

Student Support Policy

Purpose

The purpose of this policy is to outline the scope of ICAT student support services provided to students during their orientation, transition, and progress throughout the course.

Scope

This policy applies to all commencing and continuing students enrolled in a course of study at ICAT, and the staff who are involved in the associated teaching, academic skills, and administrative activities.

Related Policies

This policy should be read in conjunction with the following Institute policies:

- Misconduct Policy
- Reasonable Adjustment Policy
- Attendance & Participation Policy
- Monitoring Academic Progression Policy
- Complaints & Appeals Policy

All documents referenced in this policy can be accessed via the [Forms & Policies](#) section at the bottom of the Home Page of the Institute website and Handbook section of the Moodle Student Portal via myicat.edu.au.

Principles

The ICAT Student Support Strategy is based on four key areas – Student Engagement; Academic Progress; Learning Experience and Students at Risk – and identifies actions and activities for each of the key areas across the trimesters and responsibilities for implementation.

Student Support Activities: Engagement

Orientation Program

ICAT conducts a compulsory orientation program at the commencement of each trimester to provide students with information to support their move to tertiary education and life at ICAT. It is a structured program of activities to enable new students to become

familiar with the tertiary environment and the skills and knowledge needed to succeed. This process aims to build awareness and understanding of key academic and administrative processes, policies, and services, to prepare students for successful learning, and to promote early engagement with their learning environment, such as:

- enrolment and course progression requirements, policies, and processes
- campus facilities and resources
- assessment requirements, academic integrity, policies, and processes
- academic support services to assist with the transition to tertiary study
- counselling and personal wellbeing service
- emergency and health services

Support Services: Academic Progress

Library and Learning Support

ICAT has an online library, providing students and lecturers with access to textbooks, journals, magazines, databases, reference materials and multimedia resources. ICAT endeavours to make access to all learning resources, including textbooks, free for students as part of ICAT's commitment to equal access to digital resources across the two campuses.

The ICAT Library can be accessed through the Moodle Homepage or through Student Resources > Library Resources.

ICAT has also provided students with access to a curated range of Business and Communications resources. These resources also extend to the specialisations within courses. All resources can be accessed via the Library home page on the Learning Management System.

Dedicated Librarian

ICAT has a dedicated Librarian as permanent full-time member of staff based at our Sydney campus. The Librarian is available for individual consultations with students. These consultations cover a range of areas, including, but not limited to, accessing online

resources, information literacy, academic integrity, and referencing. To ensure equal opportunity across delivery sites, consultations can be booked online via the Learning Management System and can be conducted online or on campus. Students can access an unlimited number of consultations. The Librarian also works with the academic team in the sourcing of resources and manages the acquisition of Library resources.

General Support Resources

There are a range of support resources available on the Student Resources page on the Learning Management System. These resources include orientation resources, links to academic skills and academic support, IT support resources, student forms, policies, and timetable information. These resources are updated regularly and can be freely accessed by students.

Academic Skills Resources

To ensure that students have access to academic support for matters relating to academic integrity, academic literacy, information literacy, and general study skills. The Institute of Creative Arts and Technology has a dedicated Academic Skills Tile on the Learning Management System, managed by our Academic Support Advisor (ASA).

Our Academic Support Advisor (ASA) provides advice and guidance to students to help them achieve academic success through study guides, academic skills workshops and guidance on time management, organisation, and other academic-related topics. Students can book one-on-one consultations or group sessions via the booking page on Moodle, either online or on-campus. The ASA may work with students on an ongoing basis, or through one-off consultations depending on the specific needs of the student. These sessions are unlimited for all students.

The Academic Support Advisor is also the Unit Coordinator for the first-year core Academic Skills unit and works with the Academic Teaching Staff to embed academic skills into all units of study.

Support Services: Learning Experience

Dedicated Study Areas (On-campus)

ICAT has dedicated areas on both campuses where students can undertake personal study. These areas include desks, seating, power points and access to ICAT Wi-Fi. On the

Sydney campus, students also have access to a student lounge with a kitchen and a dedicated computer lab for personal study. These computers are free to access during campus opening hours and do not require prior booking.

IT Helpdesk

The IT Service Desk in Moodle feeds through to a ticketed support system called Zendesk. This is monitored and manned by the Student Services team who endeavour to respond to enquiries within 24 hours. Enquiries are triaged based on need, delegated to the relevant team member, and escalated up the chain of command as required. We have also engaged an external helpdesk team who service our Learning Management System (LMS) and Student Management System (SMS), as well as Google Workspace for student email accounts. Zendesk tickets that require IT support are then fed to this team, actioned, and resolved as soon as possible.

Student Council (SC)

The SC plays a key role in organising events and other activities particularly in the first three weeks of the trimester to increase the opportunities for students to engage with staff and faculty. A schedule of events is organised for each trimester. As well as this they play a key function in representing the questions and concerns of the student body in front of Institute leadership, as well as Academic Board.

Support Services: Students at Risk

Counselling & Personal Wellbeing Service

Transition into higher education can be a stressful time for some students. The pressure of work and the prospect of examinations may generate feelings of stress that become difficult to manage. Events associated with relocating to a different country and new home can also make studying stressful. In addition to academic support, ICAT provides all students with the opportunity to access an independent professional psychological counselling service to assist them with their journey through Institute life and tertiary study.

Students can access two counselling sessions (at no cost to themselves) and a third session may be provided at the recommendation of the Counsellor. Students are also invited to contact the Student Support Advisor (SSA) for a confidential personal discussion. From these discussions, the SSA will refer students to the Counselling Service for specialist advice in mental health and/or other personal health issues.

As part of the support service, within the Institute, the SSA facilitates a 'wellbeing' session as part of Orientation program outlining the counselling service, how to succeed in tertiary

study, and how to improve personal wellbeing for study successes.

The Student Handbook provides details on how to access the counselling service and provides a directory of national and state Emergency, Community & Health Services.

Change and Version Control

Version	Date Approved	Authored by	Approved by	Description
290816 V1.1	11 Oct 2016	Teaching and Learning Committee	Academic Board	Policy prior to change of Ownership
111016 V1.2	1 Oct 2019	Collaborative	Academic Board	Policy prior to change of ownership
280423 V1.2	4 May 2023	QA Manager	Academic Board	Renamed Student Support Policy [formerly Orientation and Transition Support Policy] Addition of SSA/ASA

Policy Information

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