

## STUDENT WELFARE AND SUPPORT POLICY

### 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)

### SCOPE

This procedure applies institute wide to all staff members and prospective and current students.

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 physical or psychological.

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

### ROLES AND RESPONSIBILITIES

All **CGSI staff members** are responsible for **identifying and referring** students who may need additional support to the Dean Learning and Teaching or Course Coordinator, as appropriate.

The **Dean Learning and Teaching** is responsible for overseeing the work of the **Student Support Manager** to ensure that they are effectively 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, and/or health assistance to CGSI's preferred suppliers of support services. If CGSI does not have a preferred supplier in or near the location of the student, the Dean Learning and Teaching shall ensure appropriate enquiries are made to locate reputable support services in that location;
- 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; and
- assisting students with disabilities with reasonable adjustments and accommodation in their study and ensuring that CGSI operates within the *Disability Discrimination Act 1992* (Cth) and the Disability Standards for Education 2005.

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

## 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 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

Student Grievance Complaints and Appeals Policy

Student 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> 30 November 2023
<b>Version:</b> V4.3	<b>Replaces Version:</b> V4.2	<b>Next Review:</b> 2025
V4.1	Changes to reflect organisational titles	
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