

DOMESTIC STUDENT SUPPORT FRAMEWORK

1.0 INTRODUCTION

1.1 Context

Supporting students to progress through and complete their chosen course at the Australasian College of Health and Wellness (ACHW) is of paramount importance to ACHW. Under the Higher Education Standards (Threshold Standards) Framework 2021 ACHW is required to ensure suitable and sufficient student support services are accessible to students. Under the HESA Act 2003 and as detailed in the HEP Guidelines, ACHW is required to provide support to assist students identified as at risk of failing their courses and (particularly equity students) to receive support to successfully complete their units of study.

1.2 Purpose

ACHW is committed to providing suitable and sufficient student support services to all students to assist each student to progress in and complete their studies.

1.3 Scope

This framework applies to all domestic students enrolled at ACHW.

1.4 Scope Exceptions

None.

2.0 SUPPORT MECHANISMS

2.1 Resourcing and Services

1. ACHW provides services and support personnel to assist students in achieving success in their studies through the provision of services tailored to students' needs.
2. ACHW makes available and accessible a range of internal services and staff to assist ACHW students prior to census and post census, as detailed in the below sections. Details of all staffing and shared services at ACHW are outlined in the ACHW Workforce Plan and ACHW organisational charts.
3. ACHW provides staff training on customer service, compliance (including legislation and internal policies and procedures), and access and equity so that staff are equipped to provide accurate guidance to students.
4. ACHW will refer students, at no additional cost, to suitable external professionals and services, where further follow up is required. The contact details, nature of the services offered, and any applicable fees or charges will be made available to students and confirmed with the student prior to a referral.

5. ACHW makes information on internal and external staff and services available to students on its website, its Learning Management System (MYACHW), student handbooks and Orientation program.

2.2 Academic Matters

1. The following internal staff are available for support with academic matters:

Role	Responsibility	Availability
Facilitators	The facilitator's responsibility is to lecture and provide advice to support the student's academic progress. They are the first point of contact for student concerns on academic matters.	Phone/email. Available for direct consultations at specific times/dates as noted on the ACHW Learning Management System. Online via appointment during business hours.
Academic Learning Advisor	The Academic Learning Advisor's responsibilities are: <ul style="list-style-type: none"> Oversee the progress of students and assist those identified as requiring academic assistance. Work in conjunction with students to develop Study Plans where required. Liaise with facilitators to manage academic advice and academic support. Facilitation of Academic Skills Course and manage progression into higher study programs. 	Available for individual online consultations via a booking system in the Learning Management System. Available during business hours.
Head of School, ACHW	<ul style="list-style-type: none"> Ensures that all students are provided with a safe, supportive, and challenging teaching and learning environment at the higher educational level that is consistent. Monitors student and facilitator performance. 	Phone/email. Via referral through the Student Support team. During business hours.
Progression and Retention Manager	<ul style="list-style-type: none"> Ensures that students at risk of disengaging or not progressing are proactively contacted, and appropriate support is provided to re-engage the student and complete their studies. This role specialises in identifying the reasons why students are at risk of not successfully completing their units of study and can work with students to develop a plan to enable them to succeed. 	Phone/email. Via referral through the Student Support team. During business hours.

2. Students who are seeking support to improve their academic performance can arrange to meet online with Facilitators in order to discuss their progress in each unit of study, including feedback on assessments and academic support, in accordance with the Student Assistance and Consultation on Academic Matters Policy. Under this policy, Facilitators are required to be available to students for consultation on academic matters in the units they teach. Students can also seek guidance from their Academic Learning Advisor, who can provide assistance with their academic study skills and expert advice on understanding their unit content.
3. Students must complete the Academic Study Skills unit that assesses their preparedness and provides an induction to academic study skills including academic English language, LLN, writing, reading strategies, and referencing. Students have ongoing access to the materials of the Preparing for Academic Study unit.
4. ACHW monitors student progress in line with its Domestic Student Progression and Support Policy and Procedure. Those who are at risk of unsatisfactory course progress are notified by ACHW and referred to support services available. Students who are identified as not making course progress are contacted by the Progression and Retention Manager notified that they are ‘at risk’ and placed on a Support Plan. A Support Plan is created between the student and ACHW and summarises any required course adjustment and recommended support services to assist the student.
5. Pre-census, the Progression and Retention Manager will proactively reach out to students who have:
 - been identified as likely at risk by a Facilitator or other ACHW staff member and/or
 - There is low to no engagement in the Learning Management System.

2.3 Non- Academic Matters

1. The following internal staff are available for support with non-academic matters:

Role	Responsibility	Availability
Student Support team	<p>Student Support provides non-academic support to students throughout their journey with ACHW.</p> <ul style="list-style-type: none"> • Welcome and induct all new students on how to navigate the online student platform and access course content, webinars and assessments to ensure readiness for the commencement of study. • Manage student records and maintain student information. • Process enrolments, RPL, CT and manage the account information. 	<p>Phone/email.</p> <p>During business hours.</p>

Role	Responsibility	Availability
	<ul style="list-style-type: none"> Liaise with the Head of School, Facilitators, the Academic Learning Advisor and the Progression & Retention Manager regarding student queries, feedback, deferrals, withdrawals and extension requests. 	
Registrar	For matters relating to Admissions, issuance of qualifications, and student records.	Phone/email. Via referral through the Student Support team. During business hours.
National Clinic Coordinator	The National Clinic Coordinator organises and schedules Clinic sessions including student and client bookings.	Phone/email. During business hours.
IT Support team (Tecala)	This offsite team assists students with any IT related issues including Wi-Fi access, student accounts, access to MyACHW etc.	Phone/email. During business hours.

- Students may also seek assistance from the Student Support Team for administrative matters, or in some cases may approach the Progression and Retention Manager and/or Academic Learning Advisor for advice, guidance, or referrals.
- Students seeking support are encouraged to contact the Student Support team in the first instance. The Student Support team typically respond within 24-48 hours. Matters that require escalation will be referred to the Head of School, ACHW or Registrar, as appropriate. The Student Support team is available to support students during business hours with technical matters across their ACHW accounts and learning platforms and will escalate relevant issues to the ACHW Tech Team.

2.4 Wellbeing and Safety

- ACHW communicates to its students its Code of Conduct and information relating to student wellbeing, health, and safety.
- Students may obtain a referral to the external Employee Assistance Program (EAP) counselling service throughout their enrolment. EAP offers psychological support to support to improve the mental health, resilience, and wellbeing of individuals. Counselling services are provided by external independent professionals. Referrals are arranged by the Student Support team.
- Additional information and contact details are made available to external organisations such as [Lifeline](#), [RU OK](#), and [Beyond Blue](#).
- ACHW has established a Mental Health and Wellbeing Strategy and Implementation Plan that sets out ACHW's strategy for student and staff mental health and wellbeing. It establishes an institution-wide approach to promoting mental health awareness and the provision of suitable support

services.

5. In alignment with the ACHW Business Continuity Plan, ACHW has established a Critical Incident Policy and Managing Critical Incidents Procedure which lists key emergency contacts and outlines ACHW crisis and critical responses for students.
6. The organisation has a Respect and Inclusion Plan that includes proactive strategies against gender-based violence to ensure a safe and inclusive environment for students and staff.

2.5 Access and Disabilities Support (Reasonable Adjustment)

1. Accessibility matters will be referred to the Head of School ACHW by the Student Support team and processes will be followed as per the Student Diversity and Equity Policy and Procedure. The Head of School ACHW will liaise with relevant facilitators, and where appropriate external agencies relating to reasonable adjustments possible.
2. Students who may require Reasonable Adjustment are identified during the admissions stage and will meet with the Head of School ACHW to discuss all relevant circumstances, including the student's needs, the reasonable adjustment being sought, and the student's view on the assistance required.
3. Students may notify ACHW at any time if their circumstances change, and reasonable adjustment is required to support them to continue their studies.
4. An Access Plan is established for students requiring reasonable adjustment. The Access Plan is developed in consultation with the student and based on the recommendations of their health practitioner. The Student Access Plan is developed for ACHW students with a disability or health condition that impacts their studies. The Access Plan identifies additional support in line with the ACHW Student Diversity and Equity Policy and Procedure to promote equal educational opportunities

2.6 Support for Aboriginal and/or Torres Strait Islander students

1. Support for Aboriginal and/or Torres Strait Islander students is identified through the enrolment process, considered during the recruitment stage, and monitored throughout the student lifecycle. As student support needs are identified either by the student or ACHW staff, additional support is provided in accordance with the Student Diversity and Equity Policy and Procedure.

2.7 Hardship Support

1. ACHW offers support to assist students experiencing genuine hardship that is impacting their ability to successfully complete their studies and progress in their course. This may include but is not limited to, financial hardship, critical incidents, and experience of Traumatic Events including Domestic violence, assault, and sexual assault.

2. A Support Plan is established for students experiencing hardship in line with the Domestic Student Course Progress and Support Policy and Procedure.

2.8 Orientation

1. ACHW offers an Orientation session to all its students at the beginning of each study period. This involves a live online introduction to ACHW courses where relevant staff are introduced, key policies and procedures are outlined, and an overview is provided of what support is available and where to access it, followed by a Q&A session.
2. All new students are expected to attend the Orientation program. Domestic students have the opportunity to opt-in to a catch-up orientation session/meeting if they are unable to attend the scheduled session.
3. ACHW ensures key information for students is covered which includes:
 - Support services available to help students.
 - Study assistance programs and English language support including numeracy and literacy.
 - A walk-through of the LMS will be provided and LMS training is made available.
 - Legal, emergency, health, counselling, and financial support services (external)
 - Information on complaints and appeals processes, academic progress requirements, and services to help with general or personal circumstances that may be adversely affecting their study.
4. The information in this framework including support staffing, availability, and contact details is provided to students during orientation.
5. Recordings of the orientation session will be made available to students who are unable to attend.

2.9 Additional services

1. ACHW makes available the following additional services to its students:

Service	Description
Academic Learning Advisor	Academic Learning Advisor's provide study help for students who need assistance with academic skills.
Student Forums	Student Forms are available on the LMS platform; forums are used for students and facilitators to connect and share questions, tips, and experiences.

Service	Description
Academic Study Skills Unit	ACHW students have free access to the Academic Study Skills Unit. This unit is particularly helpful for those who are returning to study after an extended absence or those who do not hold an undergraduate degree. The unit contains useful study techniques and provides information on academic writing, referencing and argumentation.
Online library/database	This is the online library of ACHW, where students can access a range of academic resources, such as books, journals, articles, and databases.
Gold Card access	The Gold Card supports students by providing them with free and unlimited access to a range of AIM short courses that can complement their postgraduate study and enhance their professional growth.
Training Material on using the LMS	Additional material including videos is available to students on navigating and effectively using the LMS.

2.10 Feedback and Improvement

1. ACHW uses regular feedback and undertakes reviews of its support services to ensure they continue to suit students' needs and identify opportunities for improvement where appropriate. A review of the available services, including effectiveness and suitability occurs at a minimum on an annual basis.
2. Stakeholder feedback via surveys and data analysis (including demographic data such as age, previous education, etc.) informs ACHW of the effectiveness of its support services. Opportunities for improvement will be captured in the ACHW Continuous Improvement Register. Further details are included in the Quality Assurance Framework.
3. Internal staff may alert the Head of School ACHW to any issues related to support services. The Head of School ACHW will escalate these where appropriate to the Teaching and Learning Committee for academic matters, and to the CEO Higher Education where there are additional budget requirements relating to resources or facilities.
4. ACHW utilises its Workforce Plan to ensure resourcing is allocated adequately and sufficiently to support its students, and the Head of School ACHW will monitor resourcing the ensure adjustments are made as appropriate.

3.0 DEFINITIONS

- **ACHW** - Australasian College of Health and Wellness
- **At-risk student** - A student who has not met (or is at risk of not meeting) course progress requirements.
- **Access Plan.** The Student Access Plan is developed for students with a disability or health condition that impacts their studies. The Access Plan identifies additional support in line with the ABS Student Diversity and Equity Policy and Procedure to promote equal educational

opportunities

- **Support Plan** - A formal support plan which requires a student who has been identified as being 'at risk', to meet certain criteria in order to support them to meet course progress requirements.

4.0 REFERENCES AND ASSOCIATED INFORMATION

- Aboriginal and Torres Strait Islander Student Support Framework
- Critical Incident Policy
- Critical Incident Management Procedure
- Domestic Student Progression and Support Policy and Procedure
- Sexual Assault and Sexual Harassment Prevention and Response Policy and Procedure
- Health, Safety, and First Aid in the Workplace Policy and Procedure
- Mental Health and Wellbeing Strategy and Implementation Plan
- Student Progression and Support Policy and Procedure
- Student Assistance and Consultation on Academic Matters Policy and Procedure
- Student Diversity and Equity Policy and Procedure
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [Higher Education Provider Guidelines 2023](#)

5.0 DOCUMENT STATUS

Version	Date	Document owner	Amendment Details	Review Due
V1	21/11/2023	Executive Director/ Head of School	New Framework	November 2026
V2	18/10/2025	Senior Compliance Manager Higher Education	Minor administrative change to staff titles Review to confirm currency of support	November 2026