

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 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.
- 3.3 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 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) Pastoral care for student welfare needs including the provision of health and safety advice;
 - h) Insurance brochures detailing the Overseas Health Cover options; and
 - i) 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 will be able to 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 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).

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.

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		January 2026		
Approved by				
Academic Board				
Associated Documents				
<p>Aboriginal and Torres Strait Islander Peoples Education Policy</p> <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</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	4/1/2023	4/1/2023
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