

Policy number	37	Version	7
Approved by ABG on	10 June 2021	Scheduled review date	June 2024

1. Purpose

NIODA supports students in becoming professional and self-directed graduates. Student development and learning is dependent on the support they receive, the environment in which they study, the academic quality of their course, and their motivation to learn.

2. Scope

This Policy applies to all students and candidates at NIODA.

3. Policy Statement

NIODA is committed to the provision of student advice services that are accessible, timely and of high quality. Student advice services at NIODA provide learning support, administrative support, technology support and counselling.

4. Support Services

Learning support

Teaching staff are available to students to discuss concerns about any aspect of their academic progress. Contact with teaching staff should be made before or after class or via email. In the case of email, staff will respond within two working days. Staff email addresses are written on subject outlines and are available on the NIODA website.

Students should be encouraged to consider if their query or concern may be of benefit to the whole class and, if it is, to post the query or concern on the subject specific collaboration site, Google Classroom, for example. All online units are supported with the relevant collaboration and communication technologies and spaces. These spaces are established prior to the commencement of each unit and staff and students are encouraged to engage with the spaces.

In the case of an urgent request and the subject teacher is unable to be contacted or where the request relates to the course as a whole then requests are to be made to the **Director of Academic Programs** wendy.harding@nioda.org.au.

Referral to the **Student Advisor** may take place as a result of discussions between the student and staff member. The Student Advisor has knowledge about a range of learning support services to meet the particular need presented by the student.

Administration

Administrative support is available via email to admin@nioda.org.au or accounts@nioda.org.au. Administrative staff will respond within two working days of the initial email request.

Technology support

Technology support is available. Requests for technology support should be sent to admin@nioda.org.au.

Counselling

NIODA has third party arrangements with Student Counsellors who understand systems psychodynamic work and are aware of how, at times, working with unconscious processes can trigger personal issues. If counselling services are sought the first contact point is the Student Advisor.

5. Related Documents

Special Consideration Policy

Student Resources webpage <https://www.nioda.org.au/policies/>