Candidate and Student Support Policy

Policy number	P36	Version	10
Approved by ABG on	27 March 2024	Scheduled review date	March 2025

1.   Purpose

The National Institute of Organisation Dynamics Australia (NIODA) supports students and candidates in becoming high quality, professional, self-directed graduates. Student and candidate development and learning is dependent on the support they receive, the environment in which they study, the academic quality of the course, and their motivation and capacity 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 and candidate support services that are accessible, timely and of high quality. NIODA provides learning support, administrative support, technology support and counselling.

NIODA identifies students who are 'at risk' of not successfully completing their units of study or candidate's falling behind in their research, or candidates and students struggling with any other aspect of the course. This policy outlines NIODA's processes for ensuring that students and candidates are aware of the support options and should be read in conjunction with the other relevant student/candidate policies as listed below (item 5).

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

4.   Definitions

"**At risk students**" refers to a student undertaking the master's degree and nested courses, who are identified by academic staff as being at risk of not successfully completing their subject and/or who are experiencing significant struggle with any other aspect of the course.

"**At risk candidates**" refers to any candidates undertaking the PhD course who are identified by academic staff as falling behind in their research or experiencing significant struggle with any other aspect of the course.

5.   Introduction to policies relating to studying at NIODA

NIODA makes a range of information aimed at encouraging and supporting informed choices and participation by candidates/students publically available. Information about the design and structure of courses, NIODA's financial position, factors which are taken into account in course admission, all obligations and liabilities incurred by candidates and students, fees and charges, FEE-HELP processes, and the availability of candidate and student support and facilities, are transparently disclosed.

NIODA has a suite of policies that guide how the learning environment is created and maintained to enhance the experience for candidates, students and staff and uphold the quality of academic outcomes

and organisational efficiency. The following policies are the most relevant for students and candidates studying at NIODA. They define the obligations and responsibilities of students/candidates as they engage with their studies, and outline the obligations and responsibilities of NIODA to support students and candidates.

5.1.   Comprehensive Course Guides containing information about the following:

- Registration and Accreditation
- Local and Global Links
- Course Locations
- Degree Course Distinctive Design Features
- Course Content
- Course Structure
- Subjects and Progression
- Subject Outlines
- Course Admission Requirements
- Enrolment
- Fees
- Withdrawal or Cancellation
- Candidate/Student Support Services
- Staff
- Mode of Study including the requirements for successfully undertaking online study, computing equipment, reliable internet, and a dedicated quiet space

5.2.   Policies relating to Academic Excellence and Integrity:

- P22 Free Intellectual Enquiry Policy
- P23 Academic Integrity and Honesty Policy
- P24 Intellectual Property Policy
- P25 Artificial Intelligence Students and Candidates Policy
- P31 Freedom of Speech and Academic Freedom Protection Code
- P35 Graduate Attributes Policy

5.3.   Policies and procedures relating to candidate/student life-cycle:

- English Proficiency Requirements
- P10 LM(OD) Eligibility, Admissions and Enrolment Policy
- P11 PhD Eligibility, Admissions and Enrolment Policy
- P12 Verification of Academic Credentials Policy
- P13 Recognition of Prior Learning Policy
- P14 Credit Transfer Policy
- P16 LM(OD) Progression and Exclusion Policy
- P17 PhD Progression and Exclusion Policy
- P18 Fees, Charges and Refunds Policy
- P21 Learning Management System
- P26 LM(OD) Assessment Policy
- P27 PhD Research Proposal Approval, Candidate Progress and Final Thesis Submission Policy
- P28 PhD Examination Process Policy
- P29 LM(OD) Special Consideration Policy

- P34 Graduation Policy
- P42 Scholarship of Learning, Teaching, Research & Consultancy Policy
- P45 Work Integrated Learning Policy
- P57 PhD Supervision Policy
- P76 Privacy Policy
- P77 Records Management and Security Policy
- Schedule of Tuition Fees

5.4. Policies relating to quality of experience

- P3 Business Continuity Policy
- P4 Risk Management Policy
- P30 Candidate and Student Wellbeing Policy
- P32 Code of Conduct Policy
- P33 Candidate and Student Grievance Policy
- P38 Candidate and Student Representation on the Academic Board of Governance Policy
- P50 Statement of Tuition Assurance
- P59 Access and Equity Policy
- P60 Bullying Policy
- P61 Work Health and Safety Policy
- P64 Sexual Misconduct Policy
- P64 General Misconduct Policy
- P78 Online Safety Policy

5.5. Support documents available in the Student Hub on the 'Internal Platform'

- P39 Ethics Guidelines
- Academic Writing Conventions
- Referencing Guide
- Student Resources Information
- Technology information guide

Student and candidate policies are available online at www.nioda.org.au/policies.

6. NIODA Support services available to students and candidates

NIODA offers either directly or through a third-party numerous support options for students and candidates to assist in successful completion of their units of study and in managing challenges they may be experiencing.

6.1. Learning support

Academic staff are available to students and candidates to discuss concerns about any aspect of their academic progress. This may be about curriculum choice, about an area of the study that is challenging, or a particular problem relating to their study. Contact with academic staff should be made before or after class or via email. In the case of email, staff respond within two working days. Staff email addresses are written on subject outlines and are available on the NIODA website.

Students and candidates should be encouraged to consider if their query or concern may be of benefit to the whole class or cohort and, if it is, to post the query or concern on the subject

specific collaboration site. All subjects are supported with the relevant collaboration and communication technologies and spaces. These spaces are established prior to the commencement of each subject and staff, students and candidates 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 Masters Course Lead or PhD Course Lead/s**.**

Referral to the trained Student or Candidate Advisor may take place as a result of discussions between the student/candidate and staff member. The Student or Candidate Advisor has knowledge about a range of learning support services to meet the particular need presented by the student/candidate. There may be occasions when the Student or Candidate Advisor then refers the student/candidate to the Student/Candidate Counsellor. NIODA provides initial payment for up to three counselling sessions with possibility of further financing of sessions if needed.

In regards to the PhD, candidates who wish to use a particular method in their research in which none of their supervisors are expert, or otherwise wishes to access disciplinary or generic expertise outside that of their supervisors, should raise that with the PhD supervisor. Their supervisor will raise that matter with the PhD Course Lead. Following this, the PhD Course Lead will make appropriate enquiries to access relevant expertise, in the first instance through NIODA's research partnerships and memberships (for example, through ISPSO).

6.2. Academic Literacy workshops

NIODA run an interactive academic writing workshop each year. Additional writing support is also available one-on-one with academic staff when students and candidates display difficulties with their post-graduate level writing capability.

6.3. Administration

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

6.4. Technical support

Technology support is available for all students and candidates in one-on-one live interactive meetings with an administration staff member. Requests for technology support are via email to admin@nioda.org.au.

6.5. Counselling

NIODA has third party arrangements with a Student/Candidate Counsellors who understands systems psychodynamic work and are aware of how, at times, working with unconscious processes can trigger personal issues. The Counsellor is also trained in working with those who experience a range of issues that may be impacting study, for example domestic and family violence. There may be occasions when specialised counselling is required, for example this may include First Nations' students/candidates, or occur when a presenting issue requires a particular specialised response. In these instances NIODA will refer the student/candidate to an appropriate counselling service, When counselling services are sought the first contact point is the Student or Candidate Advisor at student.advisor@nioda.org.au or candidate.advisor@nioda.org.au

7.   Students/Candidates 'at risk'

NIODA undertakes the following in order to identify students/candidates who are at risk of not successfully completing their units of study or struggling with any other aspect of the course.

7.1.   Students 'at risk'

In the master's degree and nested courses, academic staff are responsible for monitoring student progress in an ongoing way through attending to:

- student's participation in class
- whether students are keeping up with readings
- whether submission of assignments is timely
- as well as the quality of the assignments submitted.

If it appears a student is struggling or who are dealing with issues that may lead to disruption to study or study procedures, academic staff speak with the student about their concerns. Concerns about students who might be 'at risk' are raised and discussed with the Master's Course Lead. The student will be referred to relevant support depending on the issue, before the census date wherever possible.

Identification of, discussion and follow up about 'at risk' students also takes place at each monthly Master's Course Committee meeting. This agenda item is led by the Student Advisor who maintains a record of the discussions and any plans that are determined. By having these discussions with the whole staff team, knowledge of the student's academic progress in previous or allied subjects can be shared and ideas generated that might not emerge in any other forum.

7.2.   Candidates 'at risk'

Academic staff and supervisors are responsible for alerting the PhD Course Lead/s if there is an instance of a candidate falling behind in their research, or who are dealing with issues that may lead to disruption to study or study procedures, or struggling with any other aspect of the course.

The *Candidate's Annual Progress Report* also allows an opportunity for the candidate and supervisor to formally identify any aspects that might be causing the candidate to struggle with their candidature.

Annual candidate supervisory team meetings further provide an opportunity for discussion with the whole supervisory team so knowledge of the candidate's academic progress and any challenges they may be experiencing can be shared, with ideas generated that might not emerge in any other forum.

The candidate will be referred to relevant support depending on the issue, before the census date wherever possible.

Identification and follow up of 'at risk' candidates occurs at each Supervisor's Professional Development Group meeting and at each PhD Course Committee meeting.

In an ongoing way, NIODA communicates with students and candidates identified as 'at risk' to ensure they know that academic staff are holding them in mind and to ensure they are aware of any further support services needed to assist them in successfully completing their units of study and in managing

challenges. Ongoing monitoring of, and communication with, 'at risk' students and candidates is the responsibility of the relevant course lead.

8. Crisis and critical harm response arrangements

NIODA has an established policy that identifies response requirements in the case of crisis incidents. The *Business Continuity Policy* sets out the management of critical incidents within NIODA to minimise risks to people and property, to protect the reputation of NIODA, and to implement urgent recovery procedures. The policy addresses response to unforeseen incidents that may occur at short notice and that must be dealt with urgently outside the standard policy framework. While precise procedures cannot be laid down, this policy guides the organisational response to crises, articulating responsibilities and procedures to occur where an event requires crisis response. See the *Business Continuity Policy* at www.nioda.org.au/policies.

The *Sexual Misconduct Policy* articulates responsibilities and procedures required to be undertaken in the instance of any complaints about sexual misconduct, including sexual misconduct that may constitute criminal conduct. Further, all members of the NIODA community have the right to seek assistance from external agencies to assist them. The *Sexual Misconduct Policy* provides Information about resources for assistance, emergency and crisis support. See *Sexual Misconduct Policy* at https://www.nioda.org.au/sexual-misconduct/.

9. Monitoring and Review

Annual student/candidate support services usage and usefulness are reviewed at the Master's Course Committee meeting and the PhD Course Committee. Consideration is also given to the way staff implement this policy and opportunities for improvement. This review feeds into the *Learning and Teaching* reports that are monitored and reviewed by the Academic Board of Governance. Reported on are the volume of each type of student and candidate support services accessed, as well as the number of Special Consideration and Leave of Absence applications granted. The usage data is also considered in the planning and budgeting process so resources can be adjusted to meet demand.

Usually NIODA policies are reviewed on a five cycle, however, due to the centrality of this policy for student/candidate success in their studies and for enhancing student/candidate wellbeing this policy is reviewed annually. The process of review is that academic staff consider whether improvements or additions are needed and recommend amendments. The reviewed policy is then submitted to the Academic Board of Governance for final discussion and approval.

10. Related Documents

Staff Support of Candidates and Students Policy

Student and candidate policies online at www.nioda.org.au/policies