

Academic Policy

Student Support

1. Policy Statement	SAE Institute Pty Ltd (SAE) is committed to providing a personalised innovative and highly supportive learning environment in which students receive a valuable student experience. SAE seeks to support each student to achieve their potential through early identification and support activities for personal and academic issues which has the potential to adversely affect them.
2. Purpose	This policy further defines the support services and proactive identification of students in need of further assistance to encourage their success and support their wellbeing at SAE Institute.
3. Scope	<p>This policy applies in the context of SAE's operations in Australia and its approved offshore delivery sites, and is applicable to all students enrolled with, or intending to enrol with SAE.</p> <p>Procedures for SAE campuses internationally may vary in compliance with statutory requirements in other countries of operation. Students registered with SAE who transfer their studies to a campus outside Australia, will have their registration with SAE in Australia terminated and are required to adhere to the guidelines, policies and procedures of the legal entity to whom they have transferred their registration. This policy is applicable to all students or prospective students of SAE, irrespective of their place of residence, campus or mode of study.</p>
4. Associated Policies and Procedures	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> ● Learning and Teaching Policy ● Learning Environment Policy ● Student Access Plan Disability Procedure ● Student at Risk Policy ● Access and Equity Policy
5. Associated Documents	<p>This policy should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> ● SAE Website ● International Student Handbook

6. Policy

6.1 Overview

SAE takes the view that student success and wellbeing requires a holistic approach to service offerings, both in the traditional domain of curriculum as well as additional support services. SAE also notes the importance of proactive monitoring of students throughout their educational experience in order to deliver targeted and timely support services not only when requested, but when required. As such, student support is a significant element in the design of SAE's Learning Environment.

SAE provides appropriate student support in all different stages of the student life cycle. This includes, but is not limited to, support and advice pre-enrolment, during the enrolment process, orientation, transitioning to study, and beyond. SAE also ensures students are supported throughout the transition to undertaking a new program within higher education, especially for students who are first in the family, and Aboriginal and Torres Strait Islander people. Support is also offered for a successful transition into work after graduation.

6.2 Student Support Services

Student support can be broadly divided into the following categories;

Academic Support

SAE aims to provide an extensive range of academic support services for all students. These services include;

- Individual consultation time with faculty
- Specific support plans to ensure academic success
- Additional workshops in all aspects of SAE curriculum, including written communication through to studio usage via delivery of "Strong Foundations" programs run at each SAE campus

SAE offers both "opt-in" and proactive triage of students requiring academic support. Further details on SAE's proactive academic support of students can be found in the Student Progression Policy and Students at Risk Procedure.

Each SAE campus offers a range of "Strong Foundations" programs through the trimester. These events are advertised electronically and via other campus based channels.

Each SAE Campus also has a Library and Learning Center (LLC) with support staff who can provide students with a range of academic support including, referencing and citation, writing, etc. Students may contact the campus librarian directly to gain more information about sessions.

Academic Advice

Each SAE campus is led by a team of senior academics who can provide students with expert advice on their studies. This team of senior academics includes discipline specific leadership for each program on campus, and is accessible to students through the student services front desk teams

Wellbeing Support

Each SAE campus employs the services of an experienced Student Services Adviser (SSA) that students have access to during normal business hours. The SSA provide a multi-functional counselling, safety and wellbeing and advisory services to enrolled students who present with a range of personal, educational and career development concerns. The SSA roles also provides referral and assistance to students in seeking local health services such as external counselling, legal advice, advocacy, and accommodation and welfare services. Students may elect to see an SSA themselves or may be re-directed to them by a member of faculty. After hours services are provided on the SAE website: <https://sae.edu.au/student-services/wellness-support/>

Counselling Services

Student Counsellors provide assessment, referral and short term counselling to students needing assistance with personal and educational matters impacting their wellbeing. The Student Services Counsellor is proactive in liaising with students and educators to provide a comprehensive service of support. After hours services are provided on the SAE website: <https://sae.edu.au/student-services/wellness-support/>

Disability Support

SAE offers a supportive and confidential suite of support services to support students with disability. This support service, which can be accessed directly through any SAE Student Services representative, will work with the student's health care professional to devise an appropriate support strategy to ensure their success. Further details on this service are available via the SAE website:

<https://sae.edu.au/student-services/introduction-to-disability>

International Student Support

SAE offers support services to international students to assist them to successfully transition and adapt to life within a different educational and cultural environment. This includes a specific International Student orientation program, with information on safety on and off campus, as well as understanding the Australian healthcare system, local information (e.g. transport, banking, shopping) and other aspects of the Australian culture and way of life. International Students can access support via Student Services on campus.

Information Technology & e-Learning Support

Each SAE campus has an IT support officer who can provide students with support relating to all matters of SAE's digital learning environment. A 24/7 service desk is available to all SAE students to provide support both on and off campus. Students may access this service either directly on campus via Student Services or via the 24/7 email address: service.desk@navitas.com

Specialised Resource Support

SAE's physical Learning Environment consists of a range of industry standard hardware and software resources. Each campus employs the services of a "Tech Teams" to provide students with support in the use and hiring of specialised equipment. Tech Teams operate to extended opening hours. Campus based tech teams can be contacted via the following email addresses;

SAE Perth

- perth.tech@sae.edu

SAE Brisbane

- bne_tech@sae.edu

SAE Sydney

- sydneytechnicalops@sae.edu

SAE Melbourne

- tech.mel@sae.edu

SAE Byron Bay

- techteam.byron@sae.edu

Emergency Support

For immediate crisis support, students are encouraged to contact Student Services on their SAE Campus for one-on-one crisis appointments, and all contact information is located on the SAE website. For emergency support outside of usual business hours, students are encouraged to contact after hours services as listed on the SAE website:

<https://sae.edu.au/student-services/wellness-support/>

	<p>Transferable Skills Development SAE Programs seek to development the professional behaviours of its students through the Institute’s Transferable Skills Framework. SAE faculty who deliver Stage II curriculum are specially trained in the development of transferable skills and provide students with guidance on their Transferable Skills development and goal setting in Week 7 of teaching period in Stage II. (For further information, please refer to the SAE Learning and Teaching Policy.)</p> <p>Employment & Careers Each SAE campus employs the services of an Industry Liaison Coordinator (ILC) who provides students with support in the areas of employability and careers. ILCs provide individual case management and support of students undertaking Work Integrated Learning and also provide bespoke support to current students and alumni. Students may access their local ILC through the student services front desk teams during normal business hours</p>
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Document Change Management

Date	Summary of Changes	Approved by
7 Dec 2016	Policy Implemented	Joseph. Anthonyysz, Managing Director
21 September 2018	Policy Reviewed	Academic Board