

## **STUDENT WELFARE AND SUPPORT POLICY**

### **PURPOSE**

This purpose of this policy is to ensure that CG Spectrum Institute (CGSI) staff members provide a consistent and supportive response to the welfare needs of prospective and enrolled students in CGSI's accredited higher education courses, and that students are provided with information on how to access appropriate welfare, disability, health, legal, advocacy, accommodation and academic support services when needed. CGSI is committed to providing all members of the CGSI community with a safe and secure teaching and learning environment and ensuring that students with disabilities are provided with the opportunity to fully participate and succeed in their study.

The policy is in accordance with the Higher Education Standards Framework, 2021 (HES) and the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

### **SCOPE**

This policy applies to all prospective and enrolled students in CGSI's higher education courses, face to face, online or blended, and to all staff members.

### **DEFINITIONS**

**Disability** refers to any permanent or temporary condition that affects a student's capacity to study and meet course requirements.

**Health** means both physical and psychological well-being.

**Student Welfare** means any matter that impacts on the physical, mental and emotional wellbeing of students and interferes with their study.

**Special needs** (or additional needs) is a term used to describe individuals who require assistance for disabilities that may be medical, mental, or psychological.

**Reasonable Adjustment** means an action taken to ensure equal opportunity for students with a disability.

### **RESPONSIBILITIES AND AUTHORITIES**

All **CGSI staff members** are responsible for **identifying and referring** students who may need additional support to the Academic Director, as appropriate.

The **Academic Director** is responsible for responding to the wellbeing and safety needs of students, and for:

- overseeing the compilation of, and approving, the Orientation program and Student Handbook;
- the currency and accuracy of the content of the Student Handbook;
- ensuring the Student Handbook is up to date and available on the CGSI website;
- promoting student attendance at Orientation activities both on-campus and online, and following up with enrolled students who do not attend, or who arrive late;
- monitoring the general wellbeing and safety of students through consultation with other staff;

- referring students in need of academic learning support, professional counselling, mental health, welfare, legal, advocacy, accommodation and/or health assistance to CGSI's preferred suppliers of support services, either on-campus, online or through an external partner;
- ensuring staff are aware of CGSI's preferred support services for students and that the Student Support Manager is the overall Point of Contact for International students
- ensuring staff who interact directly with overseas students are aware of obligations and implications under the ESOS framework and are competent in identifying support needs and in encouraging students to seek support from the Learning Support Officer or a corresponding counsellor;
- assisting students with disabilities with reasonable adjustments to support autonomy in their studies and a campus access plan where relevant, to ensure that CGSI operates within the Disability Discrimination Act 1992 and the Disability Standards for Education 2005;
- ensuring students studying online have access to the support they need to succeed in their studies; and
- equivalent opportunities will be afforded to all students including those in sub-groups (underprivileged, remote, mature age and international) through tailored support services at an individual and cohort level.

The **Course Co-ordinator** is responsible for **active follow up** with students who fail to attend class, log on or access the LMS regularly and/or who fail to submit assessment tasks on time, and for encouraging students to contact CGSI's preferred support services as needed.

## **POLICY**

### **General Principles**

- CGSI is committed to providing students with an exceptional student experience. Every student will feel that CGSI staff members genuinely care about their welfare and safety and are able to respond positively to their identified needs.
- CGSI will provide reasonable academic, general and personal support to enable the achievement of expected learning outcomes at no additional cost to the student.
- Students have access to a range of support strategies, academic, personal and social, to assist them with their studies and to promote a balanced lifestyle.
- Students will be provided with up-to-date information on how to access counselling, learning support, welfare, medical, legal and other support services via the following mechanisms:
  - the Website
  - the LMS
  - the Student Handbook
  - the Orientation Program

- Involvement in the Orientation program, either on – campus or online, is compulsory for new students. The program content ensures that all students are appropriately prepared for study at CGSI.
- CGSI staff members provide guidance on avenues of support and referrals for students. Students are referred to professional counselling, welfare, legal advice, accommodation advice, advocacy and health services provided by external specialists with the appropriate qualifications, registration and expertise. The Academic Director and Course Coordinator are to be consulted on matters of student welfare that may arise.
- CGSI will ensure 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.
- CGSI recognises that some students may not achieve the academic results of which they are capable, and staff ensure students have access to additional academic support as required.
- CGSI has monitoring mechanisms in place to enable the Academic Director and Course Coordinator to engage with students who are experiencing difficulties in a timely manner – refer to the *Student at Risk Policy and Procedure* for further information.
- Support for students with disabilities:
  - a. students are not obliged to disclose their disabilities
  - b. when special needs are identified either during or after enrolment, students are asked to provide the Academic Director with further information so that reasonable adjustments can be made.
  - c. Information provided by students is kept confidential.
- Staff-student communication channels are open and students have multiple opportunities to engage with key staff.
- All student records are managed according to CGSI’s Privacy Policy and Student Records Management Policy.

## **RELATED**

Student Welfare and Support Procedure

Students at Risk Policy

Students at Risk Procedure

Academic Integrity Policy

Academic Integrity Procedure

Student Records Management Policy

Privacy Policy

Grievance Complaints and Appeals Policy

Grievance Complaints and Appeals Procedure

Critical Incident Policy

Critical Incident Procedure

**Version Control**

<b>Document:</b>	Student Welfare and Support Policy	
<b>Approved by:</b>	Academic Board	<b>Date:</b> 21 March 2022
<b>Version: V4.2</b>	<b>Replaces Version: V4.1</b>	<b>Next Review: 2025</b>
V4.0	CRICOS minor adjustments 24/06/2021	
V3.0, V3.1	Changes as requested	
V2.1	Refinements arising from external review and logo added	