

Support for Students Policy

Purpose and Context

LCI Melbourne (LCIM) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

This policy outlines how LCIM will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units of study, including LCIM's processes for ensuring that students are aware of these support options.

This Policy is published in accordance with LCIM's obligations and commitment to the Higher Education Support Act 2003 (Cth).

This Policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies, including;

- A) Assessment Policy
- B) Assessment Procedures
- C) Critical Incident Response
- D) Academic Integrity Policy
- E) Academic Integrity Procedure
- F) Academic Grievances, Complaints and Appeals Policy
- G) Academic Grievances, Complaints and Appeals Procedure
- H) Leave Withdrawal and Deferral Policy
- I) Leave Withdrawal and Deferral Procedure
- J) Student Code of Conduct
- K) Academic Progression and Exclusion Policy
- L) Academic Progression and Exclusion Procedure

Policy Statement

LCIM will ensure that support is available to students to assist them with successfully completing their units and that students are made aware of these support services throughout their study.

Students At Risk of Not Successfully Completing Subjects

LCIM will apply LCIM's Academic Progression and Exclusion Policy and Process. This informs the identification and process of notifying and supporting students who are at risk of not successfully completing their units of study.

LCIM will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study.

Support Services Available to Students

LCIM offers either directly or through a third-party numerous support options for students to assist in successful completion of their units of study.

- A) Student Wellbeing services available at the front desk, by email, text message, phone and via Omnivox.
- B) Library services and other learning resources available on the first floor and via online portals.
- C) Assessment support available via direct academic staff contact and via Mio
- D) Study Support including Equitable Learning Plans, academic counselling, and special considerations

Assessing a student's suitability to continue to undertake a unit of study.

LCIM assesses a student's suitability to undertake or continue to undertake a unit of study by apply its Admissions Policy (undertaking) and it's Academic Progression & Exclusion Policy (continuing).

Assuring students have knowledge of, and access to, support services.

LCIM commits to making students aware of support services via promotion in new and returning student welcome/induction packs and presentations, and visible promotion in high-traffic locations throughout the campus (e.g. classrooms, student cafe,

student toilets). Access to student support team members is available at every moment the campus is open for teaching, and access to digital support functions is available 24hours a day.

Responding to requests for support

LCIM commits to responding as soon as possible to requests for support. Depending on the manner in which support is sought, this would include an immediate opportunity to make an appointment to speak with academic and student services staff, an acknowledgement email with 24hrs of receipt of a requests, and in-depth response within 48 hours of receipt of a request.

LCIM will publish this Support for Students Policy as well as more information regarding support for students on its website and any other internal sites as deems appropriate.