



# STUDENT SUPPORT FRAMEWORK

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### 1 PURPOSE

- 1.1 Lennox College is responsible for ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals. To ensure that students are made aware of the support available, all staff at Lennox are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

### 2 SCOPE

- 2.1 This Framework applies to all students and all staff at Lennox.

### 3 SUPPORT MECHANISMS

- 3.1 The following support services are available and accessible for all students studying at Lennox. Lennox will provide students with contact details to refer to any matters that require further follow up with relevant professionals. Any referrals are made by Lennox at no cost to the student, but fees and charges may apply where an external service is used by the student, and this should be clarified by the student prior to using such external services.
- 3.2 Non-academic Student Services – every campus has 2 – 3 full-time student services staff who are the first ‘port of call’ for all student enquiries. These staff are customer service specialists and nominated staff on each campus are trained as Access and Equity and International specialists. Students can come into reception to ask general questions. A notice board is also available at reception to assist students with finding the information/support they need.

#### Nominated Support Officers

- 3.3 While all staff employed by Lennox have the responsibility to provide support to students, Lennox shall nominate a dedicated Student Support Officer who will be available to all students, on an appointment basis, during Lennox’s hours of operation. Students may access the Student Support Officer directly or via the Administration desk and an appointment will be organised as soon as practicable.
- 3.4 Details of how to contact the current Student Support Officer will be displayed in front of the reception and around the campus.
- 3.5 As part of their responsibilities, the Student Support Officer ensures up-to-date information is available for student support services and that any contacts provided are current. This information is given to students as part of the student orientation program outlined below.

#### Academic Issues

- 3.6 Students may have concerns about their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support to help them to maintain appropriate academic levels and attendance levels so they can achieve satisfactory results in their studies.
- 3.7 All students’ progress is monitored and guidance and support provided where poor course progress, or issues related to Language, Literacy and Numeracy (LLN) are identified.

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- 3.8 A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required.

### **Personal or Social Issues**

- 3.9 There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during Lennox's hours of operation to gain advice and guidance on personal, accommodation, or family/friend issues.
- 3.10 Where the Student Support Officer feels further support may be required, a referral to an appropriate support service will be organised.

### **Counselling Service**

- 3.11 The Student Support Officer is able to assist in times of stress or pressure during the course. Students may make an appointment for advice relating to study, such as:
- time management issues;
  - setting and achieving learning goals;
  - motivation;
  - ways of learning;
  - managing assessment tasks; or
  - self-care.
- 3.12 If the need arises to seek additional counselling services, the Student Support Officer will maintain a list of the contact details of appropriate external support services.

### **Accommodation (International Students)**

- 3.13 While Lennox does not offer accommodation services or take any responsibility for accommodation arrangements, the College is able to refer students to appropriate accommodation services, and staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements.
- 3.14 All international students are encouraged to have accommodation organised prior to arrival in Australia but, if not, the Student Support Officer can refer students to appropriate accommodation services.

### **Hardship**

- 3.15 Hardship due to economic, social or other difficulties may arise during the course of study. Where genuine hardship exists, a student may make an application seeking permission to review their workload or other related matters.

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3.16 To make an application a student is required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship in the letter. Examples of evidence include the following:

- Financial hardship: government benefit statements, pay slips or bank statements which indicate financial status;
- Medical grounds: medical certificates stating nature of condition, duration; and
- Single parent: evidence by way of statutory declaration and supporting government documentation.

3.17 An international student who is an applicant under this category must still meet the requirements of the relevant regulations affecting student visas in these circumstances.

### Student Orientation

3.18 All students should attend the Orientation day at the beginning of their studies with Lennox. For international students, attendance at Orientation is compulsory. Students who fail to be present on the first scheduled Orientation should contact the College immediately to organise a second session. The Orientation day is managed by the Student Support Officer and will include the following:

- a tour of Lennox identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas; and
- information about policies and procedures generally, grievance procedures specifically, and how to access the services of the Student Support Officer.

## 4 REVIEW AND IMPROVEMENT

4.1 In order to ensure that Lennox has support services for students that are appropriate in scope and quality for the capacity of the College and mode of delivery of its courses, the Compliance Manager implements a regimen of regular review and feedback. Stakeholders are consulted to monitor the efficacy of the support services and the Committee will make the necessary improvements.

### Stakeholder Feedback

4.2 Regular stakeholder feedback through the use of survey instruments will inform Lennox when reviewing the adequacy of its support services through the following process:

- 4.2.1 A survey of students is conducted at the end of each study period using the Feedback on Student Support Services. The survey will include the quality of Lennox's support services, and will solicit suggestions on any improvements which might be made to enhance the student experience.
- 4.2.2 The Compliance Manager will review the surveys, analyse the feedback and summarise any issues raised in regard to support services for discussion at the next staff meeting.
- 4.2.3 The Compliance Manager will meet formally and informally with the Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.

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### 5 RELATED LEGISLATION AND DOCUMENTS

#### Documents

- Student Welfare and Support Services Policy and Procedure
- Critical incidents Policy and Procedure
- Course Progression Policy and Procedure
- Student Code of Conduct Policy and Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Complaints and Appeals Form
- Individual Student Support Plan
- Student Payment Plan Agreement
- Student Support Service Referral Form
- Determining Suitability Assessment
- Orientation Program and Forms
- Academic Warning Letters

#### National Code

5.1 The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2 states that:

2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

2.1.11 accommodation options and indicative costs of living in Australia.

5.2 The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6 states that:

6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:

6.1.1 support services available to assist overseas students to help them adjust to study and life in Australia.

6.1.2 English language and study assistance programs.

6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.

6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

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6.9 The registered provider must:

- 6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- 6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.

## 6 FEEDBACK

College staff and students may provide feedback about this document by emailing: [compliance@lennoxcollege.edu.au](mailto:compliance@lennoxcollege.edu.au)

## 7 APPROVAL DETAILS

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