

Student Support Framework

Version 1.2

Overview

AIM Institute is committed to providing an appropriate level of academic and non-academic support for students with clear communication and easy access to information about these supports. AIM Institute provides a broad range of support for domestic and international students at no extra cost to the student.

AIM Institute appreciates that the needs and requirements of international students can be different to those of domestic students. As such, the AIM Institute Student Support Framework includes support measures for both international and domestic students.

Support services are confidential and professional. We are here to support you in your studies.

Scope

These support measures apply to all current students at AIM Institute, regardless of level of mode of study.

Prior to commencement of studies

Orientation, Transition and Adjustment

AIM Institute provides a comprehensive orientation process for all students that is both age and culturally appropriate. This orientation covers, for all students:

- How to access academic support services
- How to access non-academic support services
- AIM Institute facilities, resources and campus information
- AIM Institute complaints and appeals processes
- Referral pathways to external support
- What to do in case of an emergency and AIM's critical incident policy
- External welfare contacts and available resources

The orientation also extends, for international students:

- Adaption to living and working in Australia
- Specific supports in place for international students

AIM Institute recognises the specific needs of certain cohorts, in particular those who may have received recognition of prior learning. AIM Institute will monitor the progress of this cohort to

ensure that the support provided is allowing these students to achieve appropriate academic outcomes.

For other identified cohorts including first-in-family tertiary students, Aboriginal and Torres Strait Islander people, mature aged students, and students with a disability, AIM Institute has a comprehensive student monitoring approach, documented in the Monitoring and Reporting Policy and Procedure. AIM Institute will undertake regular result reviews to ensure that any underperforming cohorts are identified, and appropriate academic and non-academic supports are provided.

Academic Support

AIM Institute has a range of academic support provisions in place for students, including scheduled hours with lecturers and tutors and academic support officer(s). Academic support will be available in line with student demand and availability with flexibility of modality.

More details on academic support staffing is available in the AIM Workforce plan.

Professional staff

Professional staff are an essential part of the structure of the workforce at AIM Institute. These staff support the administration of learning and teaching operations, and have contemporary knowledge and skills to meet the requirements of their roles. This team are the first point of contact for all non-academic concerns and can refer students to a range of non-academic supports including counselling, welfare, and other supports.

Foundation Support classes

For students who are identified as having deficiencies in core areas (mathematics, calculations, technical English writing, etc.) a 2-hour class will be held each week to support. These students may be identified through classwork, through assessments, or may self-identify as having gaps in knowledge.

While attendance will be monitored to ensure recommended students attend these classes, this attendance does not form part of the grades or results for any classes. The foundation support classes are designed to be generic in nature to support core competencies that are fundamental to multiple units.

The foundation classes are informal in that they do not follow a set curriculum or established learning objectives. Instead, they are designed to support the students who take advantage of this support and will be staffed based on demand and the anticipated skill set(s) required.

It is expected that this broad based approach will support diverse cohorts of students, especially those who have joined AIM Institute via a vocational pathway, have foundational competencies from study in another country, or for a student who has English as an additional language.

Other resources

Counselling Services (ACS)

AIM Institute partners with the Australian Counselling Service (ACS) to offer free, confidential counselling to all students. If you're experiencing stress, anxiety, personal difficulties, or just need someone to talk to, professional counsellors are available. To book a session, please book your appointment at ACS Counselling Client Booking or alternatively you can complete a registration form through our admin team. Alternatively, you can contact them by calling 1300 374 033, or by emailing info@acscounselling.com.au—remember to mention that you're an AIM Institute student for free access.

International students

AIM Institute provides a broad range of supports for international students including comprehensive orientation and advice on support services, emergency contact information (both on campus, and off campus), what to do in case of an emergency or critical incident as well as academic and non-academic support options.

International students are obligated to hold health insurance. While AIM Institute does not endorse a specific provider, the following options are well reviewed:

HEALTH INSURANCE

International students (including their dependents) undertaking formal study in Australia must have Overseas Student Health Cover (OSHC). This cover must be maintained for the duration of the student's stay in Australia. Further information, including links to the registered health insurance providers, can be obtained at <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>.

Contacts

The admin team on campus is your first point of contact for all types of support. They can be reached via email or phone during business hours. For after hours support, please refer to the Other Resources section of this framework.

Students at risk

AIM Institute monitors student academic progress carefully to ensure that students remain on track to complete units and courses. Early assessment and engagement in classes are used to track potential issues and alert the academic support team. Full details are available in the Student at Risk Policy and Procedure.

Complaints and Appeals

At times, things don't meet expectations. Students have rights to appeal results, and complain about how they're being managed at AIM Institute. Full details are available in the Student Complaints and Appeals policy, including how students can escalate concerns to external agencies, including the International Student Ombudsman or the National Student Ombudsman.

Student Voice

Students are encouraged to speak out, and speak up, at AIM Institute. Management, and the Academic Board, want to hear what you have to say. To support this, the Terms of Reference for

the Academic Board (the highest level of Academic governance at AIM Institute) calls for a student representative to attend all Academic Board meetings and provide student input.

IT Support

As always, your first point of contact for IT support is our admin team, available via phone or email. If your support requirements exceeds their capabilities, we will put you in touch with our off-site IT support network who manage support for our academic and management team.

Working in Australia

All people working in Australia have basic rights and protections in the workplace, including safe working practices and conditions, and a base minimum pay. More information can be found at www.fairwork.gov.au. There are restrictions on how many hours an international student can work. As always, be in touch with our admin team for help.

Gender based violence

AIM Institute has a zero-tolerance for gender-based violence, sexual assault, or sexual harassment. Any staff member can take a confidential disclosure or formal report, or you can submit a report online through the Learning Management System. Your safety and wellbeing are always our priority.

Students off campus

From time to time, students may find themselves unable to attend campus. While AIM Institute's teaching model is face-to-face, occasional student absences will be supported through the learning management system and the upload of relevant resources. Students who cannot attend campus for short periods are expected to maintain contact with AIM Institute and their lecturers to ensure that their learning experience is not compromised. For longer periods of absence, students should consider taking a leave of absence, in line with the Change of Enrolment policy.

Accommodation (sourced from www.studyaustralia.gov.au)

AIM Institute does not have any on campus housing.

It is common for international students to live with other students in order to make living costs more affordable. There are often rental and share house options posted on boards at your education institution or at sharehouse websites such as [Flatmate Finders](#) or Flatmates.com.au.

Managed (or 'purpose-built') student accommodation are residences designed and built specifically for students. The options range from private studio apartments to shared rooms with communal areas, activities and facilities.

These residences are usually located close to major education providers or near public transport. Bills such as electricity and internet are generally included in the advertised rental cost, so the cost of living should not change much from month to month.

For a list of accredited managed student accommodation, [visit the NPAS website](#).

Indicative costs of living and studying in Australia

Students are encouraged to refer to this online calculator to work out an approximate cost of living <https://costofliving.studyaustralia.gov.au/>

Students should consider the published tuition and fees as well as any calculations from this online tool.

Other key contacts

Name	Contact	Function
Health Direct	1800 022 222	24 hr health advice over the phone
Scam Watch	www.scamwatch.gov.au	For information about scams and to report a scam
Department of Home Affairs	www.immi.homeaffairs.gov.au	Information about travelling to Australia and Visa information
NSW Health	www.health.nsw.gov.au	Health services, including COVID 19 information
Study NSW	www.study.sydne y	Info for international student on studying and living in Sydney.
NSW Health Support for Intl Students	www.service.nsw.gov.au/guide/support-international-students	Info for intl students about living in Sydney, including accommodation, working, urgent support and translation services.
Beyond Blue	1300 224 636	Mental Health support for anxiety, depression and suicide prevention
Lifeline	Lifeline.org.au; 13 11 14	24 hour crisis support and suicide prevention services.
Redfern Legal Centre	02 9698 7277; www.rlc.org.au	Free legal advice and support to NSW International students
Emergency Services	000	Police/Fire/Ambulance
NSW Multicultural Health Communication Service	9816 0347	Health support in multiple languages
Emergency Translation service	1300 655 010	Translating and Interpreting Service for emergencies
State Emergency Service	132 500	For non-life-threatening emergencies (floods, storms)
Emergency accommodation services	1800 152 152; Link2Home	Emergency short term housing

Document Approval

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Document Change and Review log

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