

Student Support Policy

Holmes Institute provides students with extensive academic guidance, mentoring and academic support that meets individual needs.

Scope

This policy is applicable to Holmes Institute Pty Ltd (Holmes).

Purpose

This Student Support Policy provides information on the:

- student support services available at Holmes
- strategies that Holmes employs to ensure that students have access to appropriate support mechanisms throughout their studies at Holmes.

Support Principles

- Holmes assesses the preparedness for study and learning needs of the students at the admission and enrolment stage.
- 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.
- 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.

Services available

Holmes provides the following services to its students at no additional charge:

- Local city guides such as the "Official Visitor Guide" to the relevant campus location, which provides seasonal information and maps to the area around the school
- A calendar of details of social events organised by Holmes Education Group
- Academic Support Officers who can assist with general study or personal issues affecting students
- Academic Mentors on discipline specific content
- Advice and information regarding employment rights and conditions in Australia and how to resolve workplace issues e.g. information about the Fair Work Ombudsman
- Student handbook and if applicable an U18 Handbook which provide lists of useful contact and services for international students available in each city
- Academic Workshops that facilitate enhanced student academic performance
- LLN support tutorials
- Study skills/ Learning support resources including English Language support
- Pastoral care for student welfare needs including the provision of health and safety advice
- Insurance brochures detailing the Overseas Health Cover options, and

- Other appropriate third party information and flyers detailing useful information and contacts such as local attractions and services, such as banks.

Students' seeking assistance are encouraged to speak to their lecturer or campus staff to gain further details about these support services. NOTE: Individual support is available by appointment.

Intervention Strategy/ ies

Holmes aims to keep attrition at a minimum in all its programs. Accordingly, Holmes has put in place actions to better support students through their study which include but are not limited to, the provision of:

- sufficient information about programs allowing students to make well informed course choices about courses of study including the provision of relevant program details such as withdrawal dates for subjects or programs
- a student support model which places particular emphasis on individual attention, personal service, and tracking individual student course progress. This includes the identification and follow up of students deemed not to be appropriately engaged with their studies (intervention strategy).

Specific measures for individual students: the intervention process

- A student identified as not making satisfactory academic progress will be contacted by Holmes. The student will be required to undertake academic counselling interview with the Academic Manager or delegate and, if necessary, to formalise an appropriate intervention strategy to assist the student in their progression. The student may bring a support person to this meeting.
- Intervention strategies used to address individual academic progress matters will be documented and may include:
 - revising enrolment patterns, study load or course of enrolment
 - minimum attendance requirements
 - regular meetings with an identified staff member to address key issues
 - ESL and/or language support (where available or students will be directed to appropriate services)
 - academic counselling or study skill support e.g. requirement to attend academic support workshops
 - referral to appropriate medical services and/or other appropriate support
 - review of accommodation (Homestay) and other support systems
 - establishing a learning plan which outlines specific activities that are to be completed by the student
 - approving leave or deferment of studies.
- Copies of the intervention plan, and any modifications, will be given to the student as well as being kept on the student's academic file.
- Any student who has been identified and contacted as being 'at risk', who fails to attend academic counselling at Holmes request may be subject to the following courses of action:
 - (a) A Learning Plan, e.g. Academic Probation Plan may be developed for the student, and the student will be bound its conditions.
 - (b) Should the student continue to make unsatisfactory academic progress, their failure to attend academic counselling may be taken into account in determining whether to exclude the student from the course.

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 for further information about making a complaint.