Aboriginal and Torres Strait Islander Student Support Framework

Contents

PURPOSE

The Aboriginal and Torres Strait Islander Student Support Framework gives effect to the Australian Institute of Management trading as AIM Business School (ABS) Student Diversity and Equity Policy and Procedure.

As part of ABS's commitment to student success, this framework has been developed to ensure accessibility and opportunity to Aboriginal and Torres Strait Islander 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, ABS aims to ensure Aboriginal and Torres Strait Islander 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

Aboriginal and Torres Strait Islander 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 ABS staff, additional support is provided in accordance with Student Diversity and Equity Policy and Procedure.

The following student Policy and Procedures are integral to this framework and support the Student Diversity and Equity Policy and Procedure at relevant stages of the student lifecycle.

- Domestic Selection and Admissions Policy and Procedure
- Credit and RPL Policy and Procedure
- Sexual Assault and Sexual Harassment Prevention and Response (Students and Staff) Policy and Procedure
- Bullying, Harassment and Discrimination (Staff and Students) Policy and Procedure
- Student Assistance and Consultation on Academic Matters Policy and Procedure
- Student Progression and Support Policy and Procedure
- Academic Integrity and Honesty Policy and Managing Student Academic Misconduct Procedure
- Graduation and Award Certification Policy and Procedure
- Student Grievances and Complaints Policy and Procedure
- Privacy of Student Information and Records Policy and Procedure
- Student Code of Conduct
- Managing Inappropriate Student Behaviour Procedure

Integral Staff Policies
- Staff Code of Conduct
- Scholarly Activity and Professional Development Policy and Procedure

This information is intended for inclusion on the ABS website and in the student and staff handbooks and will be reviewed in conjunction with the Student Diversity and Equity Policy and Procedure, in

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accordance with the scheduled review date as listed in the ABS Policy and Procedure Register.

MONITORING, REPORTING AND IMPROVEMENT

The table below outlines the student support available to Aboriginal and Torres Strait Islander 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, ABS will contribute to the success of Aboriginal and Torres Strait Islander students.

Stage	Approach	Supporting Documents	Monitoring
Prospective students (Recruitment & Admissions)	Support and opportunities available for student success Clear, transparent information, easily understood	Selection and Admissions Policy and Procedure Student Diversity and Equity Policy and Procedure	Annual review of recruitment procedures Annual unit and course surface reviews
Enrolment	Identified on enrolment and monitored as a cohort Open, fair and transparent procedures for making decisions Enrolment form identifies Aboriginal and Torres Strait Islander students and this is entered into the Student Information System, Salesforce (SF)	Selection and Admissions Policy and Procedure Student Diversity and Equity Policy and Procedure	SF tracking by Aboriginal and Torres Strait Islander attribute Quarterly demographic reporting to Academic Governance Committees
Orientation	Reach out prior to Orientation, encourage student to attend the available sessions. 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 welcome call arranged prior to Orientation and	Orientation Program Student Handbook All student related Policies and Procedures	SF reporting to Student Services by Aboriginal and Torres Strait Islander attribute Report to the Head of School by the Success Coach

	followed up during first study period.		
Access	Private discussion occurs with student and Success Coach on commencement to understand needs with culturally sensitive staff. Financial adjustments to suit the student needs where applicable Flexible study options and technology support and assistance as required.	Student Diversity and Equity Policy and Procedure Student Handbook	SF reporting to Student Services, Academic teams and Success Coach by demographics Scholarships made available
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 Assistance and Consultation on Academic Matters Policy and Procedure Course and Unit Lifecycle Policy and Procedure Teaching and Learning Plan	Learning Management System (LMS) provides details and resources to all students. SF demographic data and student performance data is used to inform curriculum design and development Consideration by the Teaching and Learning Committee.
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 Assistance and Consultation on Academic Matters Policy and Procedure Student Progression and Support Policy and Procedure Student Diversity and Equity Policy and Procedure ABS Mental Health and Wellbeing Strategy and Implementation Plan Workforce Plan	Regular review points & monitoring by the Head of School Consideration by the Teaching and Learning Committee.

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		Retention and Success Plan	
Participation	Success Coach will be assigned to monitor engagement and develop strategies to proactively support students in collaboration with the Head of School.	Student Progression and Support 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 Aboriginal and Torres Strait Islander attribute within SF. Consideration in assessment feedback and considerable adjustments are made in accordance with policies. Individual case management by the assigned Success Coach. Customised individual support plans via the ABS Boost program.	Student Progression and Support Policy and Procedure Scentia Governance Manual	Key Academic governance committee and boards monitor student progress in line with their Terms of Reference. Key checkpoints Monitored at unit level & cohort identified by Academic Staff each study period.
Completion	Completion of studies in accordance with the relevant policies.	Student Progression and Support Policy and Procedure Graduation and Award Issuance Policy and Procedure	SF tracks completion for students. Completions reported to relevant Academic Governance Committees and Boards.
Student feedback	Embedded student satisfaction surveys within student lifecycle. Inclusion of student feedback in course reviews and support services review	Student Grievance and Complaints Policy and Procedure Student Code of Conduct	Grievance and Complaints register Student feedback provided to relevant Academic Governance Committees and Boards.

Staff learning	Access to staff development to assist staff with training of under-represented groups.	Scholarly Activity and Professional Development Policy and Procedure	Scholarly Activity Register
	Consideration of under-represented groups to assist learning designers.		Consideration by the Teaching and Learning Committee and Academic Board.
	Observation skills to be embedded within staff – orientation and professional development.	Recruitment and Induction of Non-Academic Staff	
	Awareness of and respect for the lands ABS is situated within.		
	Partnership with OneHE which offers courses on equity and access in higher education teaching. Teaching staff are encouraged to sign up (ABS covers license fees) as part of the annual performance review process		
Governance, Reporting & Improvement	Any identified concerns reported to Student Services without delay.	Scentia Governance Manual	SF reporting available by Aboriginal and Torres Strait Islander attribute
	Any grievances will be handled in accordance with the ABS Student Grievance and Complaints Policy and Procedure.	Reporting Framework	Quarterly data reports to key Academic Governance Committees and Boards.
	Standard reporting to relevant Academic staff and Academic Governance boards and committees based on the Aboriginal and Torres Strait Islander attribute within the SF.		
	Monitoring and review of Governance processes in accordance with the Scentia Governance Manual.		
	Academic Board includes student representation, responsible for representing all students, including Aboriginal and Torres Strait Islander students.		
	Data, reports, progress and statistics are used to inform decisions, improvements required, policy, procedure and framework		

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	review.		

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

Document Owner:	Academic Dean, ABS
Approved by:	Academic Board, ABS
Date Approved:	06/12/2022
Implementation Owner	Academic Dean, ABS
Maintenance Owner	Academic Dean, ABS
Review Date	06/12/2024
Review Dependencies	To be reviewed in conjunction with Student Diversity and Equity and Procedure

CHANGE HISTORY

Version	Approval date	Approved by	Change
V1.0	06/12/2022	Academic Board, ABS	Initial framework

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