



Student Support Policy

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1. Purpose

This policy and procedure establishes the framework for student support at OneGlobe, ensuring accessible, inclusive, and comprehensive services that promote student wellbeing, engagement, and academic success. It aligns with TEQSA’s regulatory requirements, the Higher Education Standards Framework, ESOS Act, and relevant legislation. It also supports continuous quality improvement, risk management, and stakeholder engagement to uphold the institution’s commitment to providing exemplary student experiences.

2. Scope

This policy applies to all students, staff, and modes of delivery, including online, on-campus, and blended, at OneGlobe. It embodies TEQSA Standards 2.1–2.4 (student engagement, support, and learning), Standards 3.2–3.3 (student participation and feedback), and Standard 7.2 (compliance and governance).

3. Principles

- **Student-Centred Approach:** Prioritise student needs, aspirations, safety, and wellbeing.
- **Accessibility and Equity:** Ensure all services respect cultural and linguistic diversity and are accessible to students of differing abilities and backgrounds.
- **Regulatory Compliance:** All activities align with TEQSA standards and legislative requirements.
- **Continuous Improvement:** Regularly review and adapt services based on stakeholder feedback and data analysis.
- **Holistic Support:** Deliver services that address academic, personal, cultural, health, and career needs.

4. Definitions



Academic Support – Help with study skills, writing, and language.

Administrative Support – Assistance with enrolment, queries, and complaints.

At-Risk Student – A student showing signs of academic or engagement issues.

Career Development Support – Services to improve employability and career readiness.

Crisis Response – Immediate support for health or personal emergencies.

Digital Literacy – Skills to use online tools and learning platforms.

Learning Management System (LMS) – The platform for course content and communication.

Orientation Support – Pre-arrival and induction help for new students.

Personal and Wellbeing Support – Counselling and programs supporting student wellbeing.

Student Liaison Officer – Staff coordinating student support services.

Support Services – All academic, personal, and technical assistance offered.

WCAG – Accessibility standards for online content.

5. Procedures

5.1 Pre-arrival and Orientation Support

All students shall receive comprehensive pre-arrival and orientation support to enable successful integration and engagement.

Procedures:

- Onshore students: Receive pre-arrival briefings covering visas, accommodation, legal rights, and responsibilities.
- Offshore students: Complete online orientation modules on course delivery, technology, and time zone considerations.
- All students are introduced to senior staff, available support services, and escalation pathways.
- Mandatory sessions on academic integrity, referencing, and ethical AI use are delivered, aligned with the TEQSA expectations.

Monitoring and Review:

Participation data and feedback are collected post-orientation to evaluate effectiveness and inform ongoing improvements.

5.2 Academic Support

Academic success relies on tailored support mechanisms, including language assistance, academic skills development, and access to mentors aligned with TEQSA standards.



Procedures:

- Provide English language support for postgraduate and international students.
- Deliver workshops in academic writing, research skills, and critical analysis.
- Assign specialist academic advisors for personalized guidance.
- Offer language and communication workshops, including business communication.
- Track participation and learning outcomes for quality assurance and continuous improvement.

Monitoring and Review:

Annual review of participation, feedback, and assessment data ensure ongoing enhancement of services.

5.3 Learning Support

OneGlobe shall provide accessible, flexible learning support aligned with TEQSA Standard 2.3 and accessibility standards.

Procedures:

- Ensure 24/7 online access to library, research databases, and referencing guides.
- Conduct virtual and face-to-face workshops in research skills and technology use.
- Offer peer-assisted study sessions (PALS).
- Provide ongoing LMS and digital literacy support, with accessibility compliance.
- Review digital resources regularly for quality and accessibility.

Monitoring and Review:

Service use data and student feedback will guide continuous improvement.

5.4 Personal, Cultural, and Wellbeing Support



OneGlobe is committed to promoting student wellbeing through accessible, inclusive, and culturally sensitive support services that foster holistic development.

Procedures:

- Confidential counselling (online and in person) is provided by culturally competent practitioners.
- Crisis and emergency response protocols apply to all students, including those offshore.
- Student Advisors offer tailored support for personal, adjustment, or wellbeing concerns.
- Social inclusion is encouraged through cultural events, clubs, and online communities.
- Targeted wellbeing programs focus on mental health, resilience, and transition support.
- International students receive support for visa, travel, and post-study work compliance.

Monitoring and Review:

Service usage, crisis response logs, and student wellbeing feedback are reviewed quarterly to inform improvements and maintain relevance.

5.5 Career Development Support

OneGlobe supports students' employability by delivering targeted career development aligned with Australian market and international student needs.

Procedures:

- Students access individual career counselling, planning, and goal-setting.
- Workshops focus on local job market expectations, resume writing, and visa/work rights.
- Industry engagement is fostered through networking, panels, and mentorships.
- Online portals provide access to jobs, internships, and employer-led events.



Monitoring and Review:

Program participation, graduate outcomes, and student feedback are reviewed biannually to align services with TEQSA graduate outcome standards.

5.6 Administrative and Technical Support

OneGlobe ensures seamless administrative and technical support for all students, promoting consistent access and timely resolution of issues.

Procedures:

- A Student Liaison Officer coordinates personalised responses to student queries.
- 24/7 IT support is available via chat, email, and phone for LMS and digital tools.
- Self-help resources (e.g. tutorials, FAQs) promote digital autonomy.
- Academic response times (e.g. 48 hours) and escalation pathways are maintained.
- Transparent complaints and appeals processes are accessible online.

Monitoring and Review:

Support service logs and complaint resolution data are monitored monthly to evaluate service responsiveness and quality.

5.7 Technological and Digital Support

OneGlobe provides accessible, inclusive, and reliable digital learning environments to support flexible and equitable education delivery.

Procedures:

- Learning Management Systems (LMS) ensure consistent access to content and communication tools.
- Multi-time-zone IT Helpdesk addresses system and access issues promptly.
- Students complete digital literacy induction and receive ongoing support.
- All online content complies with WCAG standards for accessibility.
- Policies guide the ethical use of AI tools in learning and assessment.

Monitoring and Review:

Digital access data, helpdesk reports, and technology-related feedback are reviewed each trimester to address issues and maintain compliance.

5.8 Support for At-Risk Students

OneGlobe applies proactive, data-informed strategies to identify and support students at risk of disengagement or academic failure.

Procedures:

- **Monitoring:** Engagement, performance, attendance, and wellbeing indicators are regularly reviewed to identify at-risk students.
- **Interventions:** Individualised support plans include academic mentoring, counselling, and referrals.
- **Follow-up:** Regular progress checks ensure ongoing engagement and adjust support as needed.

Monitoring and Review:

Early alert triggers, support plan outcomes, and retention rates are analysed each study period to improve intervention effectiveness.

6. Version Control

Version	Summary of Changes	Approval Date	Review Date
1.0	Initial Version	18 July 2025	July 2028

Related Documents

- Academic Integrity Policy and Procedure
- Assessment Policy and Procedure
- Student Code of Conduct
- Student Appeals Policy and Procedure
- Reasonable Adjustments Policy and Procedure
- Academic Progression and Students at Risk Policy and Procedure

Related Legislation

- Higher Education Standards Framework (Threshold Standards) 2021
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)



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- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code 2018