	Student Support Policy
S P Jain School of Global Management DUBAI · MUMBAI · SINGAPORE · SYDNEY	
Document Type	Policy
Administering Entity	President, Vice President – Administration, Vice President – Academic, Registrar, Deans/ Course Directors, Heads of Campuses (HoCs), Student Experience Managers
Latest Approval/ Amendment Date	December 13, 2023
Last Approval/ Amendment Date	June 21, 2023
Approval Authority	Board of Directors
Indicative time of Review	June 12, 2024

1. Purpose

The purpose of the Student Support Policy is to set out the nature and scope of support services available to all S P Jain School of Global Management (S P Jain / the School) students. This policy outlines S P Jain's obligations to all higher education students as a registered institute of higher education. It details the support processes, mechanisms and services designed for a diverse cohort of students to enable student progression, student achievement of learning outcomes and ultimately enable student success.

2. Scope

This Policy applies to all enrolled students in any course studying in any campus of S P Jain.

3. Policy Principles

a. S P Jain is committed to the provision of timely and targeted student support for all students to enable a positive learning experience, the development of knowledge and skills including language skills, and to ensure personal well-being.

b. S P Jain recognises its obligations to provide a range of student support services as a registered institute of higher education under the TEQSA Act (2011), and as a registered CRICOS provider of courses to international students under the ESOS Act (2000).

c. S P Jain supports students and also fosters independence by encouraging them to be responsible for their own learning.

d. S P Jain is committed to ensuring that all students, regardless of their educational background, entry pathway, mode or place of study have equivalent opportunities to successfully transition and progress in their course of study, and that the School has mechanisms and strategies to identify specific learning and support needs of all students.

e. S P Jain is committed to the ongoing resourcing and improvement of a range of support services that acknowledge the academic, personal, cultural, technical and language needs of all students enrolled at S P Jain.

4. Scope of Services

S P Jain has designed its approach to student support services in line with our students' lifecycle from admission through to graduation and includes:

a. Orientation

   i.   In the week preceding the commencement of classes, the Vice President – Administration, Registrar and Course Director's (Dean's) Office organises several days of orientation and induction for all new students. These sessions build on information already provided to students as part of the offer process including student academic, library resources and access, IT services safety information about the campus, international student services, language and personal support services, locations and access.
   ii. Students are also provided with information that sets out student responsibilities and code of conduct including expectations of behaviour, academic integrity, academic progress and attendance.
   iii. The Vice President – Administration, Registrar, Course Director (Dean), Heads of Campuses and other personnel from various departments such as the Course Office, Library, Facilities, IT, Student Counsellor and Student Life also provide students an opportunity to seek assistance in learning more about S P Jain and its services and ask any questions about what to expect while studying at the School.
   iv. For students studying in a multi-campus mode, a one-day campus orientation is held for all students new to the campus to familiarize them with new facilities, services, city and country information.

b. International Student Services

   i.   S P Jain recognises the challenges for international students and is committed to providing clear, supportive and accessible services for all international students through the establishment of a central and/or campus point of contact for international students.

ii. Before and during orientation, all international students are provided with information about S P Jain, living in Australia and other international campuses including geography, culture, lifestyle, currency and other important information to enable successful transition and experience including about housing, visas, finances, local laws and customs, and insurance. Each student is provided a Campus Handbook at each new campus orientation.

c. Learning Resources

i. The library is a vital component of academic life at S P Jain. Apart from the conventional books, periodicals, magazines, newspapers and journals, the library has a range of learning materials that cater to various learning needs and preferences. The S P Jain library resources includes an on-campus collection at each delivery location and an e-library with e-resources that includes business-relevant e-databases, online journals and newswires.

ii. The library aims to:
- Develop and deliver customer-focused services, support the achievement of learning and teaching objectives and the achievement of student learning outcomes
- Provide access to local and external learning resources for all users to support course delivery and academic scholarship
- Provide a wide range of scholarly academic electronic library while maintaining appropriate print collections at each campus
- Widen and facilitate access to scholarly information for all students and staff at S P Jain
- Provide support through services of qualified librarians who are able to assist students with a range of learning resource services.

d. Information Technology Support

i. The School uses a student Learning Management System (LMS) that:
- supports remote and mobile access, webinars, threaded discussion boards, blogs and simulations
- manage and support online teaching
- provides technology to enable online academic support
- provides facility for online feedback surveys
- enables automatic marking of attendance, submission and logging of requests for leave of absence from webinars
- provides continued integrated anti-plagiarism services
- provides online and remote access to School's e-libraries
- video recording facility of webinar class sessions

ii. The Information Technology Centre provides a robust, reliable, and secure IT infrastructure and support services for the S P Jain student community. It recognises the privacy of students' files and communications, but also reserves the right to examine files and directories when necessary, especially when there is evidence of compromised security or prohibited activities to protect the integrity of the School and to ensure a positive student experience.

e. Counselling Support

   i.   S P Jain has a counselling and coaching team staffed with professionally qualified Student Counsellors at each campus. Students are encouraged to seek advice and support on a personal and individual basis as required during their time on campus. The team cooperates closely with academic faculty, administrative and support staff to help resolve any issues that might be impeding student progression or the enjoyment of the S P Jain experience.

  ii.   In addition, and if required, the School contracts an external counsellor for any student needing additional services. Students needing the help of a counsellor should contact the office of the S P Jain Student Counsellor to make an appointment. In some situations, a member of the faculty or staff may recommend that a student consult a counsellor and, with the student's agreement, make necessary arrangements.

f. Career Advice

   i.   S P Jain helps students obtain information about specific careers and post-study professional opportunities by the Corporate Relations team at each campus and also provides information and support for on-campus recruiting and local advice on contacts to assist students to make career connections. In addition, professional readiness teams provide assistance with career planning, resume writing and interview techniques.

g. Language Support

   i.   The School's recruitment and admission processes are robust and are designed to ensure that all students have the necessary English language skills to progress successfully through each course and communicate effectively with both students and staff during their studies at S P Jain.

  ii.   In addition, in many of the courses offered by the School, business communications unit(s) which cover written and verbal English language skills are integrated into the core curriculum.

 iii.   Despite these measures, the School recognises that a few students may still require additional English language support. For such students English language support measures are designed in collaboration with the academic team and the Registrar's office.

h. Student Access to Academic Staff

    i. Academic Staff allocate an average of 3 hours a week to provide additional student consultation for "faculty hour meetings" with staff. Students can seek additional support relating to any aspect of their studies, seek clarifications or request specific feedback.

    ii. Students need to seek prior appointments with the faculty for faculty hour meetings.

i. Identifying of Students 'At Risk'

    i. S P Jain has a range of mechanisms and strategies to identify students at risk of progression as detailed in the *Student at Risk Policy* and listed below:

- For courses/units where prescribed class attendance is required for students, the rolls will be monitored by the relevant Course Manager. As an early intervention strategy, student/s failing to meet the attendance requirements (as detailed in the Attendance Policy for each Course) for any such individual units of study, or perceived by the Course Manager as having a low attendance record in general for the course, will be reported to the relevant Course Director/Deputy Director (Dean/Assistant Dean as appropriate), Registrar, assigned teaching staff and the Student Experience Manager.
- Early assessments by Session 4 or 5, within a unit will be used to allow students to gauge their academic progress as also early detect students who may be potentially at risk.
- All the courses have continual assessments in place for each unit and by weeks 6-8 of each term/ semester the collated assessment data will be provided by the Office of Registrar to the relevant Course Director/Deputy Director (Dean/Assistant Dean as appropriate) to enable early detection of students who may be potentially at risk of progressing.
- Students who do not meet the Rules of Progression for a term/semester for a course will be reported by the Registrar's office to the respective Director/Deputy Director (Dean /Assistant Dean) and will be put under academic probation.

    ii. Furthermore, as detailed in the *Student at Risk Policy* S P Jain has a range of remediation services to support students.

j. Student Anti-Discrimination, Harassment and Equality

    i. S P Jain aims to provide an environment where students and others in the School are treated fairly and with respect, and are free from unlawful discrimination, harassment and vilification as detailed in the *Student Diversity, Equity and Fair Treatment Policy and Sexual Assault and Sexual Harassment Policy*.

5. Information to Students

The procedures related to each of the services and the mechanisms for implementation are set out in specific detail in a range of information sources available to students and staff including related policies, on-campus information, student handbooks, the S P Jain website and on the student learning management systems (LMS).

Related Documents

a. Campus Handbooks
b. English Language Proficiency Policy
c. Health and Wellbeing Policy
d. Rules of Progression Policy
e. Sexual Assault and Sexual Harassment Policy
f. Student at Risk Policy
g. Student Code of Conduct Policy
h. Student Consultation Policy and Procedures
i. Student Equity, Diversity and Fair Treatment Policy
j. Student Handbook