

QAF105 Student Welfare and Support Policy

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1. Purpose

The purpose of this Policy is to outline the welfare and support services the Institute provides for its students and the responsibility the Institute has in providing these services.

This Policy provides staff and students guidance regarding their individual responsibilities to ensure that adequate support is provided to meet student needs. The Policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realise their full potential.

2. Scope

This Policy applies to all current postgraduate students at HELI in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code) and the Education Services for Overseas Students (ESOS) Act 2000.

3. Definitions

Item	Definition
Disability	Disability is defined by the <i>Disability Discrimination Act 1992</i> (DDA) to include: <ul style="list-style-type: none"> • physical • intellectual • psychiatric • sensory • neurological • learning disabilities • physical disfigurement and • the presence in the body of disease-causing organisms
Domestic Student	Any student who is an Australian citizen, New Zealand citizen or a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative, or a holder of a Permanent Humanitarian Visa, or permanent visa other than a humanitarian visa.
International student	International student means a student required to hold a student visa for study in Australia. Also known as an Overseas Student.

4. Principles

HELI is committed to supporting students to achieve their academic goals. The Institute is aware of the additional needs of international students and where possible attempts to ease the transition to study in Australia. All staff of the Institute are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

HELI is committed to ensuring the equitable and open implementation of this Policy, including a commitment to supporting all students and especially those who may be experiencing educational disadvantage for example:

- Aboriginal and Torres Strait Islander people;
- students from culturally and linguistically diverse backgrounds;
- mature aged students;
- students with a disability or long-term medical condition;
- students with extenuating circumstances; and/or
- students who have suffered a disadvantage in their prior academic performance.

Notwithstanding these commitments, HELI is bound by its obligations to both the Privacy Act 1988 and the Migration Act 1958.

5. The Institute's Responsibilities

HELI will make every effort to identify those students who need additional support in a respectful, consistent, equitable, and timely manner. HELI will:

- implement strategies and processes to identify students who need additional support to achieve academic success;
- provide information regarding HELI's support services to all students and staff;
- actively encourage students to seek assistance from appropriate internal and/or external support services;
- respect student confidentiality and comply with the Privacy Policy.

6. Student Support

The Institute promotes its welfare and support services (internal and external) through:

- the HELI website;
- Orientation program;
- HELI Student Hub;
- social media;
- on-campus materials;
- counselling services;
- the Student Services team;
- Learning and Teaching team; and
- Academic team.

For all newly enrolled students, detailed information is provided during the Student Orientation program scheduled at the beginning of each study period.

Staff are encouraged to promote these services to their students.

6.1 Personal Support

HELI staff endeavour to identify students at risk, whose actions indicate they may require help and support, e.g., absenteeism, disruptive behaviour, and who may be in breach of the HELI Student Code of Conduct. Those students identified are referred to and supported by the appropriate services (Refer Appendix 1)

HELI has the following personal support services available:

- confidential counselling service support (Converge International)
- providing contact information about accommodation, legal, emergency and health services support;
- Learning Support
- Support for victims of sexual harassment, sexual assault, domestic violence, gender-based violence;
- Equity and diversity support;
- Discrimination support;
- At-risk support;
- Disengagement support;
- Assessment support;
- Library support;
- Enrolment and administrative support;
- Accessibility support and special needs assistance;
- Emergency crisis support; and
- Financial support, career and employment resources

A dedicated Orientation program is provided to assist students in adjusting to living and studying in Australia and at the Institute. Newly commencing students are required to attend an Orientation Program before the start of their first term of study. The Orientation Program provides information and resources about relevant contacts, support services, HELI's Student Hub, learning support resources and services, grievance and appeals processes; requirements for satisfactory academic progress, employment rights and conditions, library resources, the learning management system (Canvas), the Student Portal and much more. Students are encouraged to make the most of the resources and study support available throughout the duration of their studies.

6.2 Academic and Learning Support

A student may be identified as requiring academic support if they are at risk of not successfully completing their unit or course and unsatisfactory progress (as outlined in the Student Progression Policy).

HELI has a range of support services available to all students. These include:

- Course and unit enrolment advice (Academic Team);
- Learning Support;
- Library support;
- IT support;
- Counselling support
- Academic Integrity Module;

English language support; and Student Learning Support staff can assist students in times of stress or pressure throughout the duration of their studies. Students may contact and arrange a booking with the Student Learning Support team for guidance on matters related to:

- time management;
- setting and achieving learning goals;
- motivation;
- ways of learning; and

- managing assessment tasks.

6.3 Accessibility Support

Students who experience a disability, learning difficulty, or ongoing physical or mental health condition have the right to receive reasonable adjustments to ensure an equal opportunity to successfully complete their studies. Reasonable adjustments may include, but are not limited to:

- providing extended time for assessments and/or exams,
- creating accessible course materials in alternative formats,
- offering ergonomic furniture or other support equipment, and/or
- utilising assistive technologies.

To request support, students who identify as having an accessibility need or condition that may impact on their studies should complete the Accessibility Support Form available on the Student Hub. Supporting documentation may be required to assess the request. All applications will be kept strictly confidential.

Upon receiving the request, a support services staff member will conduct an individual assessment to understand the specific needs of the student and offer relevant support and reasonable adjustments. Students are encouraged to communicate with support services staff throughout their studies to address any ongoing needs or additional adjustments that may arise.

7. Grievance and Appeals

HELI places students at the heart of its operations and is committed to providing students with a fair, equitable, and transparent learning environment that ensures students access to grievance and appeal processes that provide for fairness, transparency and accountability. Students or prospective students with the Institute may raise a grievance or appeal a decision of the Institute in accordance with the Grievances and Appeals Policy and Procedure.

8. Review and improvement

The Learning and Teaching Committee monitors a schedule of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and to action enhancements and improvements where necessary.

9. Responsibilities

Responsibility for the full implementation of the Student Welfare and Support Policy rests with the Director of Student Services and the Associate Dean, Learning and Teaching, who are assisted by the Student Services Team and the Learning and Teaching Support Team, and Academic Team across all campuses. The teams will coordinate and facilitate appointments with relevant academic staff, Learning and Teaching staff, Unit Coordinators, Head of Departments or the Dean where applicable.

Responsibility at each stage is as follows:

1. **Identifying disengaged or at-risk students:** Unit Coordinators in consultation with Head of Discipline/ Course Coordinators identify disengaged students through dropout detector by end of week 3 of the study period through poor in-class engagement, poor attendance, poor CANVAS participation, early assessment participation, or other personal issues.

2. **Refer to the appropriate services:** Student Services have the responsibility to refer the students to appropriate services (Student Services/ (Unit Coordinators/ HoD, Learning and Teaching Support Team).
3. **Intervention/ student support provided to disengaged/ at-Risk students:** Student Services team, Unit Coordinators/ Head of Discipline, and Learning and Teaching Support Team. (Refer to **Appendix 1** for the support from each team)

10. Related Documents -

- Student Handbook Enrolment Information;
- Student Handbook Academic Information;
- Student Handbook Health Safety-Wellbeing;
- Equity and Diversity Policy;
- Student Grievance and Appeals Policy;
- Student Progression Policy;
- Sexual Assault and Sexual Harassment Policy; and
- Compassionate and Compelling Circumstances Guideline.

11. Relevant Legislation

- Education Services for Overseas Students (ESOS) Act 2000;
- Privacy Act 1988; Information Privacy Principles;
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code);
- Higher Education Standards Framework (Threshold Standards) 2021; and
- Higher Education Support Act 2003.

12. Version Control

Document ID	HELI Student Welfare and Support Policy
Category	Corporate
Document Owner	CEO HELI
Approved by	Boad of Directors

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	8 July 2016	Document creation and initial approval
1.1	Dean	23 September 2016	To incorporate nomenclature of “educator”
2.0	Executive Management Committee	4 May 2018	Updates to reflect actual practice
2.1	Dean	9 July 2018	Minor changes to contact points and details

2.2	Dean	23 September 2019	Minor changes to update Canvas LMS resources and role responsibilities.
3.0	Executive Management Committee	18 March 2020	Updates to address ESOS and National Code standards for CRICOS registration
3.1	Dean	7 April 2020	Minor change to include reference to QAF180 Sexual Assault and Sexual Harassment Policy
3.2	Dean	29 April 2020	Minor change to clarify possible cost to a student for services provided by an external counselling service
3.3	Dean	2 December 2021	Minor updates to Canvas LMS resources (Student Hub) and referral information
4.0	Board of Directors	11 May 2023	The policy was aligned with other 2 IHEs. Section on student orientation, review, and responsibilities included
4.1	Dean and CEO	July 2023	Section on accessibility support added
4.2	CEO	20 December 2023 by CEO	Appendix 1 included. Amendments to responsibilities identifying student at risk and providing support in section 9. Amendments were approved by CEO in the interim. To be presented to BoD in March 2024.
5.0	Board of Directors	25 March 2024	<p>The updates that were made in December 2023 with the guidance note from the Department of Education were approved by CEO as version 4.2.</p> <p>The roles of Student Services, Unit Coordinators/Academic Team, and Academic Support have been revised and updated in the Appendix. Responsibility for disengaged students has been incorporated into Section 9 and references throughout the policy have been updated accordingly.</p>

Appendix 1:

Student Services

The Student Services team encompass a wide range of services and resources aimed at assisting students during their academic journey. The Student Services Team discusses with the student and provides advice to assist them:

- with class timetables or
- with enrolment variation enquiries, or
- to reach out to their respective lecturers, academic support team or learning and teaching team where required

Any issues identified by the Student Services Team are provided accordingly to either the respective Heads of Discipline (HoDs) or the Learning and Teaching Support Team.

- in accessing Canvas, the Institute's learning management system (LMS) and the Student portal (Student Management System)
- critical information, key dates, enrolment information etc. from the Student Hub.
- with Information on appeals/ grievances
- with queries on refunds/ fee payments,
- special considerations and other related matters,
- with referrals to counselling support for emotional, psychological, or mental health challenges
- With information on accessibility support services to ensure equal access to education and campus facilities.
- With information on health education and wellness programs to promote students' physical well-being and address their healthcare needs.
- By promoting diversity, equity, and inclusion on campus through various initiatives and events
- Providing opportunities for students to get involved in campus activities and leadership development initiatives to enhance their personal and professional growth.
- refer to an emergency services

Unit Coordinators/ Academic Team

Unit Coordinators/HoDs reach out to students identified to be disengaged either through messages via Canvas or email. In cases where the Unit Coordinators are unable to reach the students via Canvas or email, the Unit Coordinators/Educators inform the HoDs/Course Coordinator/Director of Studies by the end of week 3. A compiled list of students is provided to the Student Services Team for further follow up via a phone call or email. Unit Coordinators also accordingly refer students to the Learning and Teaching Support Team which can assist them with understanding assignment questions, reading academic texts, referencing requirements, English language support and any other academic-related enquiries.

Academic Support through Learning and Teaching Support Team

Academic support is provided by the Learning and Teaching Support Team to provide:

- in-class workshops,
- individual and small group consultation bookings,
- academic skills workshop,
- academic integrity and referencing guidance,
- assistance with understanding assignment questions,

- English language and other academic-related support,
- access to the appropriate and relevant reading materials regardless of their study mode,
- Canvas enquiries and issues.