

# National Code Standard 6

## *Student support policy*

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### **Overview**

1. The objective of this policy is to ensure that all students have access to appropriate support and welfare services. Support services provided by the College encompass academic and general welfare needs.
2. This policy has been developed to ensure that student support services provided by the College comply with the requirements of the ESOS Act, the National Code 2007 and other relevant legislation. The services provided include counselling, advice and support regarding academic achievement and student welfare.
3. We recognise that the provision of appropriate welfare support services, information and assistance will help students achieve academic success and help in their transition to study and life in Australia whilst away from their home environment.

### **Definitions**

ESOS Act means *Education Services for Overseas Students Act 2000*.

'Welfare' for the purposes of this policy means all matters pertaining to the physical, mental and general well being of students.

### **Student support team**

4. A student support team is constituted by two members of staff who are available at all times by appointment to discuss student needs. The current members of staff (and their contact numbers) on the student support team are:  

Lisa White  
Christine Wright
5. Staff are appointed to the student support team by the Chief Executive Officer having regard to their experience in student needs and their ability to communicate with members of the student population.
6. Staff who are interested on being on the student support team should submit their expression of interest to the National Manager.
7. Members of the Student support team are encouraged to undertake professional development in this area including general counselling courses and first aid training.

### **Categories of support services**

8. The student support services provided by the College fall into 2 categories: academic and general welfare.
9. Students may access these support services themselves or where staff are concerned about a student's wellbeing, a student may be referred for counselling.

### **Academic support services**

10. Academic tuition classes are provided to existing students at no additional cost. These include English language comprehension and writing, study skills and computing support. Basis literacy and numeracy support is also available.

### **General welfare services**

11. The College provides the following general welfare services at no additional cost to the student:
  - 11.1. Welfare counselling: each member of the Student Support Team is available by appointment to discuss physical, emotional or mental issues with students. In addition, for matters of critical importance, a member of the Student Support Team may contact the National Manager for assistance. Referral to external counselling organisations such as beyondblue or the Salvation Army is also undertaken during counselling. A comprehensive list of online support services is provided by the Australian Counselling Association in electronic format at: <http://www.theaca.net.au/docs/Internet%20Resources%20for%20Counsellors.pdf>.
  - 11.2. Financial counselling: students experiencing financial difficulties can discuss their concerns with a member of the Student Support Team. Where appropriate, a member of the Student Support Team may refer the queries or concerns to the accounts team.
  - 11.3. Legal counselling: students requiring legal support will be referred to external legal aid organisations. No legal advice can be given by staff. Any visa or immigration queries should be referred to DIAC.
  - 11.4. Disability support: students should advise the College in writing if they have any disability or medical condition which may affect their studies. The College will make reasonable adjustments to the delivery of training and implementation of support services to assist students with disabilities whilst at the College.

### **Information about support services**

12. The College advises students or intending students about the types and availability of support services through pre-enrolment information contained on the College website, marketing brochures, posters and other collateral displayed on College premises, information provided to students in induction, student handbook and information given in class by trainers.

### **Critical incident policy**

13. The College has a detailed critical incident policy which is distributed to students and publicised on posters displayed on College premises.

### **Safety issues**

14. The College has an Occupational Health and Safety officer who identifies any workplace hazards and takes steps to ensure that such hazards are minimised. Information about personal safety issues when studying and living in Australia is included in the student handbook and provided to students during induction.

### **Student misconduct**

15. Students may be suspended or have their enrolment cancelled where they misbehave. Where a student is experiencing behavioural difficulties, they will be invited to avail themselves of the support services provided by the College unless the misbehaviour is such that it endangers other students or staff. Full details of the College's policy regarding student misbehaviour is set out in the Deferring, suspending or cancelling enrolment policy.

## **Privacy**

16. The College is bound by the Privacy Act to protect the integrity and confidentiality of personal information which it collects about staff and students. In the event of a critical incident, the College is permitted to release personal information where:
  - 16.1. The College is required by law or legislation (for example, in response to a warrant); or
  - 16.2. Where there is a serious or imminent threat to the life or health of an individual.

### **Related forms**

- Critical incident register

### **Related policies / documents**

- Critical incident policy
- Privacy policy
- Deferring, suspending or cancelling enrolment policy
- Student handbook