ELADA
INSTITUTE

STUDENT SUPPORT POLICY

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TABLE OF CONTENTS

1. BACKGROUND

Elada Institute has committed itself to exceed all minimum standards of student support for the programmes it offers. Student support requirements are meticulously checked, and quality assured to ensure adherence to the Institution's policies and processes.

Elada Institute will communicate information about its learner student support services to its registered and prospective students in a manner deemed appropriate.

Support will be provided to students through trained and qualified staff. Elada Institute will not discriminate against students on the grounds of race, colour, gender, sexual orientation, religion, national origin or disability.

2. PURPOSE

The main aim of this Policy is to enable the implementation of quality assurance as required by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE). support to optimise the students' prospects of achieving academic success.

3. ORGANISATIONAL SCOPE / APPLICATION

This Policy aims to provide staff and students with information regarding the resources that are available to them to support Elada Institute's teaching and learning goals.

Additionally, the Policy summarises the expectations and responsibilities of staff to identify students with learning support needs and to direct them to the appropriate resources. Students deemed academically 'at risk' are defined, and the support strategies in place for these students are described.

This Policy should be read in conjunction with all relevant policies, specifically those listed hereunder, the contents of which must always be considered as guiding principles to enhance teaching and learning: –

- Admission Policy
- Counselling Policy
- Experiential Learning Policy
- Library Policy
- Student Support Manual – Prospectus
- Student Support Policy
- Student Code of Conduct and Disciplinary Policy

- Student Grievance Policy
- Teaching and Learning Policy

4. POLICY STATEMENT

Elada Institute commits to complying with all Higher Education quality assurance requirements for the programmes we offer and qualifications we award, as prescribed in legislation.

5. DEFINITIONS / ABBREVIATIONS / ACRONYMS / GLOSSARY

5.1. Career Profile Type Indicator (CPTI)

5.2. 'At-risk' student: A student who requires temporary or ongoing intervention to succeed academically

5.3. Student support: The full spectrum of support offered to students including but not limited to: -

- o Study guides;
- o Textbooks;
- o Synchronous and asynchronous interactive E-learning systems;
- o Student Portal;
- o Tutorial letters;
- o Face-to-face contact sessions;
- o Individual contact between lecturers and students; and
- o Centralised Student Support Centre (SSC).

6. POLICY PRINCIPLES

It is accepted that in a distance learning environment, more resources, particularly digital support, should be developed to form a holistic support system. Elada Institute College offers a range of student support services to its students, both nationally and internationally, as reflected in Section 5.3 above.

Learner support will be offered with components of the first generation correspondence model (with "hardcopy" books) up to and including the fifth-generation fully online personal learning environment.

I. Students are likely to have at least four types of needs during their studies which may require guidance: –

- o Understanding the various support services and the technical requirements for a digitally enhanced study experience;

- o Making sense of the study material;
- o Guidance on personal development and career opportunities; and
- o Understanding and resolving personal problems and difficulties which can inhibit progress.

II. Regular assessments will be conducted. Based on the results, feedback will be provided to individual students and groups of students on their performance. Feedback on students' progress and the effectiveness of the training and teaching methodologies used will also be provided to staff and managers.

III. The College will assist those students who may require counselling services insofar as their progress is concerned. At-risk students will be identified, and they will be advised to contact the College should they require additional personalised study support. The College will develop policies to enhance learner performance and to provide students all possible opportunities to complete their programmes. This will include subject extension arrangements, alternative assessment, etc.

IV. Opportunities will be created for students to review their progress and make any changes to their personal training plans/schedules whilst they are completing their programmes.

V. The College will maintain a database of alumni. If requested, information (subject to all legislative parameters) may be provided to industry to assist students in accessing job opportunities.

There will be properly designated staff and guidelines on procedures and confidentiality and appropriate links to specialised services. Arrangements will be reviewed periodically.

6.1 Student Orientation

Students contact a designated student advisor upon enrolment and are guided through the programmes available to make an informed decision about furthering their studies.

Students are notified of their registration in a programme within 24 hours of applying. General induction to the College and the subsequent induction to separate parts of a programme are essential parts of introducing new students to the College.

Students will receive an information pack that serves as an induction programme to make them feel at home and valued in the Institution and to help them to identify their responsibilities towards the College. They will also be introduced to the various student support services and systems available to them and be welcomed by the Student Support Centre.

6.2 Student Support Manual

Upon enrolment, each learner receives a Student Support Manual. This serves as the main induction document and covers a range of things the learner will need to familiarise themselves with. The Student Support Manual is also available to students on the Student Portal.

The Student Support Manual contains the following information:

SECTION A: GENERAL INFORMATION

- Mission statement;
- Mode of delivery;
- Mode of instruction;
- The challenges of studying through distance learning;
- Plan your studies;
- How to study;
- Contact information and office hours;
- Elada Institute Library Services;
- Academic Support;
- Student Support Centre (SSC);
- SMS and email service;
- Email services;
- Postal services;
- Examination results;
- Elada Institute's website; and
- Learner-on-Line (Student Portal)

SECTION B: GENERAL RULES

- Admission requirements;
- Registration;
- Documents required when registering;
- Recognition of Prior Learning (RPL);
- Credit Accumulation and Transfer (CAT);
- Elada Institute policies;
- Examination guidance;
- Examination instructions;
- Examination results;
- Examination cycles;
- Elada Institute bank details;
- Cancellations;
- The assessment process explained;
- The assessments process: An overview;
- Key dates for Assessments – Provisional;
- Additional fees;
- Submitting assignments;
- Contact sessions;
- Examinations; and
- Frequently asked questions.

SECTION C: REGISTERED PROGRAMMES

- Accreditation status
- SAQA database

SECTION D: SHORT LEARNING PROGRAMMES

SECTION E: APPENDICES

- Appendix 1: Elada Institute Examination Venues (Provisional)
- Appendix 2: Provisional Examination Timetable for May Exam Cycle
- Appendix 3: Provisional Examination Timetable for October Exam Cycle

6.3 CPTI and Career Advice

Career testing using the Career Profile Type Indicator (CPTI) will be made available to prospective students free of charge (see Appendix A and B).

Career testing will be done by suitably trained Elada Institute staff. The main purpose of the CPTI is to assist prospective students with career guidance and support, culminating in the choice of an appropriate career path for the future.

An appointed Elada Institute staff member will score the CPTI. Feedback on the results of the CPTI will be done face-to-face or telephonically, depending on the student's availability. Written reports will only be generated when specifically requested.

These instruments must be administered by a suitably qualified person (i.e., registered psychometric). Elada Institute does not assist students in finding jobs or employment and is not able to assist the student in the collection of career information.

All matters discussed in the CPTI feedback sessions are to be regarded as confidential and may not be communicated to any party inside or outside of Elada Institute.

6.4 Support Measures

6.4.1 Career Counsellors

The Academic Manager and facilitators will perform the function of student counsellors and address the academic needs of the students. Progression from their current programme to a higher or full programme should be clearly shown to the learner.

6.4.2 Problems of a Personal Nature

If students experience a problem of a personal nature, they are encouraged to set up an appointment with a student counsellor.

As the student counsellors are not registered psychological counsellors, they can only listen to the students' problems and refer them to the appropriate professional services recommended by Elada Institute. An example of a case for referral would be where a student is suicidal and admission for treatment by a psychiatrist is prescribed. Students will carry the cost of the referral. Elada Institute will not be liable for any subsequent events or claims made by the learner. At sites where the services of a psychologist are used, students can make use of these by means of weekly appointments. Students should refer to the Counselling Policy for more detail.

All matters discussed are to be regarded as confidential and will not be communicated to any party inside or outside of Elada Institute.

6.4.3 Special Needs and Barriers to Learning

Special needs and barriers affecting a student's ability to study will be dealt with on an individual basis. Special needs will be accommodated without compromising quality.

Elada Institute has evaluators that can be utilised by students who use wheelchairs. Where possible, partially sighted students will be accommodated by ensuring that course material and assessments are printed in a larger font than usual. Assessments for these students could be conducted verbally if their condition requires it.

The language of tuition at Elada Institute is English. Elada Institute will therefore not provide a translator for a student who does not understand English. If a translator is required, it will be at the expense of the learner.

Students may experience learning issues associated with:

- English language;
- Literacy;
- Numeracy;
- Study techniques;
- Time management;
- Organisational skills;
- Working with others;
- Information Technology; and/or
- Requirements of the programme.

Learner support needs may be identified through: –

- Poor assessment outcomes;
- Discussions with academic staff;
- Self-referral by a student;
- Lecturer/tutor having identified that a learner is having trouble;
- Analysis of assessment items submitted;
- A learner seeking assistance from the Student Support staff;
- After a student subject evaluation survey;
- An interview with a student; and/or
- An intervention strategy agreed entered into between the student and the Academic staff.

6.4.4 Financial Support

The various payment options and available bursaries to students will be discussed by a trained student advisor during the registration phase.

Prior to enrolment, financial advice in accordance with the National Credit Act must also be provided by the student advisor.

6.4.5 Academic Support

The academic support provided is aimed at ensuring that enrolled students achieve academic success and personal well-being. Students may use the Student Support Services at no cost and on a voluntary basis, unless specified differently.

If a student needs assistance at any stage in his/her learning, he/she can ask a student advisor for guidance. Students are always encouraged to ask questions and relate their own life experiences to the course to encourage student participation.

To enhance students' chances of achieving academic success, assistance may be provided as follows: -

- Study skills;
- Assignment writing;
- Interview skills;
- CV writing;
- Revision workshops;
- Feedback on academic progress; and
- Study periods included in the Academic Timetable/Student Support Manual.

Where necessary, a module leader will provide academic guidance based on the academic assessment. Revision workshops will be organised as and when necessary. Student consultation times can be arranged for specific content assistance. This can be done for small groups or for individuals.

Students are also engaged in experiential learning to give them a hands-on view of the material they have been studying. Refer to the Experiential Learning Policy for more information.

Students may require support while building their portfolios of evidence (POEs) and completing work-based assignments and activities, etc. All Elada Institute module leaders and programme coordinators are required to be available, at reasonable times, for students who require assistance and/or guidance.

Students also have access to a website, e-mail address and fax number if they require assistance from someone other than their lecturers.

6.5 Student Support Centre (SSC) and Support

All registered students have open access to a centralised Student Support Centre, where academic advisers offer guidance and assistance to students throughout the duration of their studies.

Student Support advisers are subject experts in a specific field of study who understand the academic needs of students and the challenges they face. They provide an online service, by phone and digitally, so that students can access support at any time.

The College has a mutual memorandum of understanding with the SSC that governs the range of services that the Centre will render on behalf of the College.

6.6 Digital Support Services

The College offers the following digital support services to its students: –

I. E- Learning: Students will have full access to a comprehensive range of support services through a digital student portal platform linked to the Institution's Learner Management System.

II. The College will continue to invest in extending the range of student support services in a digital manner to optimise the opportunities for continuous interaction.

III. Access to a Student Portal that offers additional information (e.g., assessments, additional learning material, account updates, etc.)

IV. E-libraries such as Sabinet, EBSCOhost, e-books, etc.

V. Experiential learning: The Work Readiness Programme will be offered on the learner management system (LMS).

VI. iWork

Topics offered in the Work Readiness Programme

- Personal mastery;
- Effective communication;
- Stress management;
- Writing a curriculum vitae;
- Interview skills; and
- Customer and quality management.

Digital support measures have been put in place to support students and prepare them for the work environment.

6.7 Learning Materials

Study material will be supplied in a choice of formats (digital only, or in a combination of printed and digital formats). Prescribed textbooks are excluded and must be procured by the students themselves. Textbooks may be made available as e-books, subject to availability.

The College will re-design, develop and maintain its programmes to comply with best practice models for a digitally enhanced distance learning mode. This implies that during the planning of programmes and modules, the College will develop learning programmes of various types within the legal and regulatory framework governing Higher Education.

The College will continue to offer alternatives to its digitally enhanced teaching and learning pedagogies to those students who do not have the means to access internet services.

6.8 Academic Peer Tutoring

For those students that experience academic difficulties, individual or small group sessions with peers who are performing well can be arranged by lecturers. These tutorials are designed to give students the opportunity to get individual academic assistance from a peer.

Lecturers are encouraged to identify students who are performing well academically and to establish peer groups which make contact on a weekly basis to assist those who are struggling. These tutors will receive a Elada Institute certificate indicating that he/she served in the role of a Peer Academic Tutor. Refer to the Tutoring Policy for more information.

6.9 Library Services

Students have access to computer laboratories at the Institution's library where they may access information over the internet. This will assist the student with researching their projects.

The library will strive to serve library users well in achieving their academic and professional goals, as envisioned by this Policy, by making relevant and up-to-date library media available in hard copy and electronic formats and by keeping students and staff updated and informed through the following resources:

- Library catalogues;
- Electronic books downloadable by users from the Student Portal;
- EBSCOhost;
- Sabinet Prescription and Open Access Journals, downloadable by users;
- Sabinet NetLaw;
- Selected online databases;
- Library user training on a one-on-one basis when required; and
- User training through *I'm Good* and *What's Up* student letters on respective websites.

6.10 'At-Risk' Students

Students are required to attain minimum academic standards. The Academic Manager or any member of the academic staff monitors the academic performance of students against the minimum academic standards at the end of each examination cycle.

Students who do not meet a programme's minimum academic standards are deemed 'at risk' if they:

- Achieve 40% or less for an assignment module attempted in an examination cycle or;
- Are unsuccessful in a module of study more than once.

The Student Support Centre (SSC) will contact the 'at risk' student and offer academic counselling telephonically. The academic adviser may refer the student to the College should they need face-to-face guidance with a member of the academic staff.

6.10.1 Intervention Strategies

the telephonic academic counselling session, the academic adviser and the learner will determine what additional support will be provided or required. This may include, but is not limited to:

- Attending academic skills programmes;
- Attending tutorial or study groups;
- Receiving individual case management;

- Attending counselling;

- Receiving assistance with personal issues which are influencing their progress;

- Receiving mentoring;

- A reduction in the programme load; or

- A combination of the above.

The Examination Committee plays a role in identifying 'at risk' students by reflecting on assessment data. Additional intervention may be introduced should specific issues be identified.

6.11 Alumni Support

A Student Employment Centre (I-Work) has been established by Educor which aims to enhance the employability of current students and alumni by assisting them in their journey to securing employment in the workplace. I-Work provides career guidance and job opportunities through four types of support programmes:

- Graduate Development Programme;

- Casual/Part-time Employment;

- Intern Programme; and

- Graduate Experience Programme.

6.12 Pregnancy

This Policy serves to put actions in place to protect the rights of a woman who falls pregnant while attending Elada Institute or a woman who decides to join Elada Institute after pregnancy.

6.12.1 Privacy, Respect and Dignity

Every learner has inherent dignity and has the right to have his/her human dignity respected. Every learner has the right to privacy, including the right not to disclose her condition to others.

6.12.2 Support and Assistance

- Should a learner confide in a staff member, the information disclosed must be handled with the utmost sensitivity and confidentiality.

- The matter should be reported to the Academic Manager immediately.

- The right of the learner to education cannot be taken away when the learner falls pregnant.

- The learner may continue her education at Elada Institute until she no longer feels comfortable.
- Support in terms of providing work will be ongoing.
- After the pregnancy, the student will be welcome to re-join Elada Institute.

6.13 Complaints and Objections

Any member of staff or learner at Elada Institute may, without fear of prejudice, submit any complaint, objection, questions or evidence with respect to the application and implementation of this Policy to the Quality Assurance Office.

7. PROCEDURES

Policies and procedures are designed to influence and determine all major decisions and actions and all activities that take place within the parameters set by them. Procedures are the specific methods used or to be used to express policies in action in the day-to-day operations of the College.

The procedures and processes which govern this Policy are listed under "Supporting Documents".

8. SUPPORTING DOCUMENTS

The following documents (resources) support the operational implementation of this Policy and serve to direct the implementation of the Policy:

Document No:	Document Name:
B5-HE/01	Students at Risk Report
B5-HE/02	Student Support Services Report
B5-HE/03	The Study Skills Handbook
B5-HE/04	Writing Individual Assignments: Top Tips for Students
B5-HE/05	Referencing and Plagiarism: A Guide for Students
B5-HE/06	Presentation Skills: A Student's Guide
B5-HE/07	At risk student intervention week plan
B5-HE/08	At risk student intervention week feedback report
B5-HE/09	Student Support Services Committee: Appointment feedback
PPT	Student Life Cycle
	Student Support Manual

	Memorandum of Understanding entered between Elada Institute College and the Educor Academic Advising Centre

9. POLICY LIFE CYCLE

Policies are reviewed as and when required.

10. REFERENCES

- Educor Student Support Policy
- Taylors College (2016) *Student Learning Support Policy and Procedures*. [pdf] Available at: http://www.taylorscollege.edu.au/-/media/TaylorsCollege/PDF/2016/Student-Policy/Student-Learning-Support-Policy-and-Procedures.pdf [Accessed 16 October 2021].