S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY	**Support for Students Policy**
Document Type	Policy
Administering Entity	President, Vice President – Administration, Vice President – Academic, Registrar, Course Directors (Deans), Heads of Campuses (HoCs), Student Experience Managers
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Approval Authority	Board of Directors
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1. Purpose

a. The purpose of the *Support for Students 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.

b. The Policy outlines the support processes, related policies, 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

a. 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. This Policy is also published in accordance with S P Jain's obligations under the Higher Education Support Act 2003.

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

e. 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.

f. The School is committed to providing equivalent opportunities for academic success through inclusive learning and assessment practices. This includes consideration of accessibility, flexibility and fairness in course design, learning resources and assessment methods, while maintaining academic integrity and learning outcomes are preserved.

g. 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. Range of Support Services

S P Jain has designed its approach to student support services in line with the student's 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 academic support, 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. 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.

v. For students studying in a multi-campus mode, a one-day campus orientation is held for all students new to the campus to familiarise them with new facilities, services, city and country information. Each student is provided with a Campus Handbook during orientation.

b. Learning Resources

i. The library is a vital component of academic life at S P Jain. 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 can assist students with a range of learning resource services.

ii. The *Library Resources Collection Development Policy* guides the library's collection development activity to ensure that staff and students have access to the necessary academic resources to support their learning, development and scholarly endeavours. The S P Jain library resources include 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.

c. 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.
   - supports online teaching which is delivered using the School's Engaged Learning Online (ELO) platform and through the established Zoom platform.
   - 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. This will be done in accordance with the applicable privacy requirements.

d. 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 some 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. Further details are set out in the School's *English Language Proficiency Policy.*

e. Numeracy Support

i. The School's recruitment and admission processes are designed to ensure that all students have the requisite numeracy skills to progress successfully through each course.
ii. Moreover, in all the courses offered by the School, foundation level quantitative unit(s) which cover the necessary numeracy skills for the course are integrated into the core curriculum. Where required, additional optional tutorials are also arranged for these units.

f. Student Access to Academic Staff

i. As detailed in the *Student Consultation Policy and Procedures,* academic staff allocate an average of three hours a week to provide additional student consultation for 'faculty hour meetings' during which students can seek additional support, seek clarifications or request specific feedback.
ii. Students are required to book appointments in advance with the faculty for faculty hour meetings.

g. Identification and Remediation of Students 'At Risk'

i. S P Jain's *Students at Risk Policy* sets out the various mechanisms for identifying students who may be at risk of not progressing satisfactorily in a course of study and the processes used to provide targeted and timely support.
ii. As detailed in the policy, the School has a range of mechanisms and strategies such as attendance monitoring, early and continual assessments in units of study and midterm (mid semester) and end of term (semester) monitoring of academic progress, to gauge students' academic progress and also identify in advance, students who may be potentially at risk of progression.

iii. In addition, as detailed in the *Students at Risk Policy*, S P Jain has a range of remediation and support services to assist students identified as at risk in successfully completing their units of study and maintaining satisfactory academic progression. The School communicates with these students identified as at risk to ensure they are aware of the support services available to assist them.

iv. Domestic FEE-HELP students are made aware of the Financial Census Date for their units and the financial impact of continuing past this date. S P Jain will endeavour to commence support for students at risk support before this date where practicable.

h. Career Advice

i. S P Jain helps students obtain information about specific careers and post-study professional opportunities through the Corporate Relations team at each campus. The Corporate Relations team 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.

i. Student Anti-Discrimination, Harassment and Equality

i. S P Jain aims to promote and provide an environment where students 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*.

ii. The Admissions Policy confirms that School's admission criteria and processes will consider equity and diversity considerations through the provision of alternative entry admission schemes.

iii. The *Student Diversity, Equity and Fair Treatment Policy* also outlines that the School will make reasonable adjustments to ensure that students are able to participate in learning, teaching and assessment on an equivalent basis to other students.

j. Preventing Sexual Harm

i. S P Jain has a zero tolerance for all forms of sexual assault and sexual harassment and is committed to achieving and maintaining a safe environment.

ii. The School's *Student Sexual Assault and Sexual Harassment Policy and Procedures* details the prevention, processes and reporting mechanisms to respond to sexual assault or sexual harassment in a just, compassionate, timely and effective manner.

k. Critical Incidents

i. S P Jain has a *Critical Incident Policy* which provides the guidelines and processes for reporting (including reporting by students) and managing critical incidents.

l. Counselling Support

i. As detailed in the *Health and Wellbeing Policy,* 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.

m. Other Support 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 points of contact for international students.

ii. The School will provide clear, accessible and culturally appropriate information to students about available support services as set out in *the Student Equity, Diversity and Fair Treatment Policy.*

5. Information to Students

a. 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. Critical Incident Policy
b. Campus Handbooks
c. English Language Proficiency Policy
d. Health and Wellbeing Policy

e. Library Resources Collection Development Policy
f. Rules of Progression Policy
g. Student Sexual Assault and Sexual Harassment Policy
h. Student at Risk Policy
i. Student Code of Conduct Policy
j. Student Consultation Policy and Procedures
k. Student Equity, Diversity and Fair Treatment Policy
l. Student Handbook

Policy version history and updates approved by the BOD

Version	Date Executed	Revisions	Approval
2	24 June 2026	Language Support section: added cross-reference to the *English Language Proficiency Policy* Student Access to Academic Staff: revised appointment language Related Documents: added *Library Resources Collection Development Policy*	Board of Directors