Aboriginal and Torres Strait Islander Student Support Framework

Contents

Australian College of Health and Wellness | **Phone:** 1300 227 603 | **Website:** www.achw.edu.au

PURPOSE

The Aboriginal and Torres Strait Islander (ATSI) Student Support Framework gives effect to the Australasian College of Health and Wellness (ACHW) Access, Equity, Support and Special Needs Policy and Procedure.

As part of ACHW commitment to student success this framework has been developed to ensure accessibility and opportunity to ATSI students from pre-enrolment (recruitment) to graduation.

This framework is underpinned by Policy, Procedure and relevant systems, registers and frameworks which provide the supporting network for all students. Through this framework, ACHW aims to ensure ATSI students have every opportunity for success and ensures inclusion, accessibility and fairness to academic success within a supportive learning environment.

SCOPE

This framework applies to all academic staff and all staff involved in student support and success.

APPROACH

ATSI students are identified through the enrolment process, though are considered during the recruitment stage and monitored throughout their student lifecycle. As student support needs are identified either by the student or ACHW staff, additional support is provided in accordance with Access, Equity, Support and Special Needs Policy and Procedure.

The following student Policy and Procedures are integral to this framework and support the Access, Equity, Support and Special Needs Policy and Procedure (AESSNPP) at relevant stages of the student lifecycle.

- Selection & Admissions Policy and Procedure
- Credit and Recognition of Prior Learning Policy and Procedure
- Sexual Assault, Sexual Harassment, Discrimination & Bullying Policy and Procedure
- Student Consultation Policy and Procedure
- Student Progression and Support Policy and Procedure
- Academic Integrity and Honesty Policy and Procedure
- Graduation and Awards Policy and Procedure
- Grievance Policy and Procedure
- Privacy Policy
- Student Code of Conduct

Integral Staff Policies
- Code of Conduct Policy
- Scholarly Activity Policy

This information is intended for inclusion on the ACHW website, and within the student and staff handbooks and will be reviewed in conjunction with the Access, Equity, Support and Special Needs Policy and Procedure, in accordance with the ACHW Policy Review Schedule.

MONITORING, REPORTING AND IMPROVEMENT

The table below outlines the student support provided to ATSI students to ensure inclusion, support services and responsiveness to the needs of the students throughout the student lifecycle. By developing an inclusive and accessible environment, ACHW will contribute to the success of ATSI students.

Stage	Approach	Supporting Documents	Monitoring
Prospective students (Recruitment & Admissions)	Customer-oriented programs Support and opportunities available for student success Clear, transparent information, easily understood	Selection & Admissions Policy and Procedure Access, Equity, Support and Special Needs Policy and Procedure	Annual review of recruitment procedures
Enrolment	Identified on enrolment and monitored as a cohort Open, fair and transparent procedures for making decisions Enrolment form identifies ATSI students and this is entered into the Student Information System (SIS)	Selection & Admissions Policy and Procedure Access, Equity, Support and Special Needs Policy and Procedure	SIS tracking by ATSI attribute
Orientation	Reach out prior to Orientation to ensure attendance Orientation program is provided to all students and includes a session that covers all student support programs available to students, policies and student code of conduct. Student Handbook includes available student support services and programs together with guides for students on inclusive language and practices. Success Coach program with tailored sessions arranged prior to Orientation and followed up during first study period.	Orientation Program Student Handbook All Student Policies and Procedures	SIS reporting to Student Services by ATSI attribute
Access	Private discussion occurs with student and academic team on commencement to understand needs with culturally sensitive staff. Financial adjustments to suit the student needs where applicable	Access, Equity, Support and Special Needs Policy and Procedure Student Handbook	SIS reporting to Student Services, Academic teams and Success Coach by ATSI attribute

	Flexible study options and technology support and assistance as required.		
Learning resources	Access and equity issues are considered during development of curriculum; attention will be given to provision of a mix of appropriate instructional and assessment modes. Pedagogy considerations and reasonable adjustments are made proactively.	Student Consultation Policy and Procedure	Learning Management System (LMS) provides details and resources to all students.
Support services & resources	Fair and reasonable allocation of resources are made available. Quality support services that enhance individuals' chances to achieve positive outcomes. Plan in place on reasonable steps to support academic success. Student counselling services. Proactive support sessions with assigned Success Coach to monitor support needs.	Student Consultation Policy and Procedure Access, Equity, Support and Special Needs Policy and Procedure	Regular review points & monitoring
Participation	Success Coach will be assigned to monitor engagement and develop strategies to proactively support students.	Student Consultation Policy and Procedure	LMS
Progress	Proactive steps are in place to identify students at risk throughout each study period at each assessment point. Reporting to relevant Academic staff and Academic Governance boards and committees based on the ATSI attribute within the SIS. Consideration in assessment feedback and considerable adjustments are made in accordance with policies. Individual case management by the assigned Success Coach.	Student Progression & Support Policy & procedure	Reports on students at risk Key checkpoints Monitored at unit level & cohort identified
Completion	Completion of studies in accordance with the relevant policies.	Student Progression and Support Policy and Procedure Graduation and Awards Policy and Procedure	SIS tracks completion for students

Student feedback	Embedded student satisfaction surveys within student lifecycle. Inclusion of student feedback in course reviews and support services review	Grievance Policy & Procedure Student Code of Conduct	Grievance and Complaints register
Staff learning	Access to staff development to assist staff with training of under-represented groups. Consideration of under-represented groups to assist learning designers. Observation skills to be embedded within staff – orientation and professional development. Awareness of and respect for the lands ACHW is situated within.	Scholarly Activity Policy Internal Training Policy	Scholarly Activity Register
Governance, Reporting & Improvement	Any identified concerns reported to Student Services without delay. Any grievances will be handled in accordance with the ACHW Grievance Policy. Standard reporting to relevant Academic staff and Academic Governance boards and committees based on the ATSI attribute within the SIS. Monitoring and review of Governance processes in accordance with the Scentia Governance Manual. Academic Board includes student representation, responsible for representing all students, including ATSI students. Data, reports, progress and statistics are used to inform decisions, improvements required, policy, procedure and framework review.	Scentia Governance Manual	SIS reporting available by ATSI attribute

This framework considers the following legislation:
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Equal Opportunity Act 2010 (VIC)
- Anti-Discrimination Act 1991 (QLD)

DOCUMENT DETAILS

Name:	**Grievance Policy and Procedure**
Document Owner:	Director of Education
Approved by:	Director of Education
Date Approved:	15.02.2021
Implementation Owner	Head of Student Services
Maintenance Owner	Head of Student Services
Review Date	15.01.2022
Review Dependencies	To be reviewed in conjunction with Access, Equity, Support and Special Needs Policy and Procedure

CHANGE HISTORY

Version	Approval date	Approved by	Change
V1.0	15/02/2021	Director of Education	Initial framework