



Student Support Policy

1. Scope

This policy is applicable to all current students at Holmes Institute (Holmes) 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 Holmes 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 Holmes; and
 - b) Strategies that Holmes employs to ensure that students have access to appropriate support mechanisms throughout their studies at Holmes.

3. Support Principles

- 3.1 Holmes assesses the preparedness for study and learning needs of the students at the admission and enrolment stage.
- 3.2 For students studying online Holmes will take all reasonable measures to ensure they are not disadvantaged by the requirements of online delivery.
- 3.3 Throughout any given semester, Holmes will assess all students' suitability to continue to undertake a unit of study and identify any student who may be at risk of not successfully completing the unit.
- 3.4 At risk students will be provided with Holmes support services, and where necessary, recommendations will be made to external support.
- 3.5 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 Holmes and for international students to life in Australia.
- 3.6 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 Holmes provides the following services to its students at no additional charge:
 - a) Academic Support Officers who can facilitate assistance with general study or personal issues affecting students;
 - b) Academic Mentors on discipline specific content;
 - c) Advice and information regarding employment rights and conditions in Australia and how to resolve workplace issues e.g. information about the Fair Work Ombudsman;
 - d) Student handbook which provides lists of useful contacts and services for international students available in each city;
 - e) Academic Workshops that facilitate enhanced student academic performance;

- f) Study skills/ Learning support resources including English Language support;
 - g) Additional support is provided to students undertaking online study to ensure they are not disadvantaged, they can access the resources and community offered by Holmes Institute, and have opportunities for engaging with other overseas students while undertaking online or distance learning.
 - h) Pastoral care for student welfare needs including the provision of health and safety advice;
 - i) Holmes Recruit offers all students career planning and employability support;
 - j) Insurance brochures detailing the Overseas Health Cover options; and
 - k) 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 one week prior to the commencement of each study period is compulsory for all the new Holmes students. Holmes orientation is a structured programme organised by the Student Services. At orientation, new students have access to:
- a) An introduction to Holmes' 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) Holmes' policies relating to students and their studies; and
 - e) The guidance to access the Student Management System and the Learning Management System.
- 4.3 Holmes 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 Academic Manager, Campus Director or student administrator. Holmes teaching staff are accessible to students seeking individual assistance about their studies generally.
- 4.4 Holmes is committed to engaging with its students and supporting them in achieving their study goals. The Office of Student Engagement is a designated team to facilitate students in receiving relevant study support. The Office is coordinated by the Student Support Manager, with the Academic Support Officers (ASO) to be the student contact in each of Holmes' campuses.
- 4.5 Holmes has a structured process to monitor student course progress and provide corresponding engagement support and apply intervention strategies where required. Holmes has indicators to identify students who are 'at risk' of making unsatisfactory unit and/or course progress. Those students will be communicated with by the ASOs in each campus for academic intervention (Refer to Holmes' Monitoring Course Progress Policy and Completion Within Expected Duration of Study Policy).
- 4.6 Teaching staff are available for student support during consultation times and via email
- 4.7 Holmes support services are available prior to census date to students
- (a) who request support prior to census date
 - (b) who disclose risk factors at enrolment
 - (c) who are identified as 'at risk' pre-census date

- 4.8 Students are identified as “At Risk” if they meet any of the following conditions:
- New students who do not complete the Orientation Program
 - New and continuing students who do not log into Blackboard per unit in the first two weeks of the semester
 - New and continuing students who do not submit a first assessment in the semester
 - New and continuing students who fail a first assessment in the semester
 - Continuing students who have failed one or more units in the previous semester
- 4.9 Students are placed on Academic Probation if they have not successfully completed 50% of enrolled subjects in a semester or if they have not successfully completed the same subject after two attempts.
- 4.10 Holmes will ensure academic and non-academic supports are culturally appropriate especially in regard to international students, First Nations students and students with disability.
- 4.11 Where a student has experienced family and domestic violence, harassment, sexual harm or other traumatic event, Holmes will ensure the student receives appropriate support from Holmes staff and where necessary from external support services. (Refer to Holmes’ Critical Incident Policy).

5. Continuous Improvement

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

6. Reporting on Student Support

This policy will be reviewed annually to quality assure its implementation, the resources required to maintain effective support to students, lessons learned from feedback and any proposed amendments.

An annual report will be provided to TEQSA on or before March 1, in compliance with Chapter 10A, section 49B of the Higher Education Guidelines 2023.

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	Chief Operating Officer
Implementation Officers	Manager of Student Engagement in liaison with Campus Directors
Review Date	November 2026
Approved by	
Academic Board	

Associated Documents				
<p>Academic Conduct and Integrity Policy and Procedures</p> <p>Assessment Policy and Procedures – Higher Education</p> <p>Complaints and Appeals Policy and Procedures</p> <p>Completion Within Expected Duration of Study Policy and Procedures</p> <p>Critical Incident Policy and Procedures</p> <p>Diversity and Equity Policy and Procedure</p> <p>Faculty of Higher Education Student Handbook</p> <p>Information for Prospective Students</p> <p>Monitoring Course Progress Policy and Procedures – Higher Education</p> <p>Privacy Policy and Procedure</p> <p>Sexual Assault and Sexual Harassment Prevention Policy and Procedure</p> <p>Workplace Health and Safety Policy</p>				
Version	Authored/ Revised by	Brief Description of the changes	Date Approved	Effective Date
1.1	Director of Quality and Risk	<ul style="list-style-type: none"> • Added the welfare, general support and student engagement personnel • Formatted the policy in alignment with the other revised policies 	24 July 2020	24 July 2020
1.2	Manager Governance and Compliance	<ul style="list-style-type: none"> • Removal of reference to VET and U18 students • Additional information relating to orientation 	4 January 2023	4 January 2023
1.3		Additional information re support services and reporting mechanisms to comply with recent changes in legislation	12 July 2024	12 July 2024
1.4	Manager Governance and Compliance	The Student Support Policy has been reviewed and considered to continue to meet current	28 November 2025	28 November 2025

		requirements.		
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