



TIIS
THE INSTITUTE
OF INTERNATIONAL
STUDIES



Student Support & Wellbeing Policy

The Institute of International Studies Pty Ltd

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Purpose

This Policy establishes TIIS's commitment to delivering comprehensive, high-quality, and accessible student support services that promote student engagement, progression, retention, and wellbeing. It provides a framework for integrating support across the student lifecycle—from enrolment through to graduation—in alignment with the Higher Education Standards Framework (Threshold Standards) 2021 (HESF), the Education Services for Overseas Students Act 2000 (ESOS Act), and the National Code of Practice 2018.

Scope

This Policy applies to:

- All enrolled TIIS students, including coursework and Higher Degree by Research (HDR) candidates;
- All staff (academic and professional) engaged in teaching, student support, administration, or supervision;
- Prospective students participating in TIIS pre-enrolment, transition, or orientation support services.

Policy Statement

TIIS recognises that academic success, engagement, and wellbeing are interconnected. TIIS commits to a proactive, student-centred approach that ensures all students—irrespective of background, ability, or study mode—have access to timely and effective support.

Support services will be:

- **Accessible** – available on-campus, online, or through referral networks;
- **Inclusive** – respectful of cultural, linguistic, and individual diversity;
- **Confidential** – delivered ethically and in compliance with the Privacy Act 1988 (Cth);
- **Evidence-based** – informed by student feedback, benchmarking, and continuous improvement.

Policy Principles

Principle	Application
Accessibility	All students have equitable access to support services regardless of location, background, or study mode.
Confidentiality	Personal information is handled in accordance with the TIIS Privacy Policy and relevant legislation.
Early Intervention	Proactive identification of students at risk via attendance, LMS engagement, and academic performance monitoring.
Cultural Safety	Services are inclusive and responsive to the needs of international students, CALD, Indigenous, and LGBTQIA+ students.
Continuity of Support	Support continues across the student lifecycle from enrolment to graduation.

Student Support Services

TIIS provides the following support and wellbeing services:

Service Area	Description
Academic Support	Study skills workshops, academic coaching, referencing tutorials, peer mentoring.
Counselling	Free, confidential counselling sessions available by appointment or referral.
Disability Support	Individualised Learning Plans, assistive technology, alternative assessments.
International Student Support	Visa advice, orientation, accommodation support, cultural adjustment.
Health and Safety	Referrals to local health services, mental health information, emergency contacts.
Equity and Inclusion	Services supporting gender, identity, and cultural equity; complaint resolution pathways.

TIIS Responsibilities:

TIIS will

- Promote a safe, inclusive, and respectful learning environment across all campuses and digital platforms, aligned with *HESF Standards 2.3 and 2.4*.
- Provide or facilitate access to appropriately qualified personnel and resources for:
 - Academic skills and study support;
 - Mental health counselling and wellbeing;
 - Career guidance and employability development;
 - Safety, trauma-informed care, and welfare services.
- Monitor student academic progress and wellbeing in accordance with the Course Progress Policy and HDR Policy, using early intervention approaches to identify and support students at risk.
- Provide transition and orientation support, including digital literacy induction and academic readiness programs, in line with *National Code Standard 6.1*.
- Communicate clearly and accessibly about available services via handbooks, websites, and the LMS (Learning Management System).
- Deliver culturally responsive support, particularly for international students, students with disability, and equity cohorts, in accordance with *Disability Standards for Education* and *HESF 2.2.1*.
- Review and evaluate the quality, accessibility, and impact of internal and externally contracted services through feedback, performance data, and governance reporting.
- Protect student privacy and dignity, ensuring all support is delivered confidentially and ethically under the *Privacy Act 1988 (Cth)*.
- Embed continuous improvement by regularly reviewing this policy and associated procedures and ensuring their availability on the TIIS website.

Staff Responsibilities

Role	Responsibility
Academic Dean	Oversees academic support programs and student engagement monitoring.
Student Services Team	Provides front-line support and referrals to appropriate internal/external services.

International Student Officer	Manages tailored support for international students and ESOS compliance.
Teaching Staff	Identifies at-risk students and refers them to support services.

Student Responsibilities

Students are expected to

- Familiarise themselves with TIIS's policies, procedures, and support resources (e.g., via the Student Handbook).
- Actively participate in support initiatives including orientation, workshops, and learning interventions.
- Seek help early when facing academic, personal, or wellbeing challenges.
- Inform TIIS staff (e.g., academic advisors, student support) of any personal circumstances that may impact performance.
- Engage constructively with support plans or learning contracts if identified as at risk.
- Respond promptly to communications concerning progress, conduct, or welfare.
- Respect all TIIS staff, students, and service providers, upholding a culture of mutual care and professionalism.

Monitoring and Referral Process

TIIS uses a proactive referral and support system:

- LMS analytics, class attendance, and assessment submissions are monitored weekly.
- Students flagged as *at-risk* (e.g., non-submission, poor attendance, lack of engagement) are contacted by Student Services.
- Formal Early Intervention Plans may be developed, especially for students on conditional enrolment or academic probation.
- Referrals to counselling, financial support, or academic services are logged in the Student Support Register (maintained confidentially).

Communication and Promotion

- Support services are promoted during orientation, on the LMS, website, and student handbook.
- Flyers and service links are regularly shared via student email and physical noticeboards.
- A **Student Wellbeing Hub** will be maintained on the LMS with self-help guides, referral pathways, and contact details.

Related Policies

This Policy should be read in conjunction with:

- Academic Integrity and Misconduct Policy
- Course Progression Policy
- Diversity and Equity Policy
- Critical Incident Management Policy
- Complaints and Grievance Resolution Policy
- Work Health and Safety (WHS) Policy
- Facilities Policy

- Orientation and Transition Policy
- Student Complaints and Grievance Policy
- Academic Progress Policy
- Sexual Harm Prevention and Response Policy
- Privacy Policy
- Records Management Policy

Relevant Standards and Legislation:

- *Higher Education Standards Framework (Threshold Standards) 2021* – Standards 1.3, 2.2, 2.3, 2.4, 3.3, 5.3
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018* – Standards 6, 7
- *Disability Discrimination Act 1992 (Cth)*
- *Privacy Act 1988 (Cth)*

Governance and Review

The Board of Directors oversees implementation and monitoring of this Policy.

The CEO and delegated staff are responsible for operational delivery of support services.

This Policy will be reviewed every two years, or earlier in response to regulatory changes, student feedback, or institutional requirements.

Version History

Policy title	Student Support & Wellbeing Policy
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Current version	2.0
Policy Sponsor or Owner	Registrar/CEO
Policy Approver	Board of Directors
Endorsement Body	EMT/AN
Date of approval	6 November 2025
Implementation Date	
Date of next review	

Version	Approved by	Approval Date	Details
1.0	Executive Management Committee	13 April 2016	Policy Name: Student Support Policy
1.1	Executive Management Committee	15 June 2017	Minor changes
1.2	Executive Management Committee	7 July 2020	Minor changes
1.3	Executive Management Committee	14 October 2021	Minor changes
1.4	Executive Management Committee	11 October 2021	Major update
1.5	Executive Management Committee	03 March 2022	Minor changes

1.6	Executive Management Committee	12 May 2022	Minor changes
1.7	Executive Management Committee	19 May 2022	Minor changes
2.0	Board of Directors	6 November 2025	Policy Name: Student Support & Wellbeing Policy

*****END OF POLICY and PROCEDURE*****