

Support for Students Procedure

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 Policy		
Version	Authorised by	Approval Date	Effective date
2.1	Governing Board IGI	June 2025	June 2025

1. Purpose

The Student Support Procedure gives effect to the Support for Students Policy so that academic and non-academic support services are available to all students on all aspects of student life in an equitable, consistent and timely manner.

2. Definitions

Term	Definition
Academic intervention	Additional targeted support strategies (such as additional resources, one-to-one tutorials, English language, and wellbeing support) are implemented when students are not making satisfactory course progress.
Academic progression	The measure of a student's advancement toward the completion of a course.
Course	Means a collection of academic subjects or units, which may or may not lead to a certificate, diploma, or degree award.
Disability	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: <ol style="list-style-type: none"> total or partial loss of the person's bodily or mental functions; or total or partial loss of a part of the body; or the presence in the body of organisms causing disease or illness; or the presence in the body of organisms capable of causing disease or illness; or

Term	Definition
	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. And includes a Disability that: <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 is protected by the Education Services for Overseas Students Act 2000.

3. Scope

This procedure applies to all IGI students, and IGI staff who provide student support and wellbeing resources and services.

4. Procedure

4.1. General support

- 4.1.1. Students can access general support and advice from the Student Services team in person at the Reception desk on campus, by phone at +61 2 7201 7300, or via email at HEstudentservices@igi.edu.au. General enquiries should be referred here in the first instance.
- 4.1.2. Advice is available on a range of matters including (but not limited to):
- Application for admission, credit for prior learning and enrolment procedures
 - deferral, leave of absence, withdrawal and cancellation procedures
 - course transfer
 - subject / course availability and descriptions
 - graduation
 - financial support
 - information on how to access counselling and wellbeing support
 - disability support
 - Aboriginal and Torres Strait Islander student support.

4.2. Academic support

Academic Progression

- 4.2.1. Academic and Student Services staff closely monitor students on a regular basis to identify students in difficulty or for any support needs they may have. Students who fail to attend class or fail to submit set assignments are contacted by the respective academic staff, who may identify that the students require additional support.
- 4.2.2. Students who acknowledge that they may need extra support are encouraged to refer themselves to the relevant academic staff or Student Services.
- 4.2.3. Additional academic support may be required due to a range of matters including but not limited to:
- English language;
 - Difficulty understanding the course;

- Inadequate study techniques;
 - time management and organisation skills; and
 - IT skills.
- 4.2.4. Instances where students have been identified at risk of failing to make satisfactory academic progress are managed in accordance with the Academic Progression Policy and Academic Progression Procedure.
- 4.2.5. In accordance with the Student Consultation Policy academic staff are available for consultation with students, at certain times during the study period, either in person, by video conferencing or telephone. Academic staff determine consultation times by taking student timetabling commitments into account, e.g. varying consultation times across days and times of the week.
- 4.2.6. Students are encouraged to make an appointment specifying the nature of the required consultation.
- 4.2.7. For support needs that arise outside consultation times, students may email teaching staff with their query. A response can be expected within two working days.
- 4.2.8. Academic intervention support is implemented where students are identified at risk of failing to maintain satisfactory progress. Intervention strategies are outlined in accordance with the Academic Progression Policy.
- 4.2.9. Additional academic support that is not ordinarily provided by academic staff is available with the Dean by appointment.
- 4.2.10. Staff members are mindful of their own personal and professional limitations. Staff may consult with the management team for advice about the appropriate support of any student.

Learning resources

- 4.2.11. Support staff are available during campus opening hours to offer individual advice and assistance, and to assist students with the technology available to them and with connectivity issues related to their course.
- 4.2.12. For free after-hours academic support, IGI students have the ability to seek assistance from Studiosity, a 24/7 on-demand study help service. There are subject specialists and student mentors that can help with academic literacy skills and core subject support. Studiosity is designed to allow students to get feedback, in minutes, at any time of the day. Here, students upload a file to get formative 'help not answers' feedback on their draft in just minutes. It also allows students to send their Mentor a message - whether study or study-life. This is designed so that students feel better about study, and more connected to our institution. Studiosity also allows students the opportunity to chat with a subject specialist - the moment they need it - to work through their study question quickly and to ensure they stay on track with their studies.
- 4.2.13. In addition to Studiosity our students can sign up for free accounts with Grammarly. Grammarly acts as a collaboration partner in every stage of the writing process—helping students brainstorm initial ideas, format citations accurately, and everything in between, so they can submit their best work with integrity.

English Support

- 4.2.14. 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.
- 4.2.15. Students experiencing difficulties in their studies due to a level of English proficiency inadequate for the enrolled course can seek additional support by contacting Student Services or their lecturer. Alternatively, lecturers may identify these students and refer them for additional English support.
- 4.2.16. IGI students wishing to improve their English are advised that they can access a number of additional resources, such as:
- Free online support resources available from Study Queensland - Massive Open Online English Course: <https://www.studyqueensland.qld.gov.au/study-in-queensland/learnenglish-online>
 - 10 Easy Ways to Improve Your English Reading Skills: https://insiderguides.com.au/improve-english-reading/?mc_cid=2b119b24a5&mc_eid=ae70a8bbe3

- Cambridge English Free Learners Resources: <https://www.cambridgeenglish.org/learning-english/activities-for-learners/>

4.3. Wellbeing support

- 4.3.1. IGI's Student Services team is available for advice and/or referral to support services regarding any aspect of a student's physical and emotional wellbeing. Students can contact the Student Services team in person, by phone or by email.
- 4.3.2. 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. Counselling services can be accessed by contacting the Student Services team.
- 4.3.3. The student counsellor is a trained first responder for victims of sexual assault and sexual harassment and can provide safe and confidential advice for any student who wishes to disclose or formally report an incident, or is seeking counselling support.
- 4.3.4. In some instances, students may be referred to an external provider, taking into account the needs and best interests of the student, the boundaries of IGI staff's expertise to deal with the specialised matters and any relevant accountability and liability issues (e.g. awareness of possible legal consequences which may arise from the information, advice and counselling that is, or is not, provided).
- 4.3.5. IGI staff may refer students to other external professional services (e.g. emergency services, health services, legal advice, etc), as applicable.

4.4. Complaints

- 4.4.1. A student who is dissatisfied with any aspect of support provided by IGI may lodge a complaint in accordance with the Complaints and Appeals Policy.

4.5. Support for students with a disability

- 4.5.1. IGI is committed to providing a supportive environment for students with a disability. Provision for disability support is provided in the Access and Inclusion Policy.

4.6. Privacy and record keeping

- 4.6.1. Student personal information is handled confidentially in accordance with the Privacy Policy. Information is disclosed only if 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.
- 4.6.2. IGI keeps appropriate and confidential records of student support matters on the student's electronic file.

5. Roles and responsibilities

- 5.1. The Dean is responsible for overseeing academic support matters, reporting trends and making recommendations for improvement to the Learning and Teaching Committee.
- 5.2. The Student Services Coordinator is responsible for supporting and monitoring students with personal wellbeing matters, reporting trends and making recommendations for improvement to the General Manager.
- 5.3. Academic staff are responsible for monitoring students closely and identifying students in difficulty.
- 5.4. The student is responsible for seeking support services at any time in the student lifecycle when required.
- 5.5. IGI is responsible for:
 - ensuring the policy and procedure are easily accessible and publicly available;
 - ensuring procedures are transparent, equitable and free of cost; and
 - providing timely responses and support to students.

6. 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

7. 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"> • Title change from Student Support Procedure to Support for Students Procedure; • 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 (5); updates to reflect changes in counselling services (4.3). 	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