

## Student Guidance and Support - Policy

- |           |                           |                                       |
|-----------|---------------------------|---------------------------------------|
| <b>1.</b> | <b>Name</b>               | Student Guidance and Support          |
|           | <b>Number</b>             | QE101 Version 4                       |
|           | <b>Person Responsible</b> | Director, Academic & Student Services |

### **2. Policy Statement**

EIT Hawke's Bay aims to provide guidance and support services which will assist students to gain maximum benefit from educational programmes taken at the Institute. The Institute recognises that the potential demand for student services will be greater than its capacity to resource them so that it will establish priorities for services in consultation with students and staff.

Students will also be supported to access services available in the wider community through the maintenance of professional networks.

The purpose of these services is to ensure:

- steps are taken to identify and provide support for individual and specific groups of students who may need special consideration to achieve their academic potential, and
- the provision of information and advice is available on the range of tertiary education options with specific information on programmes offered at EIT Hawke's Bay.

### **3. Persons/Groups Affected**

- Potential Students
- Existing Students
- Careers Counsellor
- Learning Skills Centre, including Disability and Pouwhirinaki

### **4. Consultation Process**

Revised policy was circulated to the following for their feedback before adopting it:

- service section staff involved in support and guidance roles
- appropriate faculty staff as identified by Deans
- Students Association for comment

Responses returned were taken into account in the review of the final statement.

### **5. Quality Outcome**

- Appropriate access to internal and external support services is available to students in identified areas
- Up-to-date information on the broad range of tertiary education options and specific information on EIT Hawke's Bay programmes is readily available to students
- Clients are satisfied with the information and advice available

### **6. Output Standards**

- Supported students have progressed toward reaching their academic potential.
- Students are aware of and have accessed to internal and external support services.

### **7. Compliance Standards**

- Evidence is produced annually which indicates support services are available to prioritised student groups.

b) Annual up-dates of information on student guidance and support occur.

**8. Reporting Requirements**

a) Summary statistics identifying levels of usage of their service and facilities is provided electronically to key stakeholders. This will be for each semester and completed by 31 August for semester one and by 31 January for semester two.

b) A summary report will be provided to Executive Team by 31 January of each year.

**9. Key Dates**

|                            |              |
|----------------------------|--------------|
| Date when first registered | January 1996 |
| Date of upgrade            |              |
| Last reviewed              | March 2009   |
| Next review date           | August 2013  |