



Pol-028 Student Support and Welfare Policy & Procedure

Purpose of the policy:

The purpose of this policy is to ensure the RTO's understanding and adherence to the relevant legislation directly to standard 6.3 of the National code 2018

Scope

This policy applies to:

- Canberra Valley Institute Campuses
- Students
- Management Staff

Responsibilities

- Student Support officer
- Chief Executive Officer (CEO)

Policy Statement:

Canberra Valley Institute offers reasonable support to the overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student. Canberra Valley Institute has implemented and documented a policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to the incidents that may cause physical or psychological harm. Canberra Valley Institute facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with the overseas students undertaking online or distance units of study

Related Procedures

PROCEDURE: Orientation Programs All students will go through an orientation program during their first week at Canberra Valley Institute at start of each term. Canberra Valley Institute will ensure that an age and culturally sensitive orientation programmed is delivered by the official point of contact personal i.e. Student Support Officer. This program provides information on being safe on campus and around campus. The orientation program will include information regarding:

1. Support services available to assist overseas students to help them adjust to study and life in Australia
 - 1.1 Being safe on campus and around campus
 - 1.2 English language support and study assistance
 - 1.3 Any relevant legal services
 - 1.4 facilities and resources
 - 1.5 Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)

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- 1.6 Information on visa conditions relating to the course progress and attendance requirements.
- 1.7 The support services available to assist the students with general or personal circumstances that are adversely affecting their education in Australia.
- 1.8 services that students can access for the information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (National Employment Standards). After orientation program, students will be required to fill up and sign a student Induction checklist which will then be filed in the student's file.
2. Student Handbook All students will be provided with the information on the link to the Canberra Valley Institute website of the international student handbook before the enrolment. Student handbook will provide information on:
 - 2.1 Support services available to the students
 - 2.2 Services, facilities and resources available to student assessments
 - 2.3 Recognition to Prior Learning (RPL), Credit transfer
 - 2.4 Plagiarism and cheating
 - 2.5 Complaints and Appeals
 - 2.6 Student Code of Behaviour
 - 2.7 Maintaining contact details up to date
 - 2.8 Visa requirements for international students
 - 2.9 Policies and procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
 - 2.10 Other relevant information in assisting students to adjust to life and study in Australia
3. Student Support Services
 - 3.1 Academic Support Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support to ensure that they maintain appropriate academic level, and general support to achieve satisfactory course progress.
 - 3.2 Student's course progress is monitored, and proper guidance and support is provided if unsatisfactory course progress has been identified.
 - 3.3 Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.
 - 3.4 A student can discuss any academic or other related issues to study at Canberra Valley Institute at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required. Intervention strategies are put in place to assist the students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible. Intervention strategies may include, but are not limited to:

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- Academic skills support
 - Additional English support
 - Additional classes, tutorials and teaching support
 - Increased monitoring
 - Personal counselling
 - Placement in a more appropriate class
4. Academic Support Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support to ensure that they maintain appropriate academic level, and general support to achieve satisfactory course progress. Student's course progress is monitored, and proper guidance and support is provided if unsatisfactory course progress has been identified.
- 4.1 Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.
- 4.2 A student can discuss any academic or other related issues to study at Canberra Valley Institute at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required. Intervention strategies are put in place to assist the students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.
- 4.3 Intervention strategies may include, but are not limited to:
- Academic skills support
 - Additional English support
 - Additional classes, tutorials and teaching support
 - Increased monitoring
 - Personal counselling
 - Placement in a more appropriate class.
 - Reduction in course load
 - Timetable adjustments using the new study plan.
 - Reviewing assessment strategies
5. Language Literacy and Numeracy (LLN) Support and Pre-Training Review
- The pre-training review will be conducted prior to enrolment and LLN test will be conducted prior to the course commencement, this is to ensure that the prospective students are placed into the correct course and to identify any LLN deficiencies. In the event that the trainer and assessor identifies students with LLN difficulties or based on the results of the applicant's enrolment, if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ASIA may be able to provide for a student, with a view to creating an action

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plan that best addresses a student's LLN needs or refer to appropriate courses e.g. ELICOS & EAL to other institutes.

LLN requirements of the training package are identified, and course materials and assessment tools are developed by qualified trainers and assessors. Relevant employees are provided with the necessary training to ensure that they have the skills required to manage the LLN issues as they arise. 6.0 The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

6. Counselling

All the students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, at the main campus. An appointment can be made at reception or by emailing the student support officer at info@cvi.edu.au.

Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services are provided in accordance with the institute code of practice and confidentiality procedures.

Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

7. For Medical service and support in the vicinity of the main campus, students may contact the following: Medical service and support available near campus.

- Walk in Clinics: 111 Dickson Place, Dickson Australian Capital Territory 2602 ([02\) 5124 8080 \[canberrahealthservices.act.gov.au\]\(http://canberrahealthservices.act.gov.au\)](tel:0251248080)
- City Family Practice: 161 LONDON CIRCUIT, Canberra Australian Capital Territory 2601

8. Student Welfare Services has a designated Student Support Officer to assist in providing basic counselling services to all the students. This service assists the students' experiencing difficulties in any of the aspect of their lives, including issues of academic or personal nature. The student support officer is available to the students to help them access study support and welfare-related services such as (but not limited to).

- Legal Services – Canberra Valley Institute can refer a student who requires legal advice for a Legal Aid NSW (free of cost usually) or a legal practitioner, the referral is

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at no cost to the student. Student will be responsible for any cost related to the legal advice charged by the legal practitioner.

- Accommodation – Accommodation advice is available to all the international students from the point of application through to the completion of their course. ASIA will provide up to date information on the accommodation options and/or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – During orientation, the students are advised of the campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak to the student services.

For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform Canberra Valley Institute as soon as appropriate.

- Facilities and Resources – At orientation, the students are given a guided tour of the campus and all ASIA facilities. At this time, they will be explained all the available resources.
- Complaints and appeals processes – The complaints and appeals policy and procedures are given in detail on the website www.asia.edu.au. and can be made available from the administration department upon request.

Any student visa conditions relating to the course progress and/or attendance as appropriate – Students are advised during orientation of their requirements to continue to meet their visa conditions.

Canberra Valley Institute can also refer the students to external counselling services for various issues if necessary, however, each issue is dealt on a case-by-case basis. There is no fee attached to this welfare support and referral service. Students are required to seek assistance from Canberra Valley Institute student support officer so that sufficient support can be provided.

9. Student health and Safety

- The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from the students.
- Canberra Valley Institute has a Student Services team designated to support students.
- Reception is open daily from 9:00 am – 5:00 pm Monday to Friday. However, there will be one student support officer present during campus operating hours i.e. Monday to Sunday 8:30 a.m. - 9:15 p.m.
- Students are free to approach any CVI staff member for any help or make general enquiries, for example, directions, public transport and other day-to-day needs, banking, access to other services, etc.

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- Students requiring additional assistance will be referred to the appropriate institute staff, e.g. Trainers/Assessors, Administration Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- There are also other staff members available to support the students. Their contact details are available in the student handbook and can be made available from the reception.

10. Critical Incident Policy

As per standard 6.8 of the National code 2018, Canberra Valley Institute has its Critical Incident Policy and procedures in place. This standard mandate ASIA to have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students
 - Severe verbal or psychological aggression
 - death, serious injury or any threat of these
 - natural disaster; and
 - issues such as domestic violence, sexual assault, drug or alcohol abuse non-life-threatening events could still qualify as critical incidents
- Immediate Action: If you need assistance in dealing with critical incident --> contact emergency help line immediately by calling 000 and inform the institute staff or Student Support Officer/CEO

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