Student Support Services Information

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https://aieinstitute.edu.au/student-services/student-support/
studentsupportservices@aieinstitute.edu.au

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Support offered	Support service	Contact information
1.1 Aboriginal and Torres Strait Islander peoples and other equity subgroups	AIE Institute recognises that Aboriginal and Torres Strait Islander peoples and other equity subgroups such as those listed below may experience educational disadvantage: a. People from lower socio-economic backgrounds b. People with disability c. People from remote, rural or isolated areas d. Gender, especially women in the Game Programming specialisation. AIE Institute is committed to providing additional support to the above groups through: e. English language support f. Peer mentoring g. Scholarships h. Reasonable adjustment of learning.	Visit the following website for information on support for Aboriginal and Torres Strait Islander peoples and other equity subgroups: https://aieinstitute.edu.au/student-services/student-support/
	For a consultation to arrange support services, please contact our Student Support Services teams.	Please email Student Support Services team at: studentsupportservices@aieinstitute.edu.au

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Support offered	Support service	Contact information
1.2 Academic advice	You can seek academic advice during your lecturer's weekly consultation hours as specified on the Study Guide. Your lecturer's names, contact details, and consultation hours are available also via your LMS.	LMS Study Guide for each unit
	Student Support Policy and Procedure and *Student Consultation Policy and Procedure* are found on the policies and procedures webpage.	For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.3 Accommodation, housing and tenancy services	Relevant links to external accommodation services are provided on the following websites: For all students: https://aieinstitute.edu.au/student-services/student-support/external-support-services/#externalaccommodation For international students: https://aieinstitute.edu.au/international-students/studying-in-australia/	Refer to the following websites: https://aieinstitute.edu.au/student-services/student-support/external-support-services/ https://aieinstitute.edu.au/international-students/studying-in-australia/ Student accommodation providers: https://urbanest.com.au/ https://www.unilodge.com.au/ https://www.scape.com/en-au https://iglu.com.au/ General flatshare accommodation matching and listing services: https://flatmates.com.au/ https://www.flatmatefinders.com.au/ https://www.realestate.com.au/share

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Support offered		Support service	Contact information
		Student Support Policy and Procedure is found on the policies and procedures webpage.	For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.4	**Advocacy support for assistance with rules and procedures from personnel independent to AIE Institute including Student Council**	Student life can involve dealing with administrative issues that require understanding AIE Institute's policies and procedures. AIE Institute provides support and assistance for the preparation of complaints and appeals and hearings. The Student Council advocates for students in all areas of your study, and assists with interpreting AIE Institute's rules, policies and procedures.	Contact Student Council at: studentcouncil@aieinstitute.edu.au Regarding Student Council, and complaints and appeals processes, please also see the relevant headings on this information sheet.
		Student Support Policy and Procedure is found on the policies and procedures webpage.	For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.5	**Career services**	At AIE Institute, you have access to an abundance of career counselling services and resources to help put you in the best career position by the end of your degree. We can assist you to: a. Identify career options and plan your career path b. Write a job application and prepare for an interview	To access career services, visit: https://aieinstitute.edu.au/student-services/career-services Please email Student Support Services team at for making an appointment with a career advisor and booking workshops: studentsupportservices@aieinstitute.edu.au

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Support offered	Support service	Contact information
	c. Find a job, including internship and vacation work programs, graduate positions and casual or part-time employment d. Attend one of the regular workshops or events, or participate in programs to build your employability skills.	
	We have strong connections to Game Plus, which is a collaborative workspace for game developers and related specialist technology start-ups. Established to support the needs of small independent studios, Game Plus is a workspace that has been custom built to enhance collaboration and innovation. Founding tenants of Game Plus are drawn from games, education, mobile development, animation and film. Game Plus provides a hub for digital entrepreneurs to co-locate, share resources, knowledge and opportunities. It's also a focal point for government and industry to access a range of specialist expertise in interactive entertainment, simulation and training.	Game Plus is located at: https://gameplus.com.au/

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Support offered	Support service	Contact information
1.6 **Complaints and appeals processes**	AIE Institute does not tolerate bullying, discrimination, harassment, sexual harassment, victimisation or vilification through any means or medium. We aim to provide fair and equitable grievance handling processes. The grievance process includes academic and non-academic grievances, is offered at no charge to complainants, and will be completed confidentially, in a timely manner. Often grievances can be resolved informally by speaking to the relevant person or their supervisor. If you wish to lodge a formal grievance, then you should complete the *Student Complaints Form*.	If you wish to lodge a formal grievance, then you should complete the *Student Complaints Form* located on the complaints website: https://aieinstitute.edu.au/international-students/policies-and-procedures/ In certain circumstances, students are also entitled to appeal decisions and seek an external review of a decision according to AIE Institute's policies and procedures. If you have any questions, please contact student administration: administration@aieinstitute.edu.au
	Information on academic or non-academic complaints or appeals is available within the student handbook, with further information within relevant policies and procedures, both found via the policies and procedures webpage.	Refer to your student handbook, available via your LMS or via the policies and procedures webpage.
	Student Grievance Policy and Procedure and *Assessment, Moderation and Progress Policy and Procedure* are found on the policies and procedures webpage.	For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/

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Support offered	Support service	Contact information
	Relevant forms are also available via the policies and procedures webpage.	
1.7 Disability and special needs support	Contact the Student Support Services team, who will develop a disability or specific need support strategy in consultation with you and the Academic Advisor or Academic Director as appropriate. Early review of your progress is undertaken by our team to identify any need for further support. If you need a learning support strategy customised to your learning needs as an international student, we can assist through a 1–1 learning support strategy consultation and development of a learning support strategy with the Student Support Services team, possibly including the Academic Advisor or Academic Director as appropriate. Early review of your progress is undertaken by our team to identify any need for further support.	For contacting the Student Support Services team, email: studentsupportservices@aieinstitute.edu.au
	Diversity, Equity and Fair Treatment Policy and Procedure, *Student Support Policy and Procedure* and *Student Consultation Policy and Procedure* are found on the policies and procedures webpage.	For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/

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Support offered	Support service	Contact information
1.8 Employment rights and conditions and the Fair Work Ombudsman	Relevant links for external emergency, health, safety, legal services, employment rights and Fair Work Ombudsman relevant to international students are provided on the Student Support Services website.	Workplace rights and Fair Work Ombudsman: Information and advice about workplace rights and obligations across Australia via Fair Work Ombudsman is located at: https://www.fairwork.gov.au/
	Relevant links to external working rights services are provided on the Student Support Services website.	For relevant links to external working rights services, refer to the following website: https://aieinstitute.edu.au/student-services/student-support/external-support-services/
	Student Support Policy and Procedure is found on the policies and procedures webpage.	For policies, refer to the following website: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.9 English language and academic support services	Various study skills workshops, including academic writing, ICT, referencing and research, LMS and SMS skills are available each semester as part of the academic skills workshop held during Orientation Week – upcoming semester workshop details are available on the Student Support Services section of the website. English language and academic support services provide the following: a. Academic study skills workshops, including: I. Academic writing skills in English	To register a workshop or assistance with English language and academic support services, please contact: studentsupportservices@aieinstitute.edu.au See also Orientation for commencing students on this sheet. For English Language Proficiency (ELP) support see relevant section on this sheet. Regarding Information and Communications Technology (ICT) skills, please see IT technical support on this information sheet. Regarding Learning Management System (LMS) and/or Student Management System (SMS), please see those headings on this information sheet. Regarding Recognition of Prior Learning, see RPL and Credit Transfer on this sheet. Regarding learning support, please consult your lecturer and/or tutor in specified times on the study guide. See also Academic advice section on this sheet.

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Support offered	Support service	Contact information

	II. Information and Communications Technology (ICT) skills
	III. Referencing techniques and searching online databases
	IV. Using the student Learning Management System (LMS)
	V. Using the student management system (SMS)
	b. Learning support, including course attendance and progress, support for online or distance units of study:
	c. Tutoring support
	d. Mentoring support
	e. Study Skills Centre which provides facilities for you to:
	   I. Chat to an adviser about an assignment
	   II. Send an assignment for feedback
	   III. Attend a skills workshop
	   IV. Find advice in our digital writing and study resources.
		Tutoring and Mentoring support is available on an as-needed basis as specified through the Study Skills Centre website.
		
		Regarding Study Skills Centres, please see the following website: https://aieinstitute.edu.au/student-services/student-support/
		
		You may also see Guided Peer Support Program on this sheet for peer support.
		
		For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/

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Support offered	Support service	Contact information

	V. Access a number of resources to help you independently develop your skills in:
	   i. Writing
	   ii. Critical thinking
	   iii. Research skills
	   iv. Group work
	   v. Exam preparation
	   vi. Stress management
	   vii. Time management
	   viii. Oral presentations.
	Learning resources are available on your LMS.	

1.10 English Language Proficiency (ELP) support internally or referral to external ELP service providers	Whether you are an Aboriginal or Torres Strait Islander person, international, or domestic student, if you require assistance with English Language Proficiency (ELP), please contact our Student Support Services team. Support for ELP may include direction to external English language programs.	English Language Proficiency (ELP) support is available through the Study Skills Centre website.

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Support offered	Support service	Contact information
	Diversity, Equity and Fair Treatment Policy and Procedure, *English Language Proficiency Policy and Procedure* and *Student Support Policy and Procedure* are found on the policies and procedures webpage.	For relevant policies, please see: https://aieinstitute.edu.au/student-services/policies-and-procedures/

1.11 Emergency and health services	Relevant links to external health services are provided on the Student Support Services website. These services include:
	
	  a. Counselling and mental health support
	  b. Health and disability services
	  c. Critical incidents.
		Please visit following website for relevant links to external services:
		https://aieinstitute.edu.au/student-services/student-support/external-support-services/
		
		Health emergency / local hospitals Sydney campus:
		
		Emergencies, call: 000
		Local hospitals:
		Call: +61 2 9515 6111 / Address: Royal Prince Alfred Hospital, Missenden Road, Camperdown, 2050
		Call: +61 2 8382 1111 / Address: St Vincent's Hospital Sydney, 390 Victoria St, Darlinghurst, 2010
		
		Local GP health services Sydney campus:
		
		https://myhealth.net.au/broadway/
		
		https://myhealth.net.au/central-park/
		
		http://www.citydoc.com.au/

	If you have an ongoing or serious medical issue that is impacting your ability to continue to progress in your studies, please email Student Support Services for information on support services that may be available for you.	Please email Student Support Services at: studentsupportservices@aieinstitute.edu.au

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Support offered	Support service	Contact information
	Safety, Emergency and Critical Incidents Policy and Procedure, Student Support Policy and Procedure and *Health and Wellbeing Policy and Procedure* are found on the policies and procedures webpage.	Please see relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.12 Emotional instability resulting from trauma, such as victimisation or sexual harassment	AIE Institute is committed to ensuring students can study and learn without risk of injury or illness arising from the environment, including adverse unanticipated events and their management. If you are suffering from emotional instability resulting from trauma, such as victimisation or sexual harassment that is impacting your ability to continue to progress in your studies, please email Student Support Services for information on support services that may be available for you.	Please email Student Support Services at: studentsupportservices@aieinstitute.edu.au
	Safety, Emergency and Critical Incidents Policy and Procedure, Student Support Policy and Procedure and *Health and Wellbeing Policy and Procedure* are found on the policies and procedures webpage.	Please see relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.13 External issues such as financial hardship	If you experience financial difficulties that impact on your studies, you may be able to apply for financial support. AIE Institute	Please email Student Support Services at: studentsupportservices@aieinstitute.edu.au

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	has a number of scholarships and payment plans to assist with essential study and living costs:
	
	   a. Scholarships
	   b. Payment plans (eligibility criteria apply).	

1.14 **Facilities and resources**	Facilities and resources are explained in detail on the website.
	
	Each campus will provide access to the following facilities and learning resources:
	
	   a. Accessible lecture theatres
	   b. A dedicated library
	   c. Study spaces
	   d. Meeting rooms
	   e. Game labs equipped with:
	       I. 22–27 desks, chairs, and PCs with dual monitors
	      II. Relevant software loaded on PCs and licensed for student use
	    III. Digital projector and screen.
	   f. A reception area
	   g. Student study and break out areas
	   h. Accessible bathrooms:
		See the following website for viewing our facilities and resources for each campus: https://aieinstitute.edu.au/our-campuses/facilities-and-resources/
		
		See also Library services on this sheet.

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	I. Kitchenette with tea and coffee facilities, microwave and dishwasher i. A range of game and virtual reality hardware j. A range of game engines, 3D modelling and animation, and project management software k. Student Management System (SMS) l. Learning Management System (LMS)	
1.15 Guided Peer Support Program	The Guided Peer Support Program is run by students, for students. Peer Support Facilitators run peer-led study groups to offer you a place to connect, collaborate, develop study skills, and gain confidence in your studies. The Peer Facilitators and Study Buddies can help you get organised, develop skills, work through assignments and refer you to more help if needed.	For Guided Peer Support Program, visit the following website: https://aieinstitute.edu.au/student-services/student-support/
	Peer Support Facilitators and Study Buddies work together from 12–6 pm Monday to Thursday from Week 5 to Week 13 within an online study space.	Email the Guided Peer Support Program at: guidedpeersupportprogram@aieinstitute.edu.au

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Support offered	Support service	Contact information
	Email the Guided Peer Support Program Coordinator for more information.	
	Information about the Guided Peer Support Program can be found in *Student Support Policy and Procedure* on the policies and procedures webpage.	Please see relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.16 **Individualised learning support strategies for students with disability and specific needs, or for other reasons**	If you need a learning support strategy customised to your learning needs, we can assist through a 1–1 learning support strategy consultation and development of a learning support strategy with the Student Support Services team, possibly including the Academic Advisor or Academic Director as appropriate. Early review of your progress is undertaken by our team to identify any need for further support.	If you need learning support, contact: studentsupportservices@aieinstitute.edu.au
1.17 **International student support services to assist with adjusting to study and life in Australia**	Relevant links for external emergency, health, safety, legal services, employment rights and Fair Work Ombudsman relevant to international students are provided on the Student Support Services website.	Relevant links are at: https://aieinstitute.edu.au/international-students/studying-in-australia
	If you need a learning support strategy customised to your learning needs as an international student, we can assist	If you need learning support, contact: studentsupportservices@aieinstitute.edu.au

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	through a 1–1 learning support strategy consultation and development of a learning support strategy with the Student Support Services team, possibly including the Academic Advisor or Academic Director as appropriate. Early review of your progress is undertaken by our team to identify any need for further support.	
	Diversity, Equity and Fair Treatment Policy and Procedure, *English Language Proficiency Policy and Procedure*, *Student Support Policy and Procedure* and *Student Consultation Policy and Procedure* are found on the policies and procedures webpage.	Relevant policies are at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.18 **IT technical support**	IT technical support is available to all students. Please contact IT services directly with your support request.	For IT technical support, email: mailto:IT helpdesk@aieinstitute.edu.au
1.19 **Learning Management System (LMS) and/or Student Management System (SMS)**	A session in Orientation Week will walk you through the process of accessing your LMS and SMS. If a student has any questions during semester, the Student Support Services team and IT technical support team are available to assist.	See Orientation Pack for the relevant workshops. Regarding how to use LMS and SMS, please see the following website: https://aieinstitute.edu.au/student-services/student-support/ If you need LMS and SMS support, contact: studentsupportservices@aieinstitute.edu.au

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Support offered	Support service	Contact information
		For IT technical support, email: mailto:IT helpdesk@aieinstitute.edu.au
	If you have any other questions or if an issue arises, please email Student Support Services.	If you need learning support, contact: studentsupportservices@aieinstitute.edu.au
	Student Support Policy and Procedure is found on the policies and procedures webpage.	Relevant policies are at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.20 Legal services	Relevant links to external legal services are provided on the Student Support Services website at: https://aieinstitute.edu.au/student-services/student-support/external-support-services/#externallegalandworkingrights	Refer to: https://aieinstitute.edu.au/student-services/student-support/external-support-services/#externallegalandworkingrights **Local legal services Sydney campus:** Free legal information, advice and advocacy for various concerns, including for international students, via Redfern Legal Centre: Visit: https://rlc.org.au/our-services Call: +61 2 9698 7277
	Student Support Policy and Procedure are found on the policies and procedures webpage.	Please see relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.21 Library services	Online and on-campus library services are available to assist you in your studies. A session in Orientation Week will walk you	Orientation Pack Refer to the student portal website for further details: https://aieinstitute.edu.au/student-services/student-portal/

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Support offered	Support service	Contact information
	through the process of using the library and accessing e-journals, etc. A summary of the on-campus and online learning facilities and resources of the library at each campus is provided below: a. A dedicated library and study space, equipped with photocopier, printer and approximately 6 PCs b. The library collection consists of approximately 317 books, of which approximately 189–218 titles are in hard copy and approximately 99–128 titles are be available as eBooks, depending on the provider selected c. Students can borrow the hard copy books from the library during library hours (9–5 pm Mon–Fri) and have unrestricted access to the eBooks via the virtual library portal at any time	Contact library services if you have any questions or require support accessing or using library services, at: library@aieinstitute.edu.au *Student Support Policy and Procedure* is found on the policies and procedures webpage at: https://aieinstitute.edu.au/student-services/policies-and-procedures/

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	d. The 60 journal titles listed as recommended reading for the Bachelor of Game Development course are accessible to students via a database subscription paid by AIE Institute. Students can access the recommended journal articles, as well as others included in the database subscription, via the library portal e. Students can consult with the campus librarian by appointment. The campus librarian is available for 12 hours per week.	
1.22 Medical conditions or disability	AIE Institute can provide referrals to health practitioners. Contact the Student Support Services team, who will develop a learning support strategy in consultation with you and the Academic Advisor or Academic Director as appropriate.	Contact the Student Support Services team at: studentsupportservices@aieinstitute.edu.au
	Support for students with disability or specific needs includes a flexible approach to 'reasonable adjustment' to learning and assessment methods according to your specific requirements. Early review of your	See also Mental health conditions and Personal and counselling support on this sheet.

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	progress is undertaken by our team to identify any need for further support.	
	Diversity, Equity and Fair Treatment Policy and Procedure, Assessment, Moderation and Progress Policy and Procedure, Student Support Policy and Procedure, and *Student Consultation Policy and Procedure* are found on the policies and procedures webpage.	For relevant policies, refer to: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.23 Mental health conditions	*Student Support Policy and Procedure* and *Health and Wellbeing Policy and Procedure* are found on the policies and procedures webpage. See also Personal and counselling support via referral to a relevant professional on this sheet.	For relevant policies, refer to: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.24 Mentoring Program	Mentoring is provided to students to assist with their successful progression in the course. The Student Mentoring Program provides assistance and guidance to the student towards the acquisition of desired professional skills. *Student Consultation Policy and Procedure* is found on the policies and procedures webpage.	See *Student Consultation Policy and Procedure* at: https://aieinstitute.edu.au/student-services/policies-and-procedures/

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1.25 Orientation for commencing students	Orientation Week includes various sessions and workshops to assist you with transitioning into study at AIE Institute, such as meeting your cohort, learning how to access your learning resources, key administrative and academic processes and expectations, and other important sessions. Attendance at Orientation Week is compulsory.	Orientation Week
	If you have any questions during semester, please refer to this student support services table or visit the Student Support Services website.	https://aieinstitute.edu.au/student-services/student-support/
	If you have any other questions or if an issue arises, please email Student Support Services.	studentsupportservices@aieinstitute.edu.au
	Student Support Policy and Procedure is found on the policies and procedures webpage.	Refer to relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
	AIE Institute offers financial support for the first session with a counsellor from AIE Institute's approved list. We can refer you to an external counselling provider for one free counselling session. Contact Student Support Services for assistance.	Contact Student Support Services for assistance to access this service at: studentsupportservices@aieinstitute.edu.au See AIE Institute's approved list of external healthcare and wellbeing providers and services: https://aieinstitute.edu.au/student-services/student-support/external-support-services/

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1.26	Personal and counselling support via referral to a relevant professional.	*Student Support Policy and Procedure* and *Health and Wellbeing Policy and Procedure* are found on the policies and procedures webpage.	Refer to relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.27	Policies and procedures	Links to all policies and procedures are provided on policies and procedures webpage.	Refer to relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.28	Recognition of prior learning (RPL) or credit transfer	Information on eligibility and the process to submit a Recognition for Prior Learning (RPL) or credit transfer application is available within your student handbook, with further information within relevant policies and procedures.	Refer to your student handbook, available via your LMS or via the policies and procedures webpage.
		Relevant forms are available via the policies and procedures webpage. *Credit and RPL Policy and Procedure* is found on the policies and procedures webpage.	Refer to relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
		Relevant links to external emergency and safety services are provided on the Student Support Services website.	Relevant links to external emergency and safety services are at: https://aieinstitute.edu.au/student-services/student-support/external-support-services/ In life threatening or emergency situations only, **dial 000.**

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Support offered	Support service	Contact information
1.29 Safety and personal security (including sexual harassment)		**Local police services Sydney campus:** Police emergencies, call: 000 Police non-emergencies, call: 131 444 Local 24hr open police stations: Call: +61 2 9265 6499 / Address: 192 Day St, Sydney, 2000 Call : +61 2 8220 6399 / Address: 132 George St, The Rocks, 2000
	Staff Code of Conduct, *Student Code of Conduct*, *Safety, Emergency and Critical Incident Policy and Procedure* and *Student Support Policy and Procedure* are found on the policies and procedures webpage.	Refer to relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/
1.30 Student Council	The Student Council provides students with a mechanism to develop relationships with your fellow students, share ideas and encourage engagement between the student body and the governance and management of the AIE Institute. You can run for election on the Student Council or vote for your peer to represent the student community on the Council.	Contact Student Council at: studentcouncil@aieinstitute.edu.au
	Student Support Policy and Procedure is found on the policies and procedures webpage.	Refer to relevant policies at: https://aieinstitute.edu.au/student-services/policies-and-procedures/

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2 Related documents

a. Assessment, Moderation and Progress Policy and Procedure
b. Credit and RPL Policy and Procedure
c. Diversity Equity and Fair Treatment Policy and Procedure
d. English Language Proficiency Policy and Procedure
e. Health and Wellbeing Policy and Procedure
f. Safety Emergency and Critical Incident Policy
g. Staff Code of Conduct
h. Student Code of Conduct
i. Student Consultation Policy and Procedure
j. Student Grievance Policy and Procedure
k. Student Support Policy and Procedure.