

ACADEMIC POLICY - STUDENT SUPPORT SERVICES

<p>1. Policy Statement</p>	<p>SAE Institute Pty Ltd trading as SAE will provide support services to all students enrolled in courses at SAE to assist them to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled.</p>
<p>2. Purpose</p>	<p>To detail the student support and professional services available to students during their course studies with the SAE.</p>
<p>3. Scope</p>	<p>This policy applies to all domestic and international students as well as all staff of SAE.</p>
<p>4. Associated Policies and Procedures</p>	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> • Student Support Services Procedure; • Student Orientation Policy and Procedure; • Student At Risk Procedure; • Language, Literacy & Numeracy Assessment Procedure; • Student Support Consultations Procedure; • Students with Disabilities or Special Learning Needs Procedure.
<p>5. Associated Documents</p>	<p>This policy should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> • Student Handbook; • International Student Supplementary Handbook; • Campus Guides; • Language, Literacy & Numeracy Assessment Diagnostic Tool.
<p>6. Policy</p>	<p>6.1 Introduction</p> <p>SAE is committed to supporting its students throughout their enrolment by providing a diverse range of personal, academic and professional support services to ensure all students have a high quality educational experience.</p> <p>6.2 Types of Student Support Services available</p> <p>6.2.1 Student Administration Support</p> <ul style="list-style-type: none"> • Course information; • Scholarships; • Application and admissions; • Enrolments, re-enrolments and change of enrolments; • Student orientation program; • Student ID cards; • Course timetables; • Campus transfers; • Student records; • Form clarification; • Academic results and qualifications; • Tuition fees, invoices, receipts and payment plans; <p>6.2.2 Academic and Learning Support</p> <ul style="list-style-type: none"> • Student consultations; • Additional classes scheduled by the unit lecturer/coordinator; • One-on-one tutorial support with the unit lecturer/coordinator or a nominated tutor; • Special learning needs adjustments; • Studio and lab technical and practical support; • Support from student or staff mentors; • Academic writing skills; • Study Skills; • Language, literacy and numeracy support.

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6.2.3 Non-Academic and Welfare Support

- Study skills and Life skills;
- Course planning and scheduling support / time management;
- Special learning needs assessment;
- Social inclusion;
- Accommodation;
- Transport options;
- Local services;
- Policy/Procedure clarification;
- Healthy study;

Referral to external professional agencies:

- Mental Health issues;
- Legal advice;
- Financial options;
- Emotional support;
- Dealing with stress;
- Loneliness and homesickness;
- Adjusting to a new environment;
- Harassment and trauma;
- Handling conflict;
- Medical issues;
- All immigration and Visa enquiries.

6.2.4 Information Literacy Support

- Accessing and using library resources;
- Using search engines and advanced search features;
- Information sources;
- Matters relating to ownership and copyright provisions;
- Referencing and citation.

6.2.5 Information Technology Support

- Network set-up and support;
- E-mail account allocation;
- Workstation maintenance;
- Printing and copying facilities maintenance;
- Internet access;
- Usernames and passwords.

6.2.6 Web-based Information Systems Support

- Student website maintenance;
- Student Portal access and maintenance;

6.3 Student Support Services Staff

SAE aims to provide a 'whole of organisation' approach to supporting students and therefore students can seek support from all staff across SAE.

However, the staff responsible for providing the specific support services outlined in section 6.2 are as follows:

6.3.1 Student Administration Support

Each Campus of SAE has a designated Student Administration department with experienced staff who can assist students with all aspects of their enrolment with SAE. Students are encouraged to attend the student administration office should they have any queries or concerns relating to studying at SAE.

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6.3.2 Academic and Learning Support

SAE employs Lecturers and Tutors who provide learning support for course discipline and specialised subject areas. Students are encouraged to seek support and ask questions during their normal class times. In addition each academic staff member allocates time outside of teaching hours to assist students with their academic work. Teaching staff will notify their students of their consultation times in the first week of the trimester.

Where a student requires learning support or assistance with practical sessions including computer related issues such software applications, network and related resources and computer related course work difficulties, they are encouraged to seek assistance from the Lab, Studio or Technical Supervisors.

In addition, a student may seek further learning support in a course discipline or subject area (course related) either in groups or on an individual basis, depending on the individual's requirements, from the Campus Academic Coordinator.

6.3.3 Non-Academic and Welfare Support

Each campus has a Student Services Advisor (SSA) whose role is to serve as the primary point of contact for enrolled students seeking non-academic and general welfare support.

The SSA also ensures that students are directed to appropriate avenues of external professional support where required.

6.3.4 Information Literacy Support

A student may access general support in information literacy from the Library and Learning Centre at each Campus.

6.3.5 Information Technology Support

All students are provided with access to advanced information technology resources including workstations, the student network, printing facilities and secure internet access, to successfully undertake their studies.

SAE network set-up allows students to store files and then access those files from any computer within that campus, allowing effective file storage and transportation. Students are provided with space on the campuses local server within days of class commencement, and login details will be provided during orientation. Tutorials regarding the effective use of the server are also provided.

IT advice and support at each campus is provided by the Technical Support Officer, who is also supported by SAE National IT Department based in Melbourne.

6.3.6 Web-based Information Systems Support

Web-based support services are available to assist students with the academic and organisational aspects of their studies.

SAE websites provide information to current and potential students, and the general public regarding the history of SAE, news and events, courses on offer, course fees and enrolment information. It also provides links to a number of student resources that may be required by enrolled students when off-campus, such as the Student Handbook, policies and procedures, the student portal, the e-library catalogue, staff lists and some SAE based support groups.

The SAEQ Student Portal is an in-house system available both internally and externally via a web interface. It is designed to provide the resources, assessment data and marking feedback for students as they undertake their studies. The portal is available for all enrolled students and supports their learning and educational experience by providing comprehensive academic and organisational information such as; timetables, student notices, SAE events, change of address, access to software download, enrolment details, college contact information, study resources, results and feedback, links to the library, handbooks, etc.

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	<p>Students who encounter any issues with the web-based information systems should notify the Student Administration staff.</p>
<p>7. Records</p>	<p>18 March 2011 policy implemented (Approved by Prof. Z. Klich, CEO & Managing Director)</p> <p>7 September 2012 policy updated (Approved by Prof. Zbys Klich, Chair, Academic Board)</p> <p>Policy to be reviewed: 7th September 2014</p>

Approved By : Prof. Zbys Klich, Chair, Academic Board
 Date : 7th September 2012
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