

1. Purpose

This Framework supports Australian School of Accounting's (ASA's) commitment to providing support to students in an effective manner and to ensuring that students have access to learning support services that are consistent with the requirements of their study, their mode of study and their learning needs. This includes arrangements for supporting and maintaining contact with students who are off campus. It provides a framework to assist students through their studies.

2. Principles

Australian School of Accounting is committed to ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals, and that students are made aware of the support available.

As part of this commitment, all staff at ASA are required to understand their responsibilities in providing students with support and, where necessary, referral for appropriate advice.

3. Scope

This Framework applies to all students of ASA.

4. Components of the Support Framework

The following support services are available and accessible for all students studying with ASA. Australian School of Accounting will provide students with contact details and referrals as appropriate. Student Administration will ensure that student support services have accurate, up-to-date information and accurate contact details.

English support is available to students for up to one hour per week. Learning support assistance of up to 20 minutes per session is available to all students.

4.1 Academic Issues

Students are able to obtain advice and support in ensuring they maintain appropriate academic progress. Under the *Student Consultation and Well-being Policy*, academic staff are required to be available for consultation on academic matters relating to the unit they teach. Depending on the nature of the matter, students may be referred to an academic skills session or similar. Additionally, the Academic Dean is available to discuss any academic, attendance or other related issue at any time and can provide advice, guidance or referral where required.

All students' progress is monitored and guidance and support provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified.

4.2 Personal/Non-academic issues

There are many issues that may affect a student's ability to progress in their course and meet academic goals. All students, including those studying off campus, have access to Student Administration and student support during normal business hours to be directed to the appropriate advice, guidance and where necessary, referral, regarding issues of concern.

Student support services may include but are not limited to:

4.2.1 Counselling Services

Students may make an appointment to see a member of staff for advice on matters which may be affecting their study, such as:

- time management issues;
- setting and achieving learning goals;
- motivation;
- ways of learning;
- managing assessment tasks;
- self-care.

4.2.2 Hardship

Australian School of Accounting recognises that the requirements of study may present some students with hardship owing to economic, social or other difficulties. Where genuine hardship exists, a student may make an application seeking permission to review their workload or otherwise modify their study arrangements. To make an application for recognition of hardship, a student is required to provide a letter to the Student Administration's Office outlining the nature of their hardship. Such applications must be supported with relevant documentary evidence; for example, government benefit paperwork, medical certificate and/or statutory declaration.

Applicants must be Australian Citizens, permanent residents, holders of Australian permanent humanitarian visas or holders of temporary protection visas. International students are not eligible.

4.2.3 Special Needs

Students with special needs should:

a) advise their lecturer of any disabilities that may affect their learning (e.g. hearing difficulties); and

b) notify the Course Coordinator. Australian School of Accounting will make all reasonable adjustments possible in order to optimise learning opportunities for students with special needs.

4.3 Accommodation

Australian School of Accounting is able to refer students to appropriate accommodation services and staff are available to discuss any issues or concerns a student may have with their accommodation arrangements. All international students are encouraged to have accommodation organised prior to arrival in Australia. If not arranged, Student Administration can refer students to appropriate accommodation services.

4.4 Orientation

All students are required to attend an orientation day at the beginning of their studies with ASA. Orientation will include a tour of ASA and the provision of the Student Handbook. The Handbook includes information about international student visa conditions, grievance procedures and how to access student support services.

5. Continuous Improvement

In order to ensure that the support services provided to students are accessible, consistent and appropriate in scope and quality, services are subject to ongoing review. Feedback is regularly sought from various stakeholders across a range of areas and analysed with a view to identifying areas for improvement.

6. Specific Related Documents

Diversity Equity and Reasonable Adjustments Policy
Information Technology and Support Policy
Modes of Delivery Policy
Student Consultation and Well Being Policy
Student Handbook
Student Progression and Student at Risk Policy

7. Relevant Legislation

Higher Education Standards Framework (Threshold Standards) 2021
National Code of Practice for Providers of Education and Training to Overseas Students 2018

8. Version Control

Document		Student Support Framework			
Approved by		Academic Board		Date: 14 July 2021	
		Next review			2024
Version #	2.0	Replaces Version #	1.4	Academic Board approval	
	1.4		1.3	New course accreditation	
	1.3		1.2	Style review	
	1.2		1.1	Project Manager review	2020
				Next review	
	1.1		1.0	Styling	
	1.0		0.4	Academic Board approval	
	0.4		0.3	Academic Board review	
	0.3		0.2	Academic Board review	
	0.2		0.1	Policy and procedure separated	
	0.1		00	Generic	