

## PP09 STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

### PURPOSE

The purpose of this policy and procedure is to provide information to staff and students on the support services available at Southern Cross Education Institute.

### SCOPE

This policy and procedure applies to all staff of Southern Cross Education Institute who are involved in providing welfare and support services to the students of Southern Cross Education Institute.

### DEFINITIONS

<b>SCEI</b>	Southern Cross Education Institute
<b>Student</b>	A person being trained and/or assessed by SCEI for the purpose of issuing AQF or non-AQF certification documentation
<b>Welfare</b>	Refers to all matters pertaining to the physical, mental, academic and general well-being of students

### POLICY

1. SCEI is committed to providing students with appropriate academic and welfare support services, information, advice and assistance to help them attain academic success and improve their personal well-being whilst undertaking a course at SCEI.
2. The objectives of student welfare support is to:
  - 2.1. Meet the needs of those students who may be disadvantaged or vulnerable to enable them to achieve success in their studies and personal wellbeing;
  - 2.2. Provide individualised support to those who require it;
  - 2.3. Respond to all incidents involving students and staff;
  - 2.4. Develop partnerships between student support services and community services to provide broader support options for students; and
  - 2.5. Defend and protect all students against harassment, bullying, victimisation and racial vilification.
3. The Student Welfare Officer plays a vital role in responding to the needs of students. The Student Welfare Officer assists students with issues relating to many varying topics that may include areas relating to:
  - 3.1. Learning support;
  - 3.2. Disability;
  - 3.3. Mental Health;
  - 3.4. Drug/Alcohol abuse;
  - 3.5. Emotional and physical wellbeing;
  - 3.6. Prevention and health promotion;
  - 3.7. Referral to professional legal services; and
  - 3.8. Referral to professional financial advisers.

Student Welfare involves all staff as well as external support professionals including but not limited to psychologists, mentors, social workers, disability support services, mental health services, legal and financial advisors and medical support professionals such as Nurses and General Practitioners.

## PROCEDURE

1. Students can access the Student Welfare directly or via student administration and an appointment will be organised as soon as practical. In an urgent situation the Student Welfare officer is available to students on demand.
2. As part of his/her responsibility, the Student Welfare Officer ensures up-to-date information is available for student welfare and support services. Southern Cross Education Institute provides the following student welfare support services.
3. All student support provided to the student will be recorded in the client (student) logbook in the Student Management System (Paradigm).
4. Counselling Services
  - 4.1. Student Welfare Officers are available to discuss personal, physical, mental, or emotional issues that may arise for students during the course of their studies.
  - 4.2. Where the Student Welfare Officer is unable to provide the student with the support necessary, that student will be referred to an external counselling services as appropriate to their needs.
  - 4.3. Any costs associated with the use of external professional external will be borne by the student.
5. Financial advice
  - 5.1. Students should initially contact the Student Welfare Officer for any financial matters.
  - 5.2. Where students have financial concerns during the course of their studies they will be referred to the Finance Manager.
6. Legal advice
  - 6.1. Students should initially contact the Student Welfare Officer for any support on legal matters.
  - 6.2. The Student Welfare Officer will refer students to further sources of legal aid if required.
7. Accommodation
  - 7.1. Students may make an appointment with the Student Welfare Officer to discuss any concerns or issues they have with their accommodation arrangements.
  - 7.2. The Student Welfare Officer may refer students to further accommodation support services e.g. Homestay Network
8. Learning Support
  - 8.1. All students' academic progress and attendance is monitored and guidance and support provided where non-satisfactory results are identified.
  - 8.2. The Student Welfare Officer, Campus Manager, Training Manager, Course Coordinators and Business Development Officers are available to assist students with information and advice in regard to enrolment issues, academic progress or educational outcomes or pathways.
  - 8.3. Students that are identified as "at risk" and needing additional support will be offered a variety of options for either before or during the course of study on a group or one to one basis.
  - 8.4. Students seeking academic study skills support should contact the Student Welfare Officer to discuss their requirements.
  - 8.5. Students identified as requiring Language, Literacy and Numeracy support will discuss the various options with the Student Welfare Officer, who can then seek advice from a LLN qualified practitioner.
  - 8.6. Where staff are unable or not appropriate to provide assistance, the student will be referred to a relevant person or support service.

9. Medical Issues
  - 9.1. The Student Welfare Officer will always have an up to date list of medical professionals within the local radius of the campus location.
  - 9.2. Any student with medical concerns may inform the Student Welfare Officer who will assist them in finding an appropriate medical professional.
  - 9.3. In emergency situations the Student Welfare Officer or a manager will call for an ambulance to attend to the student.
10. Support for Students with Disabilities
  - 10.1. SCEI will endeavour to support students with their disabilities in a fair and respectful manner.
  - 10.2. Students should advise SCEI in advance and provide documentation of any disabilities that may affect the student's academic progress prior to commencement of the course.
  - 10.3. SCEI will provide students with a disability access to appropriate facilities and specialised equipment to aide their learning.
  - 10.4. Where staff are aware of a disability affecting a student, reasonable adjustments can be made to teaching arrangements, assessment and/or materials and access to assist these students with their learning.
11. Student Safety
  - 11.1. SCEI will implement strategies to raise student awareness to personal safety risks and issues and what to do in the event of a personal crises.
  - 11.2. Information will be provided to students on the types of behaviours which are considered unacceptable and what to do if they experience such events.
  - 11.3. SCEI has monitored video security cameras throughout the campus. The video footage can be accessed upon request to the IT Manager in the event of theft, damage, destruction, unacceptable behaviour, emergencies.
  - 11.4. Where incidents are reportable to law enforcement, a copy of video footage of the relevant incident will be provided to relevant law enforcement agencies e.g. Police.
  - 11.5. SCEI has policies and procedures in place to ensure the health and safety of students including to monitor and address any reported or identified hazards, manage critical incidents and emergency situations.
12. Cultural Awareness
  - 12.1. All staff have access to information and/or training on cultural awareness to build a sensitivity for the issues related to a multi-cultural environment.
  - 12.2. International students will also receive some information to help assist them to deal with the cultural challenges associated with living and studying in a new country.
  - 12.3. SCEI has an affiliation with CATSIN to assist in support students of Aboriginal or Torre Strait Islander descent with their learning experience.
13. Social Programs
  - 13.1. The Student Welfare Officer is part of the events committee at SCEI who organise social events that allow all students enrolled with SCEI to mingle and socialise.
  - 13.2. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.
  - 13.3. There is an event each month which is publicised in the student's newsletter and on notice boards around the campus.
14. Student Forum
  - 14.1. A student Forum called "Student Voice" is in place to provide the students of SCEI with an opportunity to give feedback on the facilities and services provided by SCEI and any issues on students' experience.

14.2. The student representatives that make up the Student Voice will meet with the Campus or Training Manager and Student Welfare Coordinator once per month to put forward their views and offer their feedback.

15. Information to students on welfare and support services provided by SCEI will be communicated via the following media:

- 15.1. Website
- 15.2. Student Newsletter
- 15.3. Student Handbook/Pre-arrival Guide
- 15.4. Orientation Program
- 15.5. Business Development Managers

### RELATED DOCUMENTS

- PP11 Complaints and appeals policy and procedure
- PP87 English language proficiency policy and procedure
- Student Handbook/Pre-arrival Guide

### LEGISLATIVE CONTEXT

Education Services for Overseas Students Act (2000)  
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007); Standard 6  
Standards for Registered Training Organisations (RTOs) 2015

### RESPONSIBILITIES

Responsibility for implementation of the policy and procedure are:

- Chief Executive Officer
- Campus Manager
- Training Manager
- Administration Manager

Student Welfare Officer is responsible for providing welfare support services to students self-referring or referred.

Responsibility for monitoring the implementation and compliance of this policy and procedure are:

- Chief Executive Officer
- Campus Manager
- Compliance Manager

<b>Author</b>	Compliance Manager
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