Student Learning Support Policy

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1.   Purpose

All students are unique in their prior preparation for higher education studies and commence with different levels of skill and confidence. For some students, success is dependent upon or enhanced by appropriate learning support. Leaders Institute (Leaders) aims to provide a supportive learning and teaching environment that is responsive to individual student needs. This policy establishes principles for good practice in learning and teaching support for students.

2.   Principles

2.1. Leaders shall develop an environment where students feel that they are supported to achieve their learning outcomes.

2.2. Leaders shall provide staff and students information regarding resources that are available to support student learning, including English language support and academic writing suppoprt.

    2.2.1. Information will be made available to students at orientation, in their scheduled classes, in the Library and via the learning management system.

    2.2.2. Learning support will cover, but is not limited to, the following areas:

- English language skills
- Academic writing skills
- Time management skills
- Academic advice
- Literacy
- Numeracy
- Using Library resources
- Using ICT resources
- Organisational skills
- Working with others

2.3. Learning support will be made available via workshops in scheduled classes, small group workshops on campus or online and one-on-one meetings either face-to-face or via audio/video link.

2.4. Students will be encouraged to seek learning support of their own volition.

2.5. Unit Coordinators will identify students who might benefit from learning support and recommend that they connect with learning support staff.

3. Scope

3.1. This policy applies to all students enrolled at Leaders and their Unit Coordinators.

4. Definitions

Learning support	Any activity beyond the prescribed content of a course or unit that contributes positively to individual students' engagement, retention, learning, and/or assessment outcomes.

5. Roles and Responsibilities

5.1. Director, Student Welfare

5.2. Librarian

5.3. Student Support Officer

5.4. Unit Coordinators

6. Related Law/Regulation and Policies

6.1. Law/Regulation

Nil

6.2. Policies

Student ICT Support Policy

Note – Policy reviewed against HESF (Threshold Standards) 2021 – Section 1.3 Orientation and Progression and Section 3.3 Learning Resources and Educational Support.

Student Learning Support Procedure

1. Context

1.1 Leaders acknowledges that some students need a supportive teaching and learning environment that is responsive to individual student needs.

1.2 Some students may not be able to achieve the academic results of which they are capable and would need academic support to realise that potential.

1.3 To inform students of what support services are available to them during their course of study at Leaders.

2. Procedures

2.1 Orientation

All students are required to attend the Orientation Program prior to commencement of classes. The Program Director and Registrar are responsible for the delivery of the Orientation program to all students. The Orientation program encompasses a range of educational, course planning, independent living and social information sessions. These include:

- Registration, ID and campus tour
- Living and studying in Australia
- Library orientation
- Learning Management System and IT systems introduction
- Course planning
- Individual course advice and enrolment check
- Academic expectations including plagiarism
- Student Support Services information

Orientation sessions are supported through appropriate resources posted on the website and the Student Learning Management System (Moodle System). The Student Support Officer or delegated member of staff is responsible for checking student attendance at Orientation and following up with students who do not attend or who arrive late. The Orientation and follow up procedures are designed to ensure that all students are appropriately inducted into their course.

2.2. Identification of Individual Student Needs

Close scrutiny of students is maintained by lecturers and student services staff. Attendance rolls are taken at each class and assignment submissions are monitored. Students who fail to attend class regularly and/or who fail to submit one or more assessments are contacted by the Program Director. The Program Director may identify these students as having learning support needs. The Program Director will consult with each student identified as having learning support needs. Learning support needs of students may arise from issues associated with:

- English language
- literacy
- numeracy
- study techniques

- time management
- organisational skills
- working with others
- I.T.
- the requirements of the course

Learner support needs may be identified:

- by poor attendance or poor assessment outcomes
- during initial discussions with academic staff during Orientation
- by self-referral by a student
- when a lecturer/tutor has identified that a learner is experiencing difficulty (this may be by observation in class or upon analysis of assessment items submitted early in the term)
- when a learner seeks assistance from the Student Support Officer, Program Director or some other member of staff
- after a student subject evaluation survey
- during an interview with a student
- as part of an intervention strategy agreed between the learner and the Program Director

2.3. Ongoing Student Learning Support

Programs commence during Orientation to assist students with the transition to a tertiary level study regime. The programs include workshops, individual interviews with students and informal support provided by lecturers/tutors. The support programs utilise a wide range of resources available on Moodle system and in the library. Individual assistance is available from specialist support staff.

2.3.1 English Language and Academic Assistance

English language and academic advice workshops and resources include such topics as essay writing, report writing, APA referencing, avoiding plagiarism, using Turnitin, making oral presentations, and examination tips.

2.3.2 Library

Library information sessions are held during Orientation. Additional workshops are scheduled throughout the year to assist students to most effectively utilise the range of library resources, including the available electronic databases. These workshops are designed to improve information literacy skills of students. Library staff are available throughout library opening hours to give individual assistance and advice to students.

2.3.3 Information Technology

Information technology staff are available to help students with the technology available to them and with connectivity issues related to their course.

2.3.4 Academic Advice

The Student Support Officer will provide academic advice to students, such as time management, exam preparation, essay and report writing, referencing, avoiding plagiarism,

library research, and stress management. The Student Support Officer will also provide individual counselling with students by referral from staff or self-referral by students. Appointments can be made in person, by email or at the campus reception desk. Times available for appointments are advertised and sent in electronic form to each student.

2.3.5   Documentation of students seeking support

Records are maintained when students are referred for additional academic or English language support. The Program Director also keep records of students seeking assistance. Summary data form part of the educational metrics reported to the Learning, Teaching and Curriculum Committee (LTCC).

2.3.6   Academic Staff Consultation

- In-class consultation: Individual student consultations with the subject lecturer, tutor or other appropriate academic are an integral part of the learning experience for each subject. The normal weekly teaching pattern provides face to face lectures and a structured tutorial. Further diagnostic tutorials are scheduled to allow students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and obtain feedback on their assignments, both in draft form and on completed work.

- Electronic consultation: Each unit is enhanced by an individual web based support site through Moodle System. The Moodle System provides students with access to subject resources and also includes a 'forum' and group email facilities that allow for the posing of questions by students and lecturers and response by both students and lecturers. Such community based facilities are moderated and controlled by the unit coordinator. All students enrolled in a unit have access to the unit web page.

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