

Student Support Policy



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Approved by	Stanley College Academic Board
Authorised Officer	Registrar
Supporting documents, procedures and forms of this policy	<p>Student Support Procedure</p> <p>Student Assessment Policy and Procedure</p> <p>Learning and Teaching Plan</p> <p>Learning Resources Policy and Procedure</p> <p>Student Grievance and Complaint Policy and Procedure</p> <p>Student Progress Policy and Procedure</p> <p>Student Services Plan</p> <p>Student Support Guide</p> <p>Code of Conduct</p>
Related Legislation	<p>Education Services for Overseas Students (ESOS) Act 2000</p> <p>Higher Education Standards Framework 2015, Part A: Standard 1.3 (Orientation and Progression), 2.2 (Diversity and Equity), 2.3 (Wellbeing and Safety) and 7.2 (Information for Prospective and Current Students)</p> <p>National Code 2018, Standard 6</p> <p>Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</p>
Audience	Public

1. PURPOSE

- 1.1 The policy provides a framework for ensuring that all students at Stanley College have access to appropriate student support services, regardless of the place or mode of study.
- 1.2 A description of the procedures for supporting students is outlined in the accompanying Student Support Procedure.

2. SCOPE

- 2.1 This policy applies to all staff members (including academic staff) of higher education at Stanley College.

3. DEFINITIONS

Consultation	A time for students to seek face-to-face contact with academic staff in order to raise any issues that they may have in the unit they are studying. This time is to be used to consult on issues related specifically to the unit the lecturer or tutor is teaching. Any student who seeks academic skills support or language support should go to those at 'drop in' times and not at the 'consultation' time.
Critical Incident	A traumatic event, or the threat of such, which causes extreme stress, fear or injury.
Education Services for Overseas Students (ESOS) Framework	Legislative requirements and standards for the quality assurance of education and training providers offering courses to international students who are in Australia on a student visa. Principally comprises the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2001 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code 2018 .
First Year Experience (FYE)	The FYE refers to the period of time from point of offer until commencement of Second Year. It is a generic term used to describe students' experiences of and with their first year at higher education, and considers how commencing students are supported, engaged, educated and retained. A good FYE is critical for student engagement and is relevant to all students irrespective of their discipline, course, level of study or mode of engagement. This includes the orientation and transition period (Week -1 to Week 4) and orientation events. FYE includes all commencing students that fall under this definition and recognizes that students have varying and diverse needs.
Mode of Study	Mode of study refers to whether a student is studying full time or part time and the method of delivery such as on-campus, online, via external study or a combination of these.

4. POLICY PROVISIONS

Principles

- 4.1 Stanley College is committed to ensuring that all students receive adequate support throughout their course to help them achieve their full potential.
- 4.2 Stanley College recognises that some students face challenges as they progress through their course. This may be particularly the case for the following cohorts of students:
- International students
 - Aboriginal and Torres Strait Islander peoples
 - Students from lower socioeconomic backgrounds
 - Students with disability
 - Students from remote, rural or isolated areas
 - First-in-family learners
 - Students from non-English speaking backgrounds (including domestic students)
 - Students in their first year of study
 - Students with significant family responsibilities and/or financial difficulties.

Stanley College recognises that these cohorts overlap and that challenges may be particularly significant at the intersections of categories.

- 4.3 To minimise the risk to these students, Stanley College will adopt strategies to ensure all students are provided with:
- Sufficient information to make an informed decision about their ability to undertake and complete a course
 - A comprehensive orientation to Stanley College and, in the case of international students, living in Australia generally
 - All relevant details about enrolment and course progression, including census dates and submission dates
 - Sufficient training in the Learning Management System (LMS), learning technologies and study skills
 - Adequate access to student support and academic consultation as outlined in the *Student Support Guide*.

Support Services at Stanley College

Orientation

- 4.4 All students are required to attend Stanley College's orientation program prior to the commencement of their course. The Registrar is responsible for the delivery of the Orientation program to all students.
- 4.5 Orientation is recognised as the official commencement to the academic year for commencing students, and is scheduled on Monday, Tuesday and Wednesday in the week immediately preceding Week 1 of the standard teaching semester. **All commencing students (including *domestic and international students*) are required to attend Orientation.**
- 4.6 Late or absent students will be provided with an opportunity to attend another Orientation session.

- 4.7 The information provided to students at Orientation will also be circulated via email to all students immediately after orientation.

Official Point of Contact for all Students

- 4.8 All students studying at Stanley College can contact the Registrar Office. This office will provide information about the support services available that are relevant to the student's needs, including those of specific international student cohorts.

Student Wellbeing

- 4.9 Stanley College will take all reasonable steps to provide a safe environment on campus.
- 4.10 Students and staff will be advised on the actions they can take to enhance their personal security and safety.
- 4.11 Information will be provided to all students about general safety in Australia, as well as how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents and isolated events involving an individual such as assault or sexual harassment.
- 4.12 Stanley College is committed to fostering a place of safety and encourages students to report any behaviour that contravenes the Stanley College Code of Conduct.
- 4.13 The continuous improvement strategy at Stanley College recognises the critical importance of the emotional and physical wellbeing of students. Current goals for further development of student support services include:
- a. Development of a wider range of pre-arrival and student transition information;
 - b. Development of more activities and events for disabled students and their families;
 - c. Work with external support providers to enhance personal, social and academic support services currently in place, and
 - d. Data collection on and review of accessibility at the West Perth campus in relation to mobility challenges faced by students.

First Year Experience (FYE) Support Programs

- 4.14 Stanley College is aware of the significant transitional challenges facing first year students and acknowledges the diversity and changing social and educational needs and aspirations of its entering cohorts. In recognition of the varying and diverse needs of all first year students, the following academic and non-academic support programs are designed to assist students in enhancing their student experience at the College:
- a. Peer mentoring by senior students for first year students;
 - b. Evaluation of orientation activities;
 - c. Early intervention strategies;
 - d. Preparation towards key milestones to support students in the first year, particularly during stressful periods such as when assignments are due;
 - e. English language support;
 - f. Cultural awareness activities;
 - g. Pastoral care; and
 - h. Professional development programs (such as *Toastmasters*).

Academic Support

- 4.15 Stanley College will identify students needing additional support. Stanley College will:
- a. Have in place strategies to identify students who require additional support to achieve their academic potential;
 - b. Support the mental health and wellbeing of students through a range of educational and support initiatives;
 - c. Make available information about support services to staff and students, which can be readily accessed;
 - d. Encourage students with academic or personal support needs to access support from relevant internal and external support services, and
 - e. Improve staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support.

Academic Staff Responsibilities

- 4.16 Academic staff will be responsible in monitoring the following academic progression of students:
- a. English language proficiency;
 - b. Failure to complete assessments;
 - c. Academic misconduct; and
 - d. Attendance.
- 4.17 It is the academic staff's responsibility to provide information about support services available to students relevant to 4.16.
- 4.18 Academic staff will facilitate access to learning support services, regardless of place or mode of study.

Registrar Responsibilities

- 4.19 The Registrar, acting as the Student Support Manager, will:
- a. Identify the unique supports required for first year students, and develop targeted programs and activities to support and engage first year students (as outlined in section 4.14 of this Policy).
 - b. Hold First Year Student Experience meetings with support staff to arrange events and activities, and delegate responsibilities among the relevant staff.
 - c. Review student progress at the end of each study period; and
 - d. Implement an intervention strategy for students at risk of not achieving satisfactory course progress.
- 4.20 Further information about this process is outlined within the *Student Progress Policy and Procedure*.

Staff Training

- 4.21 Stanley College will ensure that all staff are provided with up-to-date information about the support services, both internally and externally, available to students.
- 4.22 Staff of Stanley College will be trained to ensure they are aware of their obligations under the ESOS Framework and the potential implications for international students arising from the exercise of their obligations, particular surrounding the support services required for students.
- 4.23 Stanley College will ensure that international students are provided information and advice which meets the statutory requirements under the ESOS Framework.