

Document title:		Student Support Programs Policy
Approving authority:		Board of Directors
Related policies:		Aboriginal and Torres Strait Islander Education Policy Access and Inclusion Policy for Students Access and Inclusion Reasonable Adjustments Policy Language, Literacy, and Numeracy (LLN) Support Policy Student Support Services Policy
Next review:		01/06/2026
Version	Release date	Comment
V1.0	01/10/2023	Initial release

1. Introduction

The Student Support Programs Policy serves as a vital guide for the operation, management, and implementation of core programs designed to assist identified cohorts that may require additional services to support their academic success journey. Each program has a unique focus and is tailored to meet specific needs, offering a range of services from academic consultation to emotional well-being and career planning.

2. Purpose

The purpose of this policy is to articulate the objectives, structural frameworks, and operational parameters of ITAC's student support programs. It aims to ensure consistency and standardisation across these offerings, thereby facilitating a uniform and high-quality experience for all eligible students, while acknowledging the operational limitations of each program.

3. Scope

This policy is applicable to all staff members who are either directly or indirectly involved in the planning, execution, or management of ITAC's student support programs. The scope extends to all current programs.

4. Policy Statement

ITAC is unwaveringly committed to adopting a student-centric approach that incorporates tailor-made support systems designed to meet the diverse and evolving needs of our student population.

These programs form an indispensable part of the Institute's overall academic and support services, playing a critical role in student retention, academic performance, and general well-being.

5.0 Program Specifications

The definitive source of information for all program specifications, including their aims, resources, provisions, and associated tasks, is the ITAC website. Specifically, these details can be found under the program tab for each respective initiative. This serves as the "source of truth" and offer a transparent account of what each program aims to achieve and the means by which it operates.

It is critical for staff to refer to the program pages on the ITAC website for the most up-to-date information, as these are regularly updated.

6. Limitations

The operational structure and availability of each program are solely governed by ITAC and are subject to modification without prior notification. These alterations may encompass changes in the program's name, areas of focus, or methods of delivery. Access to specific programs is individually assessed and granted on a case-by-case basis. Programs may also be closed, or access may be revoked due to various institutional needs, including but not limited to resource constraints.

Continued participation in a program is conditional and may be terminated for specific reasons. These could range from the student no longer requiring the support services offered to excessive use beyond what is deemed to be fair use.

Eligibility for these programs may be rescinded if a student's standing within ITAC becomes compromised for any reason. These reasons can include, but are not limited to, falling behind on fee payments without an alternative payment plan, undergoing disciplinary action, breach of a policy particularly in terms of behaviour, or initiating a complaint against ITAC or its staff. Decisions concerning the revocation of program access lie exclusively with ITAC and are subject to change at the institution's discretion.

7. Responsibility

Each program will be overseen by a designated manager or coordinator responsible for the day-to-day operational aspects. Programs like MumED will function without specific enrolment caps, while others, such as EnablePath, will have limited availability and require approval for enrolment.

8. Policy Review

The policy will be subject to an annual review led by the CEO, in collaboration with the respective program managers or coordinators. The CEO will conduct regular reviews to assess the efficacy and efficiency of all programs, as well as resource allocation. The aim is to ensure its ongoing relevance

and effectiveness in meeting the academic and support needs of the student population, while ensuring feasibility and sustainability. Staff will be notified of any revisions or updates in a timely manner.

This policy is a dynamic document, continually adapted to better serve the academic and support needs of ITAC's diverse student community. It remains central to our unwavering commitment to facilitating success across all aspects of student life.

--