

STUDENT WELFARE AND SUPPORT PROCEDURE

PURPOSE

The purpose of this procedure is to outline the actions by which CG Spectrum Institute (CGSI) ensures a consistent and supportive response to the welfare needs of prospective and enrolled students in its accredited higher education courses. 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 ensuring students with disabilities and special needs are provided with the opportunity to fully participate and succeed in their studies.

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

This procedure is aligned with the *Student Welfare and Support Policy*.

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 or Course Coordinator, as appropriate.

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

- monitoring the general wellbeing and safety of students through consultation with other staff;
- referring students in need of academic study skill development, professional counselling, mental health, welfare, legal, advocacy, accommodation and/or health assistance to CGSI's preferred suppliers of support services;
- 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 where support is needed and in encouraging students to seek support; and
- assisting students with disabilities with reasonable accommodation in their study and a campus access plan where relevant, and ensuring that CGSI operates within the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

The **Course Co-ordinator** is responsible for **active follow up** with students who are showing indicators ‘at risk’ who are failing to attend class, log on or access the LMS regularly and/or who failing to submit assessment tasks on time.

PROCEDURE

1. The Academic Director maintains an up to date referral directory of preferred services and practitioners providing academic study skill development, professional counselling, mental health, welfare, legal, advocacy, accommodation and/or health assistance, with appropriate qualifications, registrations and expertise.
2. The Course Coordinator is responsible for providing new and current students with information on how to access support services via the following mechanisms:
 - the CGSI website
 - the LMS
 - the Student Handbook, available to students on the CGSI website; and
 - the on – campus and online Orientation program.
3. The Orientation program introduces students to on-campus and online resources and facilities, and provides strategies to promote wellbeing and work/study/life balance.
4. The need for reasonable adjustment for students with special needs to enable them to participate and succeed in their studies is evaluated by the Academic Director on admission (if voluntarily disclosed), or later should special needs arise during the course of their studies. Support is arranged on a case by case basis.
5. Students may contact and meet with the Academic Director or the Student Support Manager at any time to discuss their needs and the support available.
6. Information provided by students concerning special needs is kept confidential.
7. CGSI staff members are responsible for identifying and referring students in need of support to the Academic Director for rapid follow up.
8. The Academic Director will discuss health, mental health, welfare, legal, or emotional concerns that may arise for students during their studies, and will follow up with students after referrals have been made to CGSI’s preferred suppliers of support services.
9. Reasonable adjustment for students with disabilities, campus access plans, and referrals to support services, are documented confidentially in the students’ records.

RELATED

Student Welfare and Support Policy
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

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Approved by:	Academic Board/Board of Directors	Date: 21 March 2022
Version: V4.2	Replaces Version: V4.1	Next Review: 2025
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	