incidents and Complaints and Appeals

The process for reporting critical incidents at KOI is detailed in the Critical Incident Policy. Students should report the incident to Student Support Services at studentserv@koi.edu.au.

If the student wants to raise a complaint, they should submit a case in the student management system which is automatically recorded in the Complaints and Appeals register. Alternatively, they can write to Student Support Services studentserv@koi.edu.au or counselling@koi.edu.au. The process for managing complaints is detailed in the [Complaints and Appeals Policy](#).

Preventing Sexual harm (Sexual Assault and Sexual Harassment- SASH)

KOI takes all allegations of sexual assault and sexual harassment very seriously and has a strong response arrangement to ensure students feel safe and protected when studying with KOI. KOI's [Prevention and Resolution of Sexual Assault and Sexual Harassment Policy](#) provides a framework to identify, recording and responding to complaints related to sexual assault and sexual harassment.

Students must complete mandatory training as part of the Consent Matters Program via Moodle at least once every three years. Students are also informed regarding protecting themselves from sexual harm and services available for their protection during the orientation and published in the student handbook along with awareness campaigns carried periodically by Student Support Services.

Further [details and support contacts for SASH](#) are available at the KOI website.

Preventing bullying and discrimination

KOI is committed to providing a safe study environment that is free from bullying, discrimination, and harassment, where all people are treated in a courteous and professional manner. KOI has in place [Prevention and Resolution of Bullying, Discrimination and Harassment Policy](#) which sets out the framework to appropriately report and resolve allegations of bullying, discrimination and harassment.

The policy sets out the variety of access support services available for students, including external agencies offering specialized support.

Students will be provided with training on bullying, discrimination, and harassment via Moodle. The [student code of conduct](#) explains the responsibility of the students to engage in appropriate behaviour while studying with KOI.

Family and Domestic Violence

KOI recognises that the impact of domestic violence can extend to the work environment and is committed to promoting the health and safety of all students. KOI has in place a [Family and Domestic Violence Policy \(Students\)](#) that sets out the framework and the support available to students who are victims to family and domestic abuse.

Students can book a session with the Counselling team by writing to counselling@koi.edu.au or alternatively reach out to studentserv@koi.edu.au, who can make a referral to the counselling team.

KOI Student Society

KOI Student Society is an independent student society which promotes student wellbeing, enhanced student experience by representing the student body on its concerns and issues, overall student experience for e.g., extracurricular activities. The student society is formed as per the provisions in the [KOI Student Society Constitution](#).

Further details about the student society are published at the KOI website.

Support 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 or through the student management system:

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

[External support services and emergency contacts](#) are available on the KOI website.

Financial support services

Students who have trouble paying their full tuition fees by the due date may be granted permission to pay their fees by instalments and this is subject to written application and only granted in circumstances that are accepted by KOI as compassionate and compelling (that is, special circumstances apply). Additional fees and conditions may be applied. Students in this situation should contact Finance and Accounts team (fees@koi.edu.au) for more information.

5. Principles

The principles guiding this policy:

- All students are aware of KOI's support options.
- All students are aware of their obligations to provide KOI with their current contact details, including their emergency contact details.

- Appropriate learning and other support will be offered to students identified as at academic risk of not achieving satisfactory course progress.
- Appropriate information will be made available to students identified as at academic risk of not achieving satisfactory course progress regarding their course status.
- Students understand KOI's position on the use of generative AI tools and receive appropriate guidance on their ethical use in academic work

6. Roles and responsibilities

Student Support Services Manager: The Student Support Services Manager is responsible for maintaining a confidential log of all urgently escalated matters, including their resolution. A summary report of these matters, with identifying details removed, will be presented to the Audit and Risk Committee each trimester for review and to inform continuous improvement of student support services.

Student Support Services Team: The Student Support Services team is responsible for organising orientation activities. The Student Support Services Manager is responsible for reporting on orientation activities each trimester to the Student Engagement Committee of the Academic Board.

Academic Support Services Team: The Academic Support Services team is responsible for academic support services. The Vice President (Academic) is responsible for reporting on academic support services each trimester to the Academic Board and its Committees, and the CEO and President.

Student Support Services team: The Student Support Services team is responsible for non-academic support services, monitoring satisfactory course progress and counselling services. The Associate Vice President (Operations) is responsible for reporting on non-academic support services each trimester to the Academic Board and its Committees, and the CEO and President.

[Note: The above teams also ensure student awareness of any changes to the provision of academic and/or non-academic support services via various communication channels such as the KOI student handbook, brochures, and website].

Students: Students are responsible for:

- Actively engaging with their subjects and academic requirements
- Asking for support if needed
- Regularly checking their KOI student email
- Engaging with support services when contacted by KOI
- Maintaining a cooperative and collaborative approach towards support services.

7. Awareness and Training

The available services and requirements set out in this policy and related policies (as set out in Section 2) must be informed to students on induction (Orientation).

The requirements of this policy and related policies (as set out in Section 2) must be provided to all Academic Support Services and Student Support Services personnel upon commencement of their employment with KOI, both through training and the provision of the relevant documents.

Refresher training on the requirements of this policy and related policies (as set out in Section 2) must be provided to all Academic Support Services and Student Support Services personnel on an annual basis, preferably prior to commencement of enrolment of each academic year.

8. Urgent Escalation of Student Matters

KOI recognises that certain student issues may require immediate attention and escalation. This section outlines the circumstances and process for urgent escalation of student matters.

Circumstances requiring urgent escalation include:

- Threats to student safety or wellbeing
- Medically supported mental health concerns
- Legal issues involving students
- Critical incidents as defined in the Critical Incident Policy

Urgent Escalation Process:

1. Identification: Any staff member who becomes aware of a situation meeting a circumstance referenced above must immediately report it.
2. Reporting: The staff member should contact the Student Support Services Manager via phone or in person. If unavailable, contact the Associate Vice President (Operations).
3. Initial Assessment: The receiving manager will conduct an immediate assessment of the situation to determine the appropriate course of action.
4. Escalation: Based on the assessment, the Student Support Services Manager will escalate the matter to the relevant senior staff member:
 - Academic matters: Vice President (Academic)
 - Non-academic matters: Vice President (Operations)
 - Legal, safety or critical incidents: CEO and President
5. Response Team: For complex cases, a response team may be formed, including representatives from relevant departments (e.g., Academic Support, Student Support, Counselling).
6. Action and Documentation: The responsible senior staff member will oversee the immediate response, ensure appropriate actions are taken, and document all steps.
7. Follow-up: The Student Support Services Manager will ensure proper follow-up and support for the student(s) involved and feedback to reporting lines.
8. Review: All urgently escalated matters will be reviewed by the Senior Executive Group in their next meeting to ensure proper handling and identify any systemic issues.

All staff members will receive annual training on this escalation protocol to ensure its effective implementation.

Document control

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