

Student Support Policy - HGS

1. Scope

This policy is applicable to all current students at Holmes Grammar School and the staff who are involved in student services and support.

2. Purpose

- 2.1 This Student Support Policy is in place to ensure that HGS has a robust and structured system to provide students with extensive academic guidance, mentoring, academic and personal support that meets individual needs.
- 2.2 This Policy provides information on the:
 - a) Student support services available at HGS; and
 - b) Strategies that HGS employs to ensure that students have access to appropriate support mechanisms throughout their studies at HGS.

3. Support Principles

- 3.1 HGS assesses the preparedness for study and learning needs of the students at the admission and enrolment stage.
- 3.2 At the beginning of each study period, all new students are provided with an age and culturally appropriate orientation to ensure they have a seamless transition to studying at HGS and for international students to life in Australia.
- 3.3 All students' academic progress is monitored to ensure their needs are identified and met. Where gaps in support are identified these are bridged as soon as practical to assist the learner to achieve their educational goals.

4. Support Services Available

- 4.1 HGS provides the following services to its students at no additional charge:
 - a) Academic Mentors on discipline specific content;
 - b) Advice and information regarding employment rights and conditions in Australia and how to resolve workplace issues e.g. information about the Fair Work Ombudsman;
 - c) Student handbook which provides lists of useful contacts and services for international students available in each city;
 - d) Academic Workshops that facilitate enhanced student academic performance;
 - e) Study skills/ Learning support resources including English Language support;
 - f) Pastoral care for student welfare needs including the provision of health and safety advice;
 - g) Insurance brochures detailing the Overseas Health Cover options; and

- h) Other appropriate third party information and flyers detailing useful information and contacts such as local attractions and services, such as banks, public transport.
- 4.2 The orientation programme held in the first week of each study period is compulsory for all the new HGS students. HGS orientation is a structured programme organised by the Student Services. At orientation, new students will be able to have access to:
- a) An introduction to HGS' support services and more general support services and information as outlined in 4.1 above;
 - b) Campus facilities and resources;
 - c) The key academic and administrative staff including designated staff member/s as the official contact point for international students;
 - d) HGS' policies relating to students and their studies; and
 - e) The guidance to access the Learning Management System.
- 4.3 HGS provides access to personal counselling through student services. Experienced support staff deal with all aspects of students' lives in Australia. Dedicated staff members deal with issues such as accommodation, banking, student visa requirements, medical issues and cultural acclimatisation. For any welfare and general support, students are encouraged to talk firstly with the Head of School, Principal or student administrator. HGS teaching staff are accessible to students seeking individual assistance about their studies generally.
- 4.4 HGS is committed to engaging with its students and supporting them in achieving their study goals. Teachers are available to facilitate students in receiving relevant study support.
- 4.5 HGS has a structured process to monitor student course progress and provide corresponding engagement support and apply intervention strategies where required. HGS has indicators to identify students who are 'at risk' of making unsatisfactory course progress. Those students will be communicated with by the Head of School for academic intervention (Refer to Monitoring Attendance and Course Progress Policy and Completion Within Expected Duration of Study Policy).

5. Continuous Improvement

Students are encouraged to provide feedback on the delivery of HGS' support services. Should a student have concerns about these services they should access HGS' complaint processes for timely resolution. Refer to Grievance Policy and Procedures for further information about making a complaint.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Principal			
Implementation Officers	Head of School, teachers			
Review Date	November 2026			
Approved by				
School Council				
Associated Documents				
<p>Assessment and Reporting Policy and Procedures – Grammar School</p> <p>Grievance Policy and Procedures</p> <p>Completion Within Expected Duration of Study Policy and Procedures</p> <p>Critical Incident Policy and Procedures</p> <p>Student Handbook</p> <p>Information for Prospective Students</p> <p>Attendance and Course Progress Monitoring and Reporting Policy and Procedures</p> <p>Privacy Policy and Procedure</p> <p>Workplace Health and Safety Policy</p>				
Version	Authored/ Revised by	Brief Description of the changes	Date Approved	Effective Date
1.0	Principal	<ul style="list-style-type: none"> • Transitioned form Holmes generic policies 	November 2023	November 2023