

Support for Students Policy

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	General Manager IGI		
Next review date	October 2026		
Relevant to	IGI students, IGI staff		
Related Documents	Academic Progression Policy Academic Progression Procedure Access and Inclusion Policy Assessment Policy Critical Incident Management Policy Diversity, Equity and Inclusion Policy English Language Proficiency Policy Enrolment Terms and Conditions Privacy Policy Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Student Fees Policy Student Handbook Student Records Management Policy Support for Students Procedure		
Version	Authorised by	Approval Date	Effective date
2.1	Governing Board	June 2025	June 2025

1. Purpose

PBL Education Pty Ltd trading as International Graduate Institute (IGI) 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 the academic and non-academic support services available to IGI students to assist them with successfully completing their units of study, including processes for ensuring that students are aware of these support options.

This policy should be read in conjunction with the Support for Students Procedure and related documents listed above.

2. Definitions

In the context of this policy, the following definitions apply:

Term	Definition
Academic Progression	The measure of a student's advancement toward the completion of a course.
Compassionate or Compelling Circumstances	Are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;

Term	Definition
	<ul style="list-style-type: none"> • bereavement of close family members such as parents or grandparents; • major political upheaval or natural disaster in the home country requiring emergency travel and impacting on the student's studies; • a traumatic experience, which could include: <ul style="list-style-type: none"> ○ involvement in, or witnessing of a serious accident, or ○ witnessing or being the victim of a serious crime, and this has impacted on the student • where the provider is unable to offer a prerequisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. <p>When determining whether compassionate or compelling circumstances exist, IGI will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.</p>
Course	Means a collection of academic subjects or units, which may or may not lead to a certificate, diploma, or degree award.
Disability	<p>Disability is defined under the Disability Discrimination Act 1992 as any physical, sensory, neurological, intellectual, psychiatric, or learning disability in relation to a person and includes:</p> <ol style="list-style-type: none"> a. total or partial loss of the person's bodily or mental functions; or b. total or partial loss of a part of the body; or the presence in the body of organisms causing disease or illness; or c. the presence in the body of organisms capable of causing disease or illness; or d. the malfunction, malformation, or disfigurement of a part of the person's body; or e. a disorder, illness, or disease that affects a person's thought processes, perception of reality, emotions, or judgment or that results in disturbed behaviour <p>and includes a Disability that:</p> <ul style="list-style-type: none"> • presently exists; or • previously existed but no longer exists; or • may exist in the future (including because of a genetic predisposition to that disability).
Domestic student	Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).
IGI	PBL Education Pty Ltd trading as International Graduate Institute (IGI)
International student (Overseas student)	A student who may hold a student visa and is protected by the Education Services for Overseas Students Act 2000.
Reasonable adjustment	The modification or provision of facilities or equipment to support a person with a disability to engage in learning activities appropriately.

3. Scope

This policy applies to all IGI students and staff.

4. Policy statement

- 4.1. IGI is committed to supporting students achieve their personal and educational endeavours and providing a supportive learning environment that is responsive to individual student needs.
- 4.2. IGI will ensure that support is available to assist the students and that students are made aware of these support services throughout their studies.

- 4.3. IGI will publish this policy, as well as information regarding support services available and related contact details as applicable, on IGI website, in the Student Handbook, and on internal sites as deemed appropriate.

5. Principles

- 5.1. IGI supports the learning needs and health and wellbeing of its student body through a range of academic and non-academic support services.
- 5.2. Students have access to learning support services that are consistent with the requirements of their course and mode of study, and with the learning needs of student cohorts.
- 5.3. Students are encouraged to seek support from internal and external support services as needed.
- 5.4. Support is available on all aspects of student life, in an equitable, consistent and timely manner. Information on the types of support available is widely published and easy to access.
- 5.5. IGI has strategies in place to identify students who need additional support to achieve their personal and educational potential.
- 5.6. IGI recognises that in some instances students may require support from external professional services as there are limits to the extent of support it can offer. Information provided on these services is relevant, current and comprehensive.
- 5.7. Staff members are provided with adequate training to ensure their knowledge is relevant and current to enable them to advise students correctly.
- 5.8. Student personal information is handled confidentially in accordance with the Privacy Policy. Information is disclosed on a need-to-know basis, where there are reasonable grounds for concern about the health and safety of the student or others, or there is a legal requirement to do so.

6. Support for Students

6.1. General Support

The Student Services staff are the first point of contact for students requiring general support or referral to other services related to all aspects of the student lifecycle. Students can contact the Student Services team in person at the Reception desk on campus, by phone at +61 2 7201 7300, or via email at support@igi.edu.au. Information on how to contact Student Services is provided at Orientation, in the Student Handbook, and on the IGI website.

Orientation

All IGI students are required to attend an Orientation program at the commencement of their studies. During Orientation students are provided with essential information on all aspects of student life, course progression, policies and procedures, campus facilities, key contacts and services available.

ICT support

Students experiencing technical difficulties can request support by contacting Tech Support or the Student Services team. Details are available on Moodle, together with a number of ICT Support guidelines.

Student Handbook

The IGI Student Handbook is available for students via the website and on Moodle and contains comprehensive information, advice and guidelines on IGI courses, enrolment and course progression requirements, resources and services available, policies and procedures, and everything related to student life at IGI.

Transition to higher education

IGI provides commencing students with a supported transition to higher education through the Transition and Student Support module. The module is available online via Moodle, IGI's Learning Management System, and is intended to help students understand some of the most common challenges faced when transitioning to higher education and to provide them with advice on how to deal with these challenges.

Financial hardship

Students experiencing difficulty paying their tuition fees due to financial hardship may apply for extensions or payment plans in accordance with the Student Fees Policy and Procedure.

6.2. Academic Progression

Students must maintain satisfactory academic progression and achieve the course learning outcomes required to complete the qualification. To maintain satisfactory academic progress, a student must maintain a progress rate that will allow them to complete their course within the maximum course duration as indicated in their Letter of Offer and Written agreement.

IGI will identify and monitor students at risk of not making satisfactory progress and will implement strategies to assist them with successfully completing their enrolled units, in accordance with the Academic Progression Policy and Academic Progression Procedure.

Students are required to complete their assessment tasks by their due dates and times. Extensions of an assessment due date may be granted on the grounds of medical, personal, family, work related or any other adverse circumstances, in accordance with the Assessment Policy.

Academic Integrity Module

To help them understand academic integrity and prevent instances of academic misconduct all IGI students are required to complete the Academic Integrity Module (AIM) available on Moodle. The Academic Integrity Module is compulsory for all commencing students and must be completed before classes commence.

Learning resources

Students have access to a range of online self-help resources to assist them with their learning and assessment preparation. They are available on Moodle, IGI's Learning Management System, and include Studiosity, Grammarly, Research and Referencing resources, and Examination resources.

Student consultations

If at any time throughout their studies students require extra guidance and assistance outside class times regarding the content of a unit or assessment task, IGI academic staff are available for consultation, in accordance with the Student Consultation Policy.

Lecturers have consultation hours every week and students are informed of their availability. Students are encouraged to prepare specific considered questions before consultation.

Students are encouraged to ask questions and seek clarification during classes wherever possible. This enables a unit lecturer to address points that are pertinent to the whole student body. Where a student's question related to a unit content is expected to be relevant to other students, that question and the lecturer's response may be included on Moodle, IGI's Learning Management System.

English support

Students are responsible for the ongoing improvement of their English language proficiency and are encouraged to seek support any time they need it in the student lifecycle.

Students experiencing difficulties in their studies due to a level of English proficiency inadequate for the enrolled course are provided with additional English language support as outlined in the Support for Students Procedure.

6.3. Wellbeing support

Counselling

IGI students have access to mental health support services provided by a dedicated counsellor with extensive experience in student counselling, who can equip them with the tools to navigate the various challenges they may encounter.

In addition to internal counselling services, students are provided with information about external services and resources available including mental health, sexual assault services and online safety information. This information is available via IGI's website, the Student Handbook and in the Orientation material, or from the Student Services team.

Sexual Assault and Sexual Harassment

IGI has a zero-tolerance approach to any form of sexual harassment by any student or staff member. Students are encouraged to disclose any incident of this nature to Student Services or to another trusted staff member they are comfortable with. Such incidents are handled in accordance with the Sexual Assault and Sexual Harassment Policy and Procedure.

All commencing students and teaching staff are expected to complete the Concern Matters: Boundaries, Respect and Positive Intervention module available on Moodle. Consent Matters is a **compulsory online** training module intended to reduce unwanted sexual behaviour, to encourage healthy relationships and to ensure students and staff have a shared understanding of healthy relationships and how they can help if they see unacceptable situations. The module provides information about appropriate behaviour, understanding sexual misconduct and contributing to a safe and respectful campus culture.

6.4. Complaints and Appeals processes

IGI ensures access for current and prospective students to complaint and appeal mechanisms that facilitate prompt resolution of grievances about any aspect of their experience with IGI, its agents or related parties. Such mechanisms are applied consistently, fairly, without reprisal and in accordance with the Complaints and Appeal Policy and Complaints and Appeals Procedure.

6.5. Support for students with a disability

IGI welcomes all students and aims to create equal opportunities for access and success. Wherever possible, IGI will make reasonable adjustments to ensure that all students are treated equally in the learning and assessment process, in accordance with the Access and Inclusion Support Policy.

6.6. Student Representation

IGI acknowledges the value of student engagement in academic governance, as they believe such engagement fosters a stronger relationship between the students and staff. Furthermore, those students engaged and involved in a student representation role at IGI have the opportunity to develop their skill sets, represent the student community, and share their perspectives and opinions.

IGI Governance Charter identifies student representation in the following boards/committees:

- Academic Board: one student appointment

6.7. Aboriginal and Torres Strait Island students

IGI recognises that increasing Aboriginal and Torres Strait Islander (ATSI) participation and success in higher education is critical to addressing ATSI disadvantage.

IGI acknowledges the complex and unique challenges faced by Aboriginal and Torres Strait Islander peoples seeking to participate and succeed in higher education.

IGI supports the participation and success of Aboriginal and Torres Strait Islander Peoples in their courses in accordance with the Aboriginal and Torres Strait Islander Peoples Education Policy.

7. Roles and responsibilities

- 7.1. The General Manager IGI is the owner of this policy and is responsible for its implementation and for regular reporting to the Governing Board.
- 7.2. The Learning and Teaching Committee monitors educational support matters and makes recommendations for improvement.
- 7.3. The IGI Management Team monitors support services relating to non-academic matters and makes recommendations for improvement.

8. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Provider Guidelines 2023
- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- TEQSA Guidance Note: Wellbeing and Safety
- Higher Education Support Amendment (Response to the Australian Universities Accord Interim Report) Act 2023
- Department of Education - Example Support for Students Policy

9. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL - IJET	New policy	All
1.1	Oct 2023	PBL - IGI	Rebrand and minor amendments	All
2.0	Aug 2024	PBL - IGI	<ul style="list-style-type: none"> • Change of title from Student Support Policy to Support for Students Policy; • Overall content review and added information to align with the Higher Education Support Amendment and Higher Education Provider Guidelines 2023. 	All
2.1	Jun 2025	PBL - IGI	<ul style="list-style-type: none"> • Minor adjustments to terminology to add clarity (all); updates of roles and responsibilities (6); updates to reflect changes in counselling services (6.3). 	All
2.1	April 2026	PBL-IGI	<ul style="list-style-type: none"> • Policy next review date extended to Oct 2026, following PBL governance review and restructure in March-Apr 2026. 	All