Student Welfare and Support Services Policy and Procedure

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Student Welfare and Support Services Policy and Procedure

1 PURPOSE

1.1 This policy ensures that students at Lennox College are supported to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course. This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

1.2 Lennox is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled at Lennox. Student support services will be regularly reviewed through Lennox's Continuous Improvement Policy. Services provided by Lennox are at no additional cost to the students. Where external support services may be required, Lennox will not charge the students for the referral.

2 SCOPE

2.1 This policy applies to all students enrolled at Lennox College.

3 POLICY STATEMENT

Orientation Program

3.1 Lennox is committed to ensuring that all students receive support in adjusting to life and study in Australia. An orientation program will be compulsory for all students prior to commencing their course.

3.2 Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Compliance Manager or their delegate will go through the orientation on an individual basis.

3.3 The orientation program will include information provided through a PowerPoint presentation on:

- 3.3.1 Support services available to assist overseas students to help them adjust to study and life in Australia
- 3.3.2 English language and study assistance programs
- 3.3.3 Any relevant legal services
- 3.3.4 Emergency and health services
- 3.3.5 The registered provider's facilities and resources
- 3.3.6 Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- 3.3.7 Requirements for course attendance and progress, as appropriate
- 3.3.8 The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- 3.3.9 Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

3.4 Lennox will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents.

3.5 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

3.6 The information or referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in 1.3, will be at no additional cost to the overseas student

Learning Support

3.7 Students are provided with a range of learning support options and resources to enable them to achieve learning outcomes in addition to meeting course requirements and maintaining attendance including:

- 3.7.1 Mentoring from appropriately qualified trainers including their phone and email contact details.
- 3.7.2 Tutorial support assistance.

3.7.3 English Language /Literacy and/or Numeracy Support
3.7.4 Support and exercises for some courses.
3.7.5 Computer and technology support.
3.7.6 Referral to external services
3.7.7 Useful links

3.8 The services listed in 2.1 or any other learning support services consistent with the requirements of the course will be at no additional cost to the overseas student

3.9 Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the Lennox Course Progression Policy.

Additional Support Services

3.10 Lennox recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.

3.11 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

3.12 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Welfare Services

3.13 Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice. Lennox offers a referral to Life Resolutions Services

3.14 Lennox recognises that student may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation options.

3.15 Information about welfare services available are provided in the Student Handbook and Website. Students are also informed about these services at orientation.

Informing Students

3.16 Students are advised of the support services available to them via the student handbook, Lennox's website and at orientation day.

Accessing Services

3.17 Students wishing to access any support services should discuss this with their trainer/assessor or call Lennox's office. Contact details for relevant staff are included in the Student Handbook.

Records Management

3.18 Staff members must maintain all records relevant to administering this policy and procedure in the college's recordkeeping system.

4 RELEVANT LEGISLATION AND DOCUMENTS

Documents

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Individual Student Support Plan
Student Support Plan Register
Student Referral to Support Services Letter

Legislation

4.1 According to Standard 6 of the Standards for Registered Training Organisations (SRTO) 2015:

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
6.1.3 any relevant legal services
6.1.4 emergency and health services
6.1.5 the registered provider's facilities and resources
6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
6.1.7 requirements for course attendance and progress, as appropriate
6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
6.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

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.

6.4 The registered provider must facilitate 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 overseas students undertaking online or distance units of study.

6.5 The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.

6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

6.8 The registered provider must have and implement a documented 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 incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

6.9 The registered provider must:

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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

6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

5 FEEDBACK

College staff and students may provide feedback about this document by emailing: compliance@lennoxcollege.edu.au

6 APPROVAL DETAILS

Approval	Details
Approval Authority	CEO
Administrator	Compliance Manager
Version	1.0

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