

## SUPPORT FOR STUDENTS POLICY

<b>Policy Category</b>	Policy		
<b>Review</b>	3 years from Approval Date		
<b>Policy Code</b>	OPR-026		
<b>Contacts</b>	policy@imc.edu.au		
<b>Version</b>	<b>Approval Authority</b>	<b>Approval Date</b>	<b>Review Date</b>
2025.10	IMC Executive	10 October 2025	10 October 2028

### 1 PURPOSE

The Australian National Institute of Management and Commerce (IMC) is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies. IMC recognises student wellbeing, equity, inclusion and safety as integral components of student success and academic progression. This policy outlines how IMC will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units of study, including IMC’s processes for ensuring that students are aware of these support options.

This policy is published in accordance with IMC’s obligations under the *Higher Education Support Act 2003* (Cth).

This policy should be read in conjunction with the guidelines and procedures sections of this policy and other relevant policies, including:

- Access and Equity Policy
- Assessment Policy
- Assessment Procedures
- Bullying Harassment and Discrimination Prevention Policy and Procedure
- Critical Incident Management Policy
- Critical Incident Management Procedure
- Code of Conduct for Students
- Examination Policy
- Examination Procedures
- Examination Supervision Policy
- Examination Supervision Procedure
- International Students Enrolment Amendments and Variations Procedures
- Intervention Strategies and Procedures Guidelines
- Sexual Assault and Sexual Harassment Policy
- Student Academic Integrity Policy
- Student Academic Integrity Procedure

- Student Consultation Policy
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Student Progression, Exclusion and Graduation Policy
- Student Progression, Exclusion and Graduation Procedures
- Student Selection and Admission Policy
- Student Selection and Admission Procedures
- Student Study Load Policy
- Student Study Load Procedure
- Student Survey Policy
- Student Survey Procedures

## 2 SCOPE

This policy applies to students of the Institute, and staff who manage or respond to student supports and services.

## 3 PRINCIPLES

IMC adopts an integrated student support approach, ensuring academic, wellbeing and administrative support services are coordinated across academic and professional teams. Clear referral pathways are maintained to ensure students receive timely and appropriate assistance. IMC will ensure that support is available to students to assist them with successfully completing their units and that students are made aware of these support services throughout their study.

### 3.1 Students at Risk of Not Successfully Completing Units

- (1) IMC implements and regularly review the intervention strategies to identify students who are at risk of not successfully completing their units of study in accordance with *Intervention Strategies, Procedures and Guidelines*. Intervention processes will support early identification, timely engagement, and consistent application of support measures aligned with student engagement and retention objectives.
- (2) IMC will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study.

### 3.2 Support Services Available to Students

- (1) IMC provides coordinated academic, wellbeing and engagement support services designed to enhance student success and participation, including:
  - a) Library services
  - b) Student wellbeing services, including but not limited to professional counselling services, career development, and student social activities.
  - c) Assessment guides

- d) Academic literacy workshops
- e) Academic English language support
- f) Course advice and enrolment support

(2) IMC will ensure student support services are clearly communicated, accessible, and responsive to diverse student needs throughout the student lifecycle.

(3) IMC will publish this Support for Students Policy as well as more information regarding support for students on its website and any other internal sites as deemed appropriate.

### 3.3 Equity, Inclusion and Student Safety

(1) IMC is committed to providing an inclusive and respectful learning environment that promotes equity, diversity and student safety. Student support arrangements incorporate prevention, reporting and response mechanisms addressing discrimination, harassment and gender-based violence, supported through coordinated institutional policies and procedures.

(2) Students are supported through appropriate internal consultation and, where required, referral to external professional or specialist services.

### 3.4 Staff Capability and Training

IMC will support staff capability through ongoing training and guidance to promote awareness of student support services, early identification of students at risk, and consistent implementation of support policies across academic and professional teams.

## 4 MONITORING AND CONTINUOUS IMPROVEMEN

IMC will monitor the effectiveness of student support arrangements through regular review, staff feedback, student engagement data, and quality assurance processes. Outcomes of monitoring activities inform continuous improvement of support practices and policy implementation.

## 5 VERSION CONTROL

Historical Version	Approved by	Approval Date
2024.04	Deputy President (Management)	1 April 2024
2024.04	Academic Board	18 April 2024
2025.10	IMC Executive	10 October 2025

## 6 STATEMENT OF OWNERSHIP/MAINTENANCE

*The Deputy President oversees the implementation and compliance of this Policy. For any enquiries or clarification, please contact [policy@imc.edu.au](mailto:policy@imc.edu.au).*