



## STUDENT SUPPORT POLICY & PROCEDURES

<b>Policy Statement</b>	This policy addresses the following legislative requirements: <ul style="list-style-type: none"><li>• Higher Education Standards Framework (Threshold Standards) 2021, Domain 1 Section 1.3 and Domain 7 Section 7.2</li><li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Standards 8 and 10.</li><li>• Higher Education Support Act 2003 and the Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023, Standards for RTOs 2015</li></ul>
<b>Responsibility for Implementation</b>	Chief Operating Officer, Executive Dean (Teaching and Learning), Associate Deans, Executive Manager Student Services, Manager Student Services, Academic Learning Support Co-ordinator, Higher Education Administrator, Student Services Unit, Librarian, Academic Staff
<b>Compliance and Monitoring</b>	Managing Director/Chief Executive Officer (CEO), Chief Operating Officer, Executive Manager Student Services, Executive Dean (Teaching and Learning), Academic Board, Governing Board.

### Purpose

This Policy and Procedures identifies:

- The support Kent Institute Australia (Kent) they will provide to its students in order to assist them successfully complete the units of study in which they are enrolled and to meet course progression requirements
- Avenues which students should follow in order to access support services available at Kent.
- Ways in which Kent will promote student support services to students
- Measures Kent will implement to ensure there is ample resourcing for student services and that services are adequate, current and appropriate for the needs of Kent cohorts.
- Ways in which Kent will meet its reporting obligations with respect to legislative requirements.

This Policy and Procedures should be read in conjunction with the Higher Education and VET **Academic Monitoring and Intervention (AMI) Policy and Procedures** which document processes for identifying students at risk or not making satisfactory academic or course progress and referring students to the support services listed in this Policy and Procedures.

### Scope

The student support provisions under this policy apply to all Higher Education (HEd) and VET students enrolled by Kent, including any students taught by third parties, unless explicitly stated otherwise.

### Aim

This policy aims to provide a summary of support services made available by Kent in order to support students to successfully complete the units of study in which they are enrolled and attain successful outcomes during their enrolment at Kent.

It also provides students a single point of reference for to make informed decisions regarding their study and access to support services as well as clarity about how to access the support services available.

## Procedure

### 1.0 Access to Student Services Available

**Table 1** below provides a summary of Support Services made available to Kent students to assist students to complete their course of studies in which they are enrolled and attain successful outcomes during their enrolment with Kent. The table also provides information as to how students can access the relevant services, and how Kent will promote the service so students.

### 2.0 Availability of Services

Most services are available year round, excluding public holidays and Christmas shutdown periods, unless otherwise indicated in Table 1. Emergency services are accessible at all times.

Electronic resources are available on demand, but some may be subject to student enrolment being specific to a Unit or course.

Students may access support services upon request, at any time, and need not wait until they are referred to such services by Kent staff or until census date.

### 3.0 Appropriateness and Inclusivity of Services Provided

All services made available to Kent students and prescribed by Kent staff are adaptable to the needs of individual students. In particular, Kent has is conscientious that services are suitable to age and culture of the user and specific adjustments may further be made for students with a disability, students who have experienced family and domestic violence, sexual assault & traumatic events and First Nations students.

Kent appoints qualified staff who specialise in identifying the reasons why students are at risk of not successfully completing their units of study and can work with students to develop a plan to enable them to succeed.

Students may select services which they feel are of value to them or approach a Kent staff member to seek recommendation as to the services which would be beneficial to their circumstances.

### 4.0 Resourcing

Kent will ensure that the resources provided are adequate and sufficient for Kent student cohorts via the following mechanisms:

- Annual review of the Student Support Policy and Procedures which require Academic Board endorsement and Governing Board approval and which will include review of resourcing of each service provided under the policy with consideration of student load to be serviced and including how those resources will be adjusted to meet demand where relevant.
- Management responses to student feedback received via existing mechanisms including Student Focus Groups, QILT SES Survey, QILT GOS Survey, and Kent internal surveys (Student Feedback on Teaching, Student Satisfaction Survey & Student Course Satisfaction Survey), Student Representative Feedback on Governance Committees and the SRG, Complaints and Appeals.
- Ongoing reporting to Academic Board (see Section 6 below) and upward reporting to Governing Board.

## 5.0 Implementation and Review

The Student Support Policy and Procedures will be a public document and published on Kent's website.

The Policy will also be communicated to students as part of Orientation and continuing students will receive a link to the policy at the start of each study period in specifically formulated communications encouraging them to seek support early.

The Policy and Procedures will be reviewed annually to ensure they remain fit for purpose and consistent with legislative requirements.

## 6.0 Record Keeping and Reporting

Records of Student Uptake of Support Services will be retained by relevant Stakeholders and reported to Governance Committees on an ongoing basis for purposes of evaluating the effectiveness of the support services provided and identifying any gaps in student servicing.

- The **Academic Learning Skills Report to Academic Board** for each study period will examine the availability, demand, and uptake of academic Services on a Trimester basis, discuss any feedback from students and present any relevant recommendations. These will include but not be limited to literacy and numeracy, digital literacy, English Language, Library services and Academic Learning Support Services programs.
- The **Manager Student Services Report to Academic Board** will examine the availability, demand, uptake of Services for each reporting Period between Academic Board meetings and any associated feedback from students and outcomes. These will include but not be limited to Academic Progress Monitoring & Course Progression Monitoring (Early Intervention and Academic Monitoring and Intervention Support), Career & Employment Services, health and wellbeing services including mental health, and student communications strategies employed.
- The half yearly **IT and Facilities Report to Academic Board** from the Chief information Officer will consider the availability, demand, uptake of IT services and associated facilities available to students including but not limited to Scanning, printing and copying services, security on Campus, self-access and digital resources.

Continuous reporting will ensure that the policy is faithfully and fairly implemented, and that errors, outliers and opportunities for improvement are identified and escalated and actioned promptly.

To meet the requirements of the Higher Education Support Act 2003 and the Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023, an **Annual Report on Student Support Initiatives and Student Support Policy Review** will be provided to Academic Board and Governing Board and will present de-identified information on:

- (a) how Kent is implementing its Student Support Policy and Procedures, and how successful it has been at implementing the policy.
- (b) any opportunities identified to improve Student Support Policy and Procedures and outcomes for students, including information on complaints received from students related to the Student Support Policy and Procedures;
- (c) examples of how Kent's Student Support Policy and Procedures have assisted students to successfully complete the units of study in which they are enrolled;
- (d) where the policy can be found on the Kent website;
- (e) the number of students identified as requiring support, separated by course;
- (f) the support provided for students identified in paragraph (e);
- (g) the academic progression and outcomes for students identified in paragraph (e);
- (h) the academic outcomes for all students;
- (i) the HELP loans provided for failed units of study for each student identified in paragraph (e), and the HELP loans provided for failed units of study for all students; and

(j) the number of staff involved in implementing Kent Student Support Policy and Procedures.

Table 2 (below) summarises these reporting requirements.

## 7.0 Enquiries, Feedback and Complaints

Students who have enquiries or wish to provide feedback on the provision of services provided are encouraged to do so by emailing [StudentServices@kent.edu.au](mailto:StudentServices@kent.edu.au).

Students who wish to lodge a formal complaint, should follow the Kent ***Complaints and Appeals Policy and Procedures***.

Students who have suggestions for improvement should follow the ***Opportunities for Improvement Policy and Procedures***.

Both Policies can be found on Kent's public documents repository: <https://kent.edu.au/public-documents/>

<b>Document Title:</b> Student Support Policy and Procedures	
<b>Date Compiled:</b> 14 August 2023	<b>By:</b> Chief Risk and Compliance Officer
<b>Due Date for Review:</b> August 2024	<b>Website Access Permission:</b> PUBLIC and STUDENT
<b>Date Updated:</b> 31 October 2024	<b>Reviewed by:</b>
<b>Version Control Update (Current):</b> Version 1 – 24 August 2023 Version 2 – 31 October 2024	<b>Endorsed By:</b> Academic Board <b>Meeting Date:</b> <b>V1</b> – 24 August 2023 & 2 November 2023  <b>Approved by:</b> Academic Board, Governing Board <b>Meeting Date:</b> <b>V1</b> – 6 December 2023 <b>V2</b> – Academic Board 31 October 2024, Governing Board 4 December 2024
<b>AMENDMENTS</b> <b>31/10/2024</b> – Annual update as per legislative requirements. Inclusion of Sonder Services and services provided in Brisbane Campus.	

**Table 1: Support Services**

Service	Purpose – What this Service covers	Availability Cost & Mode of Delivery	How students can access this service	How and when Kent promotes this Service to Students	Frequency of Review of Service Provided
<b>Academic Learning Support Services (ALS)</b>	<p>Kent's Academic Learning Support Co-ordinators deliver academic skills workshops for all students during teaching periods in Sydney and Melbourne. They also offer individual student consultations at any stage of their course. These consultations provide advice on specialised academic issues and aim to facilitate independent learning.</p> <p>ALS Co-ordinators also meet with students who are being monitored under the Academic Monitoring and Intervention Policies and Procedures. Students identified for early intervention will receive a notification from the Academic Learning Support Co-ordinator to attend an early intervention meeting.</p> <p>Online resources are available for students to access at any time during their study via Moodle. These resources include writing guides, research tips, videos, templates and other activities to assist students with Essay Writing, Academic Writing in general, Research, Referencing, Examination Preparation and Critical Thinking for Example, as demonstrated in the screen shot below.</p>	<p>All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face &amp; Online</p>	<p>Academic Learning Support Sydney: <a href="mailto:ALS.SYD@kent.edu.au">ALS.SYD@kent.edu.au</a></p> <p>Academic Learning Support Melbourne: <a href="mailto:ALS.MELB@kent.edu.au">ALS.MELB@kent.edu.au</a></p>	<p>See: <a href="https://kent.edu.au/events/">https://kent.edu.au/events/</a> All scheduled events and workshops including Academic Skills and ALS Workshops, Career Development events, English Café, Leadership and Personal Success Workshops, Social Events and Activities can be searched on Kent's Event Calendar. Calendar is emailed to all students at start of each trimester.</p>	<p>Calendar reviewed at start of each trimester</p>
<b>Academic - My Kent Student Portal and Moodle</b>	<p>The My Kent Student Portal provides students with easy access to all of Kent's academic and other non-Academic support services including Academic Learning Support, Policies and procedures, IT Support, the LEAD Program and the Events Calendar.</p> <p>Academic Services such as unit learning resources, student email, access to results,</p>	<p>All year, Online And at no Cost to the student</p>	<p><a href="http://moodle.kent.edu.au/kentmoodle/">http://moodle.kent.edu.au/kentmoodle/</a></p> <p>For access Issues contact KENT IT HELP: <a href="mailto:ITHELP@kent.edu.au">ITHELP@kent.edu.au</a>,</p>	<p>During orientation, students are guided as to how to access and use My Kent Portal and its resources.</p>	<p>Prior to intake of new students each trimester</p>

	academic learning and support services, academic learning centre resources can all be accessed via the My Kent Student Portal.				
<b>Academic Progress Monitoring &amp; Course Progression Monitoring (Early Intervention and Academic Monitoring and Intervention Support)</b>	<p>Academic Progress Monitoring and Course Progress Monitoring and Intervention (AMI) Policy and Procedures identify students who may be having difficulty meeting the expectations of their studies or adjusting to life in Australia.</p> <p>Kent uses a number of triggers for intervention which help to identify students in need of support or intervention including attendance.</p> <p>While the AMI Policy aims to improve course progress, it is pivotal in identifying welfare and other support measures which students may require.</p> <p>Students identified as being at risk of not meeting academic or course progress requirements will be prescribed intervention strategies.</p>	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	<p>See: <a href="https://kent.edu.au/kent3/wp-content/uploads/policy-academic-monitoring-andintervention-hed.pdf">https://kent.edu.au/kent3/wp-content/uploads/policy-academic-monitoring-andintervention-hed.pdf</a></p> <p>Academic Learning Support Sydney: <a href="mailto:ALS.SYD@kent.edu.au">ALS.SYD@kent.edu.au</a></p> <p>Academic Learning Support Melbourne: <a href="mailto:ALS.MELB@kent.edu.au">ALS.MELB@kent.edu.au</a></p>	<p>Students informed during orientation and through distribution of student handbook. Email warnings sent to students identified at risk.</p> <p>Course Coordinators and teaching staff monitor class attendance, assessment submission and outcomes, student progression and students' general engagement and interactions on campus. Any student not meeting Kent's expectations for one or more of these academic metrics are identified as requiring additional support. Data analytics and the Learning Management System are used to track student performance in real time</p>	According to policy review cycles or when amendments are required.
<b>Academic Staff Consultations</b>	<p>All teaching academic staff have a scheduled consultation session for one hour per teaching week during a study period and in examination weeks. The scheduled time is usually immediately preceding or following a scheduled class for their unit. Staff may make themselves available at other times to see students.</p> <p>Consultations may be carried out in person on campus or via videoconferencing. Students may consult staff on Unit content, check their progress in the unit of study, attain feedback or additional support or special consideration for assessments, identify support they need or connect with support services.</p>	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	Contacting lecturers via email or in class	Printed version on noticeboard around campus. Emailed to students, included in Student Newsletter	Schedules for Academic staff updated for each study period.
<b>Accommodation services - Tenancy</b>	Kent understands the importance of supporting students with their life in Australia. It is important for students to	All year (excluding public holidays and	Information on Accommodation services is provided during Orientation.	Information on Accommodation services is provided during Orientation. For additional	Prior to intake of new students each Trimester

<b>Advice and Advocacy Services</b>	<p>have safe and secure living arrangements in order to be able to focus on their studies.</p> <p>Accommodation options and estimated costs are presented to students in the Course Guide so that they have a realistic expectation of the living expenses associated with studies in Australia, as well as in the International Student Pre-Arrival Guide provided to any offshore applicants.</p> <p>Students are also provided with information about tenancies to ensure they know their rights and obligations as leaseholders.</p> <p>Student Services can provide support to students who need assistance in finding suitable accommodation.</p>	Kent Christmas close down period), At no cost to the student, Face to Face & Online	<p>For additional information speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a></p> <p>Also refer to:</p> <ul style="list-style-type: none"> <li>Kent's accommodation page: <a href="https://kent.edu.au/kent3/accommodation/">https://kent.edu.au/kent3/accommodation/</a>.</li> <li>Course Guide</li> <li>tenants.org.au</li> </ul> <p>N.B. For emergency accommodation related matters, please contact the Executive Manager Student Services</p>	<p>information speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a> Also refer to: · Kent's accommodation page: <a href="https://kent.edu.au/kent3/accommodation/">https://kent.edu.au/kent3/accommodation/</a> · Course Guide · <a href="http://tenants.org.au">tenants.org.au</a></p>	
<b>ALS Workshops</b>	<p>ALS Workshops are scheduled at critical times during the trimester to coincide with learning and teaching activities and students needs at the key stages of the study period. They focus on specific topics or skills such as:</p> <ul style="list-style-type: none"> <li>Research Skills</li> <li>Plagiarism and how to avoid it</li> <li>Paraphrasing, quoting and citing</li> <li>Presentation Skills</li> <li>Essay Writing</li> <li>Group Work</li> <li>Content Analysis</li> <li>Preparation for Online Exams</li> <li>Repetition? Mentioned in ALS section above</li> </ul>	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	<p>See: <a href="https://kent.edu.au/events/">https://kent.edu.au/events/</a></p> <p>All scheduled events and workshops including Academic Skills and ALS Workshops, Career Development events, English Café, Leadership and Personal Success Workshops, Social Events and Activities can be searched on Kent's Event Calendar</p>	ALS Co-ordinator informs students of workshops during orientation. Workshops are included in events calendar and reminders are sent to student emails.	Beginning of each Trimester
<b>Digital Literacy Support Services</b>	Digital literacy is an important part of studying and life. Kent provides digital literacy support in the form of introductory workshop at orientation, ongoing support through workshops throughout the trimester and LinkedIn Learning	All year At no cost to the student, Online	ALS Co-ordinator Lecturers	Orientation workshop Email My Kent Portal	Annually
<b>Email</b>	Student email provides a way for Kent to keep students informed of important information regarding their studies including	All year At no cost to the student,	Student Email can be accessed via the My Kent Student Portal link <a href="http://moodle.kent.edu.au/kentmoodle/">http://moodle.kent.edu.au/kentmoodle/</a>	Students all log in to their email during orientation and are reiterated the importance in using it.	As required

	key student news, key dates and social events.	Online			
<b>ENGLISH LANGUAGE SUPPORT – ALS Consultations</b>	The Academic Learning Support Co-ordinators are based on Sydney and Melbourne Campuses and are responsible for the development, delivery and monitoring of a comprehensive academic support and engagement programs for students which focus heavily on the building of English skills. The Academic Learning Support Coordinator role is pivotal in providing integrated student services, guiding, tutoring and supporting students to achieve their education goals. During individual consultations with ALS Co-ordinators, students receive tailored advice on how to improve their English across a variety of micro and macro skills such as pronunciation, academic grammar and vocabulary, academic reading and writing skills, business English and fluency.	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	Academic Learning Support Sydney: <a href="mailto:ALS.SYD@kent.edu.au">ALS.SYD@kent.edu.au</a>  Academic Learning Support Melbourne: <a href="mailto:ALS.MELB@kent.edu.au">ALS.MELB@kent.edu.au</a>	Events calendar and email reminders from ALS.	Prior to beginning of each trimester.
<b>ENGLISH LANGUAGE SUPPORT - English Workshops</b>	These are scheduled as part of ALS Workshops and the objective of these workshops is to provide additional support for students who would like opportunities outside their regular classes to practise their English and discover new strategies on how to further improve their fluency.	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	All scheduled events and workshops including Academic Skills and ALS Workshops, English Café can be searched on Kent's Event Calendar: <a href="https://kent.edu.au/events/">https://kent.edu.au/events/</a>	Events calendar and email reminders from ALS.	Prior to beginning of each trimester.
<b>ENGLISH LANGUAGE SUPPORT - English Conversation Café</b>	The ALS Co-ordinators run an English Conversation Café for one hour per week during teaching periods. Students are encouraged to attend and participate in a conversation with their fellow class mates in English, in a relaxed and supportive environment.	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face	English Café schedules can be found on Kent's Event Calendar: <a href="https://kent.edu.au/events/">https://kent.edu.au/events/</a>	Events calendar and email reminders from ALS.	Prior to beginning of each trimester.
<b>Events Calendar</b>	Kent hosts regular events and workshops to help students in their studies, build employability and gain real life experience. Social events also help students to become part of the Australian community.  All scheduled events and workshops including Academic Skills and ALS Workshops, Career Development events, English Café, Leadership and Personal Success Workshops, Social Events and	All year (events are not scheduled during public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	To Access the Calendar: <a href="https://kent.edu.au/events/">https://kent.edu.au/events/</a>	Printed version on noticeboard around campus. Emailed to students, included in Student Newsletter	Prior to beginning of each trimester.



	Activities can be searched on Kent's Event Calendar				
<b>Financial Support</b>	Fee extensions or payment plans were made available for students struggling financially.	All year (excluding public holidays and Kent Christmas close down period), Fee Extension Administration Charge \$100,	Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a> <a href="mailto:studentfinance.syd@kent.edu.au">studentfinance.syd@kent.edu.au</a> <a href="mailto:studentfinance.melb@kent.edu.au">studentfinance.melb@kent.edu.au</a>	Detailed in Student handbook and in POLICY Student Payments Policy & Procedure	Annually
<b>HEALTH SERVICES</b>	Health services assist students to maintain physical and mental wellbeing in order to be able to partake in their studies effectively. Kent has experienced counsellors who can provide confidential services and referrals to other specialist services.	All year, At no cost to the student, Face to Face & Online	<p>Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a> for an appointment or referrals.</p> <p>Information on health services is also provided at Orientation, <b>Via Noticeboards and Signs posted on Campus, in the Student Handbook and associated Policies and Procedures such as:</b></p> <ul style="list-style-type: none"> <li>- <b>Workplace Health &amp; Safety Policy and Procedures</b><a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-workplace-health-and-safety-policy-procedures.pdf">https://kent.edu.au/kent3/wpcontent/uploads/policy-workplace-health-and-safety-policy-procedures.pdf</a></li> <li>- <b>Hazards and Incidents Policy &amp; Procedures</b><a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-hazards-and-incidents-policy.pdf">https://kent.edu.au/kent3/wpcontent/uploads/policy-hazards-and-incidents-policy.pdf</a></li> <li>- <b>First Aid Policy &amp; Procedures</b> <a href="https://kent.edu.au/kent3/wp-content/uploads/policy-firstaid-policy-procedure.pdf">https://kent.edu.au/kent3/wp-content/uploads/policy-firstaid-policy-procedure.pdf</a></li> <li>- <b>COVID-19 information</b> <a href="https://kent.edu.au/covid-19/">https://kent.edu.au/covid-19/</a></li> </ul> <p>N.B. In emergency accommodation related matters, please contact the Student Services Manager, <a href="mailto:studentservices@kent.edu.au">studentservices@kent.edu.au</a> 03 8353 0822</p>	Orientation Student Handbook Kent Website	Annually

<b>Journal Databases - EbscoHost</b>	EbscoHost is a database that allows Kent students access to academic journals and articles. Ebsco's database Business Source Complete is a definitive scholarly business database. Business Source Complete covers the most important scholarly business journals dating back to 1886. In addition to the searchable cited articles from more than 1200 journals, it also provides full text journals in all disciplines of business and economics. Additional full text, non-journal content includes financial data, books, case studies, industry reports, market research reports, country reports, company profiles for example.	All year At no cost to the student, Online	Students can access the databases via their My Kent Student Portal / Moodle: <a href="http://moodle.kent.edu.au/kentmoodle/">http://moodle.kent.edu.au/kentmoodle/</a>  Support using the databases can be provided by librarians:  "KENT Library Melbourne" <a href="mailto:library.melb@kent.edu.au">library.melb@kent.edu.au</a>  "KENT Library Sydney" <a href="mailto:library.syd@kent.edu.au">library.syd@kent.edu.au</a>	During orientation, students are guided how to access and use My Kent Portal and its resources. ALS Co-ordinators and Library support staff can also provide assistance with access and academic support.	As required
<b>Leadership, Experience and Development (LEAD) Program</b>	This program is designed to encourage and give students the opportunity to develop vital skills that will enhance their confidence and help them succeed in their career. Through participating in various events/activities both on an off-campus, student accumulate points over the year. Students receive points for participating in a range of events, such as charity events, involvement in community organisations, volunteering, attending workshops and developing innovative ideas. All students who accumulate 100 points or more over the year are awarded a Kent LEAD certificate for their portfolios. The student who accumulates the most points is awarded the Kent LEAD Ambassador of the Year trophy, and may be nominated by Kent to enter into the City of Sydney International Student of the Year Award competition. The Kent LEAD Ambassador of the Year will also receive significant media coverage through social platforms, website, YouTube and newsletters.	All year At no cost to the student, Face to Face & Online	<i>Student Engagement and Internship Coordinator</i>  Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a>	Students informed during orientation and through distribution of student handbook. Student Internship and Engagement Co-ordinator to promote program by class visits and running activities throughout trimester that will accrue points.	Annually
<b>Library Services (Sydney and Melbourne Campuses)</b>	Kent Libraries provide students with access to: <ul style="list-style-type: none"> <li>Kent's Library Catalogue</li> <li>Textbooks and prescribed readings: Kent retains copies of prescribed unit resources.</li> <li>General Library Collection Items relevant to disciplines on offer at Kent.</li> </ul>	All year (Libraries are closed on public holidays and Kent Christmas close down period, however electronic resources are available online at all times),	Visit the library in person on the Sydney Campus (Mezzanine Floor) or Melbourne Campus (Level 9). The library collection may be accessed via the My Kent Student Portal / Moodle: <a href="http://moodle.kent.edu.au/kentmoodle/">http://moodle.kent.edu.au/kentmoodle/</a>	Orientation presentation Campus tour	Library resources are updated each Trimester based on Unit requirements and changes to the curriculum.

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	<ul style="list-style-type: none"> <li>Library Loans: These include Trimester Loans (of 15 weeks) for Current Prescribed Text for Units with Assessment Tasks permitting Open Book textbook.</li> <li>Electronic Resources including databased and online materials</li> <li>Scanning, printing and copying services</li> <li>Computers and study facilities: Student computers are available for all students both inside the library, during library operating hours, and inside the adjacent study lab, available during campus operating hours. Students can also use project rooms, quiet study spaces and computer labs outside of scheduled class times.</li> <li>Academic Support Resources including Workshop Materials: These resources cover skills such as Critical Thinking, Oral Presentations, Report Writing, Library and Research Skills, Examination Preparation and Essay Writing.</li> </ul>	At no cost to the student, Face to Face & Online	<p>"KENT Library Melbourne" <a href="mailto:library.melb@kent.edu.au">library.melb@kent.edu.au</a></p> <p>"KENT Library Sydney" <a href="mailto:library.syd@kent.edu.au">library.syd@kent.edu.au</a></p>		
<b>Legal Services and Information</b>	Information on how to access legal services and associated referrals may assist students who have a legal matter to tend to.	All year, Fee may apply, Face to Face & Online	<p>Legal Services are provided to Students in Section 7 of the Student Handbook. Please refer to <a href="https://kent.edu.au/kent3/wp-content/uploads/doc-student-handbook-hed.pdf">https://kent.edu.au/kent3/wp-content/uploads/doc-student-handbook-hed.pdf</a></p> <p><b>N.B. In emergencies please contact the Student Engagement and Internship Co-ordinator, please contact</b> <a href="mailto:wellbeing.melb@kent.edu.au">wellbeing.melb@kent.edu.au</a> <b>+61 (3) 8353 0823 or</b> <a href="mailto:wellbeing.syd@kent.edu.au">wellbeing.syd@kent.edu.au</a> <b>+61 (2) 9093 5125</b></p>	Student Handbook Email Kent website	As required
<b>LinkedIn Learning:</b>	Students can access a wide variety of online courses taught by industry experts, through Kent's Education subscription to LinkedIn Learning.	All year (excluding public holidays and Kent Christmas close down period),	<p>LinkedIn Learning may be accessed via the My Kent Student Portal / Moodle: <a href="http://moodle.kent.edu.au/kentmoodle/">http://moodle.kent.edu.au/kentmoodle/</a></p>	Students informed during orientation and by promotional material around library.	Annually

		At no cost to the student, Online	For access related matters contact: KENT IT HELP: <a href="mailto:ITHELP@kent.edu.au">ITHELP@kent.edu.au</a>		
<b>Literacy Support Services</b>	English Language Support Services have been provided above. In addition, Kent provides literacy support for both international and domestic students in the form of English Café, workshops and LinkedIn Learning	All year, Face to Face & Online	ALS Co-ordinator Lecturers	Orientation workshop Email My Kent Portal	Annually
<b>Student Welfare and Wellbeing Support (including ) Mental health services and support</b>	Mental health services and support encompass a wide range of resources and interventions aimed at promoting and maintaining mental well-being, preventing mental health issues, and providing assistance to individuals facing mental health challenges. Kent provides students with information for mental health services and support through a wide range of resources and interventions aimed at promoting and maintaining mental wellbeing, preventing mental health issues, and providing assistance to individuals facing mental health challenges. Kent utilises third party services offered by “SONDER” for its students.	All year, Face to Face & Online	Sonder is a smartphone app designed to give students 24/7 on demand access to wellbeing and safety professionals and resources, all at the touch of a button. Sonder cares about keeping you safe and healthy. You can reach out using the Sonder app at anytime - day or night - for safety, medical or mental health.	Students are informed during orientation and receive International students will receive an email from Sonder at Kent email account. The email will have the subject line :‘Welcome to Sonder’. <ul style="list-style-type: none"> <li>Download the Sonder app on your smart phone using the unique link and/or QR code in your email. If you can’t find the email, check your spam folder.</li> <li>Once downloaded, create an account using your University of Sydney email address from your OSHC policy.</li> <li>Once registered, you will have 24/7 access to Sonder’s support services spanning physical and mental health and safety.</li> </ul>	Prior to each intake every trimester
<b>Numeracy Support</b>	Numeracy skills are required in order to use mathematics in a wide range of situations. Kent provides numeracy support in the form of...	All year, At no cost to the student, Online	ALS Co-ordinator Lecturers	Orientation workshop Email My Kent Portal	Annually
<b>Online English Resources</b>	Kent Students have access to online English support assistance through their Moodle access which is available to them at any time, including online resources recommended for students to practice grammar, build their vocabulary or adjust to like and student in Australia.	All year, At no cost to the student, Online	Students can access resources via Moodle: <a href="http://moodle.kent.edu.au/kentmoodle/">http://moodle.kent.edu.au/kentmoodle/</a>		
<b>Orientation</b>	Kent holds an orientation for all new students to provide them with an opportunity to familiarise themselves with their new learning environment and in particular, for international students, life in	Prior to Commencement of a course at Kent, At no cost to the student, Face to Face & Online	Refer to <a href="https://kent.edu.au/kent3/orientation/">https://kent.edu.au/kent3/orientation/</a> .  For further information contact:	Email invitation sent to students	Prior to each intake every trimester

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**Student Support Policy and Procedures**

**Version 1: 31 October 2024**

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	<p>a new country and studies in a new academic culture.</p> <p>Orientation day generally consists of presentations from various departments including Student Services and Academic Units, informing students about Kent's facilities, Policies and Procedures, what is expected as a student while studying at Kent as well as the obligations students have.</p> <p>Most importantly, orientation aims to ensure students know how to access the information and services they require.</p> <p>The Kent Orientation Program covers:</p> <ul style="list-style-type: none"> <li>• Support services available to assist overseas students to help them adjust to study and life in Australia</li> <li>• English language and study assistance programs available at Kent.</li> <li>• Legal services</li> <li>• Emergency and health services</li> <li>• Kent facilities and resources</li> <li>• Complaints and appeals processes</li> <li>• Course attendance and progress requirements</li> <li>• The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia</li> <li>• Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.</li> </ul> <p>At orientation, all queries relating to course structure, requirements and timetables are answered. It is also possible for students to make individual appointments with academic staff to answer any questions students have regarding unit or subject selection.</p>		<p>"Student Services"</p> <p><a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a></p>		
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<b>Safety on Campus &amp; Emergencies</b>	<p>Kent has a suite of policies and procedures which ensure safety and manage critical incidents.</p> <p>Students are introduced to emergency evacuation procedures during Orientation.</p> <p>Workplace Health and Safety and Hazards and Incidents Procedures ensure student safety on campus and also provide a mechanism for students to report issues pertaining to safety.</p>	<p>All year (Campuses are shut on public holidays and Kent Christmas close down period), At no cost to the student, Face to Face &amp; Online</p>	<p><b>N.B. In emergencies please contact Executive Manager Student Services</b></p> <p>Other emergency contact details are provided on the last page of the Critical Incident Policy &amp; Procedure:</p> <ul style="list-style-type: none"> <li>- <b>Critical Incident Policy &amp; Procedure</b> <a href="https://kent.edu.au/kent3/wp-content/uploads/policycritical-incident-policy-procedures.pdf">https://kent.edu.au/kent3/wp-content/uploads/policycritical-incident-policy-procedures.pdf</a></li> <li>- <b>Emergency Evacuation Policy and Procedure</b><a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-emergency-evacuation-policy-procedures.pdf">https://kent.edu.au/kent3/wpcontent/uploads/policy-emergency-evacuation-policy-procedures.pdf</a></li> <li>- <b>Workplace Health &amp; Safety Policy and Procedures</b><a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-workplace-health-and-safety-policy-procedures.pdf">https://kent.edu.au/kent3/wpcontent/uploads/policy-workplace-health-and-safety-policy-procedures.pdf</a></li> <li>- <b>Hazards and Incidents Policy &amp; Procedures</b><a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-hazards-and-incidents-policy.pdf">https://kent.edu.au/kent3/wpcontent/uploads/policy-hazards-and-incidents-policy.pdf</a></li> <li>- <b>Risk Management Policy &amp; Procedures</b><a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-risk-management-policy.pdf">https://kent.edu.au/kent3/wpcontent/uploads/policy-risk-management-policy.pdf</a></li> <li>- <b>Risk Management Framework and Guidelines</b></li> <li>- <b>First Aid Policy &amp; Procedures</b> <a href="https://kent.edu.au/kent3/wp-content/uploads/policy-firstaid-policy-procedure.pdf">https://kent.edu.au/kent3/wp-content/uploads/policy-firstaid-policy-procedure.pdf</a></li> <li>- <b>Opportunities for Improvement Policy &amp; Procedures,</b> <a href="https://kent.edu.au/kent3/wpcontent/uploads/policy-opportunities-for-">https://kent.edu.au/kent3/wpcontent/uploads/policy-opportunities-for-</a></li> </ul>	<p>Students informed during orientation and through distribution of student handbook. Posters and advice on noticeboards around campus.</p>	<p>As required</p>
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			<a href="#">improvement-policy-and-procedure.pdf</a>		
<b>Scanning, printing and copying services</b>	Students can access priming and scanning services in the Kent libraries.	All year (excluding public holidays and Kent Christmas close down period), 10-40c per copy, Face to Face	Visit the library on the Sydney Campus (Mezzanine Floor) or Melbourne Campus (Level 9).  "KENT Library Melbourne" <a href="mailto:library.melb@kent.edu.au">library.melb@kent.edu.au</a>  "KENT Library Sydney" <a href="mailto:library.syd@kent.edu.au">library.syd@kent.edu.au</a>	Orientation and campus tour, posters around library	Prior to beginning of each trimester
<b>Security on Campus</b>	Security services ensure student safety on campus. Security Guards are available on each campus and usually located in the building lobby. A security guard is contracted by Kent for all after hours and weekend classes.	All year (excluding public holidays and Kent Christmas close down period),  At no cost to the student,  Face to Face & Online	First point of contact is trainer/lecturer to escalate the matter accordingly.  Other Emergency contact details are provided on the last page of the Critical Incident Policy & Procedure:  <b>Critical Incident Policy &amp; Procedure</b> <a href="https://kent.edu.au/kent3/wp-content/uploads/policycritical-incident-policy-procedures.pdf">https://kent.edu.au/kent3/wp-content/uploads/policycritical-incident-policy-procedures.pdf</a>	Orientation and campus tour, posters around library	Prior to beginning of each trimester
<b>Self-Access - classrooms, IT Laboratories Quiet study spaces, project rooms and meeting rooms</b>	Students may use rooms on campus which are not scheduled for class as well as a range of quiet and self-study spaces and work stations in the library.  "Reflections spaces" are available for students to take a break when needed.	All year (excluding public holidays and Kent Christmas close down period),  At no cost to the student,	To check room availability or book rooms, email <a href="mailto:library.melb@kent.edu.au">library.melb@kent.edu.au</a> or <a href="mailto:library.syd@kent.edu.au">library.syd@kent.edu.au</a>	Promotional posters on campus  Campus tours during orientation	Annually

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		Face to Face			
<b>Sexual Assault and Sexual Harassment Prevention and Support</b>	Kent has a Zero Tolerance approach to Sexual Assault and Sexual Harassment. Students may speak to a member of the student Services team in confidence if they have been affected by these events and will be referred to relevant support services.	All year, At no cost to the student, Face to Face & Online	Refer to <a href="https://kent.edu.au/kent3/student-support/sexual-misconduct-prevention-andresponse/">https://kent.edu.au/kent3/student-support/sexual-misconduct-prevention-andresponse/</a>  Other emergency contact details are provided on the last page of the Critical Incident Policy & Procedure:  <b>Critical Incident Policy &amp; Procedure</b> <a href="https://kent.edu.au/kent3/wp-content/uploads/policycritical-incident-policy-procedures.pdf">https://kent.edu.au/kent3/wp-content/uploads/policycritical-incident-policy-procedures.pdf</a>	Promotional posters on campus  Student handbook  POLICY Critical Incident Policy & Procedure  Sexual Misconduct Prevention and Response Policy & Procedures  Policies are available on: <a href="https://kent.edu.au/public-documents/">https://kent.edu.au/public-documents/</a>	Annually
<b>Sports</b>	Keeping healthy and playing sports is a great way to make new friends and enjoy student life while at Kent. Opportunities and competitions are held throughout the year in sports such as cricket, and table tennis.	All year (excluding public holidays and Kent Christmas close down period), Fee may apply, Face to Face & Online	Sporting events, activities and opportunities are communicated through Kent social media platforms, the Kent Student Newsletter, campus noticeboards and student emails.	Email  Kent Social Media  Promotional posters on campus  Class Visit  Student Newsletter  Email  Noticeboards	Annually
<b>Student Advocacy Services</b>	Student Services provide Student Advocacy Services which provide information, advice and referral services to assist students in understanding procedures associated with common matters such as Special Consideration, course credit, responding to cancellations of enrolment, AMI processes and appeals.	All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face & Online	Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a>	Student Newsletter Email Noticeboards	Annually



<b>Student Communications</b>	<p>Keeping informed is the first step towards success.</p> <p>Kent uses a variety of means to communicate to students including</p> <ul style="list-style-type: none"> <li>• Noticeboards around campuses,</li> <li>• Projections on Screens</li> <li>• Student Email</li> <li>• Student Newsletters</li> <li>• Communications via Moodle</li> <li>• Phone calls to individual students</li> <li>• Social Media Posts</li> </ul>	<p>All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face &amp; Online</p>	<ul style="list-style-type: none"> <li>• Check Noticeboards &amp; Projections on Screens</li> <li>• Check Student Email</li> <li>• Read Student Newsletters</li> <li>• Login to Moodle regularly</li> <li>• Attend to phone communications</li> <li>• Check social media</li> </ul>	<p>Orientation Student Handbook Kent Social Media</p>	<p>As required</p>
<b>Student Mentor Program</b>	<p>Kent's Student Mentor Program is designed specifically for students during their first year of study in a Higher Education Bachelor course. Students are assigned a Student Mentor who will provide assistance with support based on their real-life experience. A Kent Student Mentor will help a student to learn about assessment requirements, improve study skills, get answers to questions, overcome challenges, meet new people, and make the most of services and events on offer for students and most importantly act as a peer who can assist international students to get accustomed to life and study in Australia.</p>	<p>All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face &amp; Online</p>	<p>Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a></p>	<p>Class visits Kent Social Media Orientation</p>	<p>Prior to beginning of each trimester</p>
<b>Student Representative Group (SRG)</b>	<p>The primary role and objective of the SRG is to enable an elected group of students to represent the student body and to conduct an effective group meeting structure to ensure the student body is adequately represented and recognised to:</p> <ul style="list-style-type: none"> <li>• Enhance the advancement of student life, quality education and student participation.</li> <li>• Contribute to maintaining and enhancing student life in all the relevant aspects such as academic and social areas.</li> <li>• Mediate the gap between the students and management.</li> <li>• Actively model an inclusive environment, ensuring that students</li> </ul>	<p>All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face &amp; Online</p>	<p>Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a></p>	<p>Survey Monkey – voting method Promotional posters around campus Noticeboards Email Class visits Student Newsletter</p>	<p>At the end of each trimester</p>

	<p>from all cultural groups are recognised and have the opportunity for formal representation.</p> <ul style="list-style-type: none"> <li>• Improve transparency through consistent communication with Kent students.</li> <li>• Encourage and support active participation of all students in community engagement</li> </ul> <p>Students may get involved as an SRG Representative or partaken in nominations and elections to appoint other members.</p>				
<b>Student Representation – Governance Committees</b>	<p>Kent ventures to incorporate student feedback into its activities so that it can better support students and their pathways to success. <b>Student Representatives on the Academic Board and Teaching and Learning Committee</b> are critical to receiving input from the student body as are student surveys which lead to improvements in Teaching and Learning activities.</p>	<p>All year (excluding public holidays and Kent Christmas close down period), At no cost to the student, Face to Face &amp; Online</p>	<p>Speak to a member of the student services team or email <a href="mailto:StudentServices@kent.edu.au">StudentServices@kent.edu.au</a></p>	<p>Survey Monkey – voting method Promotional posters around campus Noticeboards Email Class visits Student Newsletter</p>	<p>Annually</p>
<b>Student Retention Focus Group (SRFG)</b>	<p>The Student Retention Focus Group' (SRFG) is a forum which encourages consistent and holistic discussion on increasing retention and student success rates.</p>	<p>N/a</p>	<p>N/a (staff group)</p>	<p>Promotional posters around campus Noticeboards Email Class visits Student Newsletter</p>	<p>At the end of each trimester</p>
<b>Student Success Community of Practice (COP-SS)</b>	<p>The Community of Practice - Student Success (COP-SS) Meetings provide a forum for open discussion and strategic planning on the student experience and student success at Kent with an explicit focus on the improvement decreasing attrition and increasing progression and the quality of the student experience and outcomes.</p>	<p>N/a</p>	<p>N/a (staff group)</p>	<p>Promotional posters around campus Noticeboards Email Class visits Student Newsletter</p>	<p>At the end of each trimester</p>



**Table 2 Record Keeping and Reporting**

Service	Record Keeping	Reporting	Stakeholder Responsible
Provision and uptake of Accommodation Services	Student Services will keep records pertaining to each service or initiative including provision and uptake statistics and any associated feedback from students.	To Academic Board via the Executive Manager Student Services Report at each sitting of the Academic Board.	Executive Manager Student Services
Academic/Course Progression Support - Early Intervention and Academic Monitoring and Intervention			
Provisions & uptake of Career & Employment Services and LinkedIn Learning			
Participation in the LEAD and Student Mentor Programs			
Provision and Participation in Sports and other events			
Provision and uptake of Health Services			
Sonder- Student Welfare and Wellbeing			
Referrals to Legal Services			
Provision and uptake of of Orientation services and feedback arising			
Provision and uptake of Student Advocacy Services			
Student Communications			
Student Representation on Governance Committees & SRG			
The Student Retention Focus Group (SRFG) & Student Success Community of Practice (COP-SS) outcomes.			
Provision and uptake of welfare and Personal Development Workshops			
Self-Access - classrooms, IT Laboratories Quiet study spaces, project rooms and meeting rooms, Scanning, printing and copying services	IT and Facilities Unit to keep track of usage and bookings to establish how spaces are used and identify any resourcing implications	To Academic Board Chief Information Officer six-monthly report.	Chief Information Officer
ALS and English Language Support including ALS Consultations and Workshops, English Workshops, English Conversation Café	Student to keep records of student attendance and engagement with ALS Services for each specific event or service.	To Academic Board via the ALS Report for each study period.	Executive Dean (Teaching and Learning) Head of VET
Uptake of Library Services and Access to resources	Librarians to keep records of student usage of library services and facilities.	To Academic Board via the ALS Report for each study period.	Executive Dean (Teaching and Learning) Head of VET
Academic – Uptake of My Kent Student Portal and Moodle & Online Resources and consultations with Academic Staff.	Academic Units to track and keep records of student interaction with and uptake of online learning resources including Moodle	To Academic Board via the Executive Dean (Teaching and Learning) and Head of VET Report at each sitting of the Academic Board.	Executive Dean (Teaching and Learning) Head of VET
Fee Extensions	Finance to track volume of students seeking fee extensions	To Audit and Risk Management Committee and/or Governing Board via	Chief Financial Officer

	and provision of fee extensions to students.	the Chief Financial Officer Report	
Safety on Campus & Emergencies, Security on Campus	Executive to Maintain records of any incidents on campus, hazards or incidents reported, notably critical incidents.	To Academic Board Chief Information Officer six-monthly report and via the Chief Operating Officer Report at each sitting as relevant. To Audit and Risk Management Committee and upwards to Governing Board	Chief Information Officer Chief Operating Officer
Sexual Assault and Sexual Harassment	Student Services to report any student cases of Sexual Assault and Sexual Harassment	To Audit and Risk Management Committee and upwards to Governing Board	Executive Manager Student Services