



Student Support Policy

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ESTI is committed to providing students with appropriate, timely, and relevant support before, during, and after their course. To support this commitment, we will:

- Provide students with information on relevant policies, procedures, processes, guidelines, available supports, and how these can be accessed.
- Ensure students receive clear information on course requirements, learning outcomes, assessments, learning resources, and what is expected of them as students.
- Provide access to relevant course materials, student resources, and support information throughout the course.
- Support students through accessible guidance, effective communication, and appropriately trained faculty and staff.
- Ensure faculty understand their role in supporting students and directing them to available supports where required.
- Provide reasonable accommodation and proactively support students who identify additional learning support needs.
- Promote a respectful, inclusive, and supportive learning environment that encourages student participation and engagement.
- Manage student feedback, complaints, appeals, and concerns through fair, respectful, and confidential processes.
- Use student feedback and quality assurance processes to monitor and improve student support arrangements.

Further Information

If you have any questions, please contact ESTI for further information and support