

Student Support Policy

Version	Approved by	Approval date	Review date
01	Board of Directors	August 2024	September 2026

Administrators Responsible	Dean, Registrar, Program Administration,
Purpose	The purpose of the Student Support Policy is to establish the framework for providing comprehensive and effective support services to all students enrolled at ISGL. This policy outlines the ISGL's commitment to promoting student success, well-being, and academic achievement through a range of tailored support mechanisms.
Scope	This policy applies to all enrolled students at ISGL.

Policy Principles

- ISGL is dedicated to delivering timely and targeted student support that enhances the learning experience, facilitates skill development, and ensures personal well-being.
- The institute recognizes its responsibilities under the TEQSA Act and the ESOS Act to provide support services to higher education and international students.
- ISGL encourages students to take ownership of their learning while providing resources and assistance for their academic journey.
- The institute is committed to ensuring equitable opportunities for all students, acknowledging their diverse backgrounds and offering specific support where needed.
- ISGL is dedicated to continuously improving and allocating resources to support services that address academic, personal, cultural, technical, and language needs of its students.
- ISGL must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and program offered at ISGL, at no additional cost to the overseas student.
- ISGL is committed to providing appropriate support to enable overseas students to achieve expected learning outcomes, ensuring equitable access to support services regardless of whether students are studying on-campus, online, or in blended mode, and regardless of their geographical location, at no additional cost to the student.

Scope of Services

ISGL offers a comprehensive suite of support services designed to align with the student lifecycle:

- Orientation**
 - New students receive comprehensive orientation and induction sessions before classes commence, covering academic and English language support, library, IT services, campus safety, international student support, and more.
 - Expectations of behavior, academic integrity, progress, and attendance are communicated during orientation.
 - Dedicated services and information are provided to international students, covering cultural adaptation, housing, visas, finances, local laws, and insurance.
 - Student handbooks offer essential information for international students.
- Learning Resources**
 - The library provides traditional and electronic resources, supporting learning objectives and student outcomes.
 - Access to scholarly e-databases, journals, and academic support is facilitated.
- Information Technology Support**
 - A robust IT infrastructure supports remote access, online teaching and attendance management.
 - IT services maintain privacy while ensuring a positive student experience.
- Counselling Support**

Professionally qualified Student Counsellors offer individual support, collaborating with faculty and staff to address student concerns. Our expanded counseling section includes dedicated mental health resources such as access to qualified mental health professionals, stress management workshops, and well-being programs aimed at supporting the holistic well-being of our students.

e. Career Advice

The Career Excellence team offers thorough help in career guidance, building valuable connections, and supporting post-study opportunities. This covers interview preparation, where students are equipped with skills to excel in both oral and written communication during interviews.

f. English Language Support

The recruitment and admission procedures at ISGL are meticulously structured to guarantee that all students possess adequate English language proficiency. This ensures their successful progression through each course and effective communication with peers and faculty during their tenure at ISGL.

g. Student Access to Academic Staff

On a weekly basis, each Academic Staff dedicates around 2 hours to facilitate supplementary student consultations through "faculty hour meetings" with the staff members. During these sessions, students have the opportunity to access extra assistance pertaining to various facets of their studies, acquire explanations for any uncertainties, or solicit targeted feedback tailored to their needs.

h. Identifying Students 'At Risk'

ISGL engages a variety of mechanisms and strategies to detect students who might face challenges in their academic progress, as outlined in the Student at Risk Policy and some of them detailed below:

- i. For courses or units that mandate regular class attendance, the respective Program Administration team member will keep track of attendance records. As an initial step, students who fail to meet the attendance requirements (as specified in the Attendance Policy) will be promptly reported to the relevant Assistant Dean / Dean where applicable, Registrar and the designated teaching staff.
- ii. Poor use of the learning management system: This is when a student has not accessed the Learning Management System for 2 consecutive weeks. In such cases the Program Administration Team is required to contact the student to stress the importance of using these resources and to ascertain whether there are any issues on which the student needs support and/or whether referral to other support services is appropriate, including:
 - Academic support which includes but is not limited to study advice, language assistance, attendance, and meeting course requirements.
 - Welfare support which includes but is not limited to emergency, legal, and health services as well as referrals to external providers.
 - Information and advice on complaints and appeals policies and procedures.
 - Regular reviews and updates to support services so that students have correct and up-to-date information.
- iii. Facilitating Early Feedback: By conducting regular quizzes and initial assignments by Session 4 or 5 within each unit, ISGL aims to provide students with early feedback on their academic progress, enabling them to identify areas of strength and improvement. These early assessments are crucial for the early detection of students who may be at risk academically, allowing for timely intervention and support.

i. Feedback Mechanism for Service Improvement

To continually enhance our support services, we implement structured feedback mechanisms, such as student satisfaction surveys and online suggestion forums. This feedback is integral to the ongoing evaluation and improvement of our services.

j. Quantitative Measures for Monitoring Support Services

We employ Key Performance Indicators (KPIs) such as student engagement rates with support services, satisfaction scores, and the academic improvement of students receiving targeted support. These indicators are regularly reviewed to assess and enhance the effectiveness of our services.

k. Integration with Academic Policies

Our student support services are seamlessly integrated with academic policies. For example, academic support services include modules on understanding and adhering to academic integrity, while aligning with the assessment policies to support academic success.

l. Staff Training and Development

Staff involved in student support undergo regular training in effective communication, sensitivity to diverse student needs, and the latest best practices in student support. This ensures our team is well-equipped to provide the highest standard of service.

m. Clear Communication Channels

ISGL prioritises clear and effective communication channels to ensure that students can effortlessly access the support services they need. Our approach includes:

- i. Dedicated Student Handbook:
 - The student handbook serves as a comprehensive guide, providing detailed information on all support services available at ISGL.
 - It includes direct contact details for specific support teams, making it easier for students to reach out to the appropriate service without any confusion or delay.
- ii. Direct Communication Links on website:
 - For immediate assistance, direct communication links (such as email addresses and phone numbers) for key support staff and departments are readily available to students. This ensures that students can quickly contact the relevant team for their specific needs.

n. Support for Overseas Students Undertaking Online or Distance Learning

ISGL takes all reasonable steps to support overseas students who may be disadvantaged by undertaking online or distance learning, specifically addressing:

i. Additional Costs and Requirements

ISGL will:

- Ensure that overseas students undertaking online or distance learning are not required to incur unreasonable additional costs
- Provide clear information prior to enrolment about any technology requirements, software needs, or equipment necessary for online or distance learning
- Provide reasonable adjustments for overseas students with special needs undertaking online or distance learning.

ii. Access to Resources and Community Engagement

To mitigate disadvantages from inability to access physical campus resources and community, ISGL will:

- Ensure comprehensive digital access to library resources, databases, and learning materials equivalent to on-campus access
- Provide virtual orientation sessions specifically designed for overseas students studying online
- Establish online student cohorts and discussion forums to enable overseas students to engage with other overseas students
- Offer virtual office hours and online consultation sessions with academic staff, student support services, and counselling staff scheduled across different time zones where feasible
- Provide recorded sessions and asynchronous learning options to accommodate students in different geographical locations
- Ensure IT support is available across extended hours to assist overseas students in different time zones
- Regularly survey overseas students undertaking online or distance learning to identify barriers to engagement and resource access, implementing improvements based on feedback.

Related Documents

- a. Privacy Policy
- b. Recognition of Prior Learning (RPL) Policy
- c. Student Code of Conduct Policy
- d. Student Grievance and Mediation Policy and Procedures