



# **Student Welfare, Wellbeing and Support Policy and Procedure**

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## 1. PURPOSE

This policy and procedure ensure that all students at the Australis Business School ("Australis") have access to appropriate welfare, wellbeing and support services as required. The purpose is to assist the transition of all commencing and continuing students, both domestic and international, to study, work and live in Australia.

## 2. SCOPE

The policy and procedure apply to all domestic and international students at Australis. The services covered under this policy and procedure include counselling, advice and support regarding student wellbeing and academic performance.

## 3. DEFINITIONS

See the Australis *Glossary of Terms* for definitions.

## 4. POLICY STATEMENT

Australis provides academic and wellbeing support services that aim to support students transitioning into higher education at both the undergraduate and postgraduate levels. Australis recognises the diversity of student learning needs within and across levels of education and is committed to the wellbeing of all students.

Australis is committed to providing a safe and supportive learning environment and is especially aware of the difficulties some students experience when transitioning to Australia's as a new culture and lifestyle. Students will be provided with appropriate academic and wellbeing maintenance services, advice, information and assistance to support their academic success and improve their wellbeing while undertaking a course at Australis.

### 4.1 Policy Principles

Australis's values of respect, equality, diversity and inclusion are embedded within all aspects of Australis life, including academic and extracurricular pursuits in events and activities.

Australis does not tolerate bullying, discrimination, harassment or sexual misconduct, defamation, violence or any behaviour that puts the wellbeing or safety of the Australis community at risk.

Advisory and support services are aligned, including counselling, medical services, interpreter services, emergency accommodation for students experiencing domestic violence and security services, while remaining respectful of students' rights to privacy and confidentiality.

Australis's community members, particularly supervisors and managers, are informed about the advisory and support systems available, and are expected to respond in a respectful,

supportive and sensitive manner when they are made aware of information regarding misconduct.

Australis does not have jurisdiction over criminal acts but can take action regarding breaches of its policies and procedures. Australis will work with relevant external agencies to ensure that individuals reporting incidents are treated with sensitivity and professionalism.

## 5. PROCEDURE

Academic staff will be available for academic consultation with consultation hours and appointment details available in all Unit Outlines and the Learning Management System. Furthermore, Australis provides the following welfare, wellbeing and support services.

### 5.1 Services in Relation to Academic Issues

Academic and Student Support staff are available to support students by providing information, advice and guidance about enrolment-related issues, administration and procedure, academic progress and educational outcomes. For information on how students at risk are identified and addressed, refer to the *Student Academic Progression, Monitoring and Intervention Policy and Procedure*. Higher Degree by Research students will have access to the aforementioned resources but their academic progress, especially with respect to the research component of their course will be monitored by their Student Supervisory Panel comprising Principal and Associate Supervisors, Adjunct Supervisor and Chair of the Panel the Higher Degree by Research (HDR Director). For details as to how supervision is negotiated and progress monitored (*HDR Candidate Progress Procedure*). In addition to managing candidate progress all HDR students are inducted to Australis with respect to learning and educational resources, expectations regarding research ethics integrity (refer to the *Research Training and Induction Policy and Procedure* for more details) and the processes for dealing with grading or supervisory difficulties (*Student Complaints and Appeals Policy and Procedure*).

The Course Co-ordinator will ensure that students are aware of the support they are provided in terms of their welfare and wellbeing throughout the process of academic integrity investigations. For details refer to *Academic Integrity and Misconduct Policy and Procedure*.

Academic staff receive training to provide appropriate support to students. If staff are unable or it is inappropriate for them to provide help, the student is referred to a relevant person or to external support services. The Course Co-ordinator facilitates and monitors students eligible for reasonable adjustment under the *Equity and Diversity Policy*.

### 5.2 Study Skills Support Services

Continuing students at Australis can access study skills support services at no additional cost. The purpose of these support sessions is to assist students with:

- generic study skills such as time management, library research and essay writing
- academic integrity, referencing, academic communication skills and exam preparation

- English language comprehension, writing and presentation skills
- course-specific support via drop-in or scheduled sessions

Students will also be supported with library resources, see *Library Policy* for details.

### **5.3 Orientation Programs**

Orientation programs at Australis take place the week before the commencement of each semester. They are designed to be culturally appropriate for addressing the needs of the commencing domestic and international students who are new arrivals to Australia. All students will be training regarding online and campus safety which will also be part of the Orientation Program.

Orientation Programs at Australis address the following essential topics (also addressed in the Student Handbook):

- Australis's campus facilities, support services and resources
- Australis's policies, procedures and relevant legislation
- Student email accounts and login system details
- Visa, compliance and Overseas Student Health Cover (OHSC) requirements for international students
- Enrolment information, assessment requirements and academic progress requirements
- Library rules, social activities, health and safety information
- Deferment, suspension or cancellation of enrolment by the student or by Australis
- Emergency services, health services and legal services
- Campus and online safety

### **5.4 Student Services and Campus and Online Safety Information and Training**

Australis provides information to students regarding the services available, including student support, student representation, wellbeing and safety. Australis provides this information through the Australis website, *Student Handbook*, Orientation Program, Australis policies and procedures, the Learning Management System and communications to the student's Australis email address. Australis academic staff and Student Administration and Support Officers will encourage students to attend regular training seminars that promote safety on campus and online.

### **5.5 Students at Risk**

A student is at risk of not fulfilling academic progression requirements if any of the following apply:

- The student has failed to achieve at least a pass grade in fifty per cent (50%) of their enrolled study load during a course of study.

- The student has failed to fulfill the additional requirements of progression specific to their course. For example, HDR students' candidature for the MRes is managed carefully by the individual Student Supervisory Panels, culminating in a candidature confirmation process at the end of Year 1 (refer to [\*HDR Candidate Progress Procedure\*](#))
- The progression rate of the student will not allow them to complete their course within the maximum course duration or by the course end date specified in the Confirmation of Enrolment of an international student.
- The student has failed a unit for the second time.

Students considered to be at risk will be offered intervention strategies specific to their academic needs. Study skills support services will be provided to act on the intervention strategies to ensure continued success in their course of study. Refer to the *Student Academic Progression, Monitoring and Intervention Policy and Procedure* which includes mandatory intervention strategies.

## **5.6 Aboriginal and Torres Strait Islander Student Support**

In supporting Aboriginal and Torres Strait Islander peoples' learning experiences and recognising the need for innovative and flexible practices, Australis is committed to providing additional resources to support Indigenous education when needed (refer to the *Aboriginal and Torres Strait Islander Peoples' Education Policy*).

### **Transition to Higher Education**

Australis supports all Aboriginal and Torres Strait Islander applicants at all stages of their recruitment, enrolment enquiries, pre-admission and admission (refer to the *Admission and Student Selection Policy and Procedure*), which enables them to access, grow and succeed in higher education.

### **Cultural Competencies and Capabilities**

Australis is committed to assisting Aboriginal and Torres Strait Islander students in creating positive identities reinforced by their knowledge of and pride in their heritage and cultural, academic, technological and social skills. Australis promotes understanding and acknowledgement of Aboriginal and Torres Strait Islander peoples' historical and current perspectives, spirituality, knowledge, skills, values and cultures across the School (refer to the *Equity and Diversity Policy*).

### **Learning and Teaching Support**

Australis ensures the capacity to meet the needs of Aboriginal and Torres Strait Islander students as a higher education provider of choice. Australis is committed to supporting and mentoring staff to ensure that learning environments, curricula, resources and assessments (refer to the *Course and Unit Development and Quality Assurance Policy and Procedure*) enable all students to achieve the required Graduate Attributes and develop the capacity of Aboriginal and Torres Strait Islander students.

## 5.7 Support for Students with Special Needs

Where a student self-identifies as having a special need during the admission process, the Student Administration and Support Officer requests relevant medical documents and arranges an interview with the student to agree on what reasonable adjustments can be arranged. The Student Administration and Support Officer will advise the Course Co-ordinator what reasonable adjustments need to be arranged to assist the student with their studies while protecting the student's private information. Special needs support arranged at Australis may include large-print class materials, specialised equipment or furniture, access to lecture rooms, library or other facilities, counselling support or extra time to complete assessment tasks, including examinations or seating at the front of a lecture room (refer to the *Equity and Diversity Policy*).

Students who develop a special need after enrolment must contact Student Services to identify options to minimise the impact of their disability on their studies. Student Services then meets with the Course Co-ordinator to discuss the possible range of supports or reasonable adjustments that Australis can provide to assist the student.

## 5.8 Support for Student Complainants under *Bullying, Discrimination and Harassment Prevention and Management Policy and Procedure* and *Sexual Assault and Sexual Harassment Prevention and Management Policy and Procedure*

Australis provides a range of services, including counselling and referral to external services, for students making a complaint regarding bullying, discrimination, harassment or sexual misconduct incidents. Refer to the *Bullying, Discrimination and Harassment Prevention and Management Policy and Procedure* and *Sexual Assault and Sexual Harassment Prevention and Management Policy and Procedure* for further details.

The Sexual Assault Sexual Harassment (SASH) Prevention and Response Taskforce, Administration and HR Manager, Dean and the Chief Executive Officer are responsible for monitoring the support services and providing available support services to students.

## 6. PRIVACY AND CONFIDENTIALITY

All staff respect the rights of all students to privacy and confidentiality, including those who seek counselling or advocacy support and those with special needs. Australis collects students' personal information following the *Privacy Policy*. All personal information is held in the student management system and is appropriately secured against loss, interference, misuse, unauthorised access, modification and disclosure. Once the information is no longer required, it is appropriately destroyed.

## 7. Related Documents, External References and Version Control

### 7.1 Related/Referenced Documents

- Aboriginal and Torres Strait Islander Peoples Education Policy
- Academic Integrity and Misconduct Policy and Procedure
- Admission and Student Selection Policy and Procedure
- Bullying, Discrimination and Harassment Prevention and management Policy and Procedure
- HDR Candidate Progress Procedure
- Code of Conduct
- Critical Incident Management and Business Continuity Policy and Procedure
- Equity and Diversity Policy
- Health and Safety Policy
- Library Policy
- Privacy Policy
- Research Training and Induction Policy and Procedure
- Sexual Assault and Sexual Harassment Prevention and Management Framework Policy and Procedure
- Student Academic Progression, Monitoring and Intervention Policy and Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Handbook
- Student Orientation and Transition Policy and Procedure

### 7.2 Related Legislation and External References

- Higher Education Standards Framework 2021
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2021
- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code)

### 7.3 Version Control

Version	Date	Reviewed/approved by	Key notes/changes
0.1	25/08/22	Learning and Teaching Committee (LTC)	First draft of the policy was tabled and discussed.
0.2	01/09/22	LTC	Minor grammatical and formatting changes Individual definitions taken out and a reference to the <i>Glossary of Terms</i> inserted.



0.3	30/09/22	Academic Board (AB)	Approved at the 30/9/22 AB meeting with Support for Students at Risk section added.
0.4	11/05/23	LTC	Updated to reflect recommendations from expert reviewers, including references to the <i>Student Academic Progression, Monitoring and Intervention Policy and Procedure</i> , update to section 5.7 and noting academic staff will be available for academic consultation.
0.5	23/05/23	AB	Approved at the 23/5/23 AB meeting.
0.6	21/03/24	AB	Updated based on 21/03/24 AB meeting and AB member input. Added reference to <i>Sexual Assault and Sexual Harassment Prevention and Management Policy and Procedure</i> .
0.7	04/04/24	AB	Further input from AB incorporated based on the 4/4/24 AB meeting.
0.8	11/04/24	AB	Reviewed and approved at the 11/4/24 AB meeting.
0.9	22/07/24	AB	Campus address updated and reference to the ESOS Act and National Code added
0.9	26/07/24	BoD	Reviewed and approved at the BoD 26/07/24 meeting.
1.0	25/11/24	Higher Degree Research (HDR) Director	HDR details added.
1.1	29/11/24	Higher Degree Research Committee (HDRC)	Updated section 5.1 Services in Relation to Academic Issues, 5.2 Study Skills Support Services, and 5.5 Students at Risk.
1.2	05/12/24	AB	Reviewed and approved at the AB 05/12/24 meeting.
1.3	06/12/24	BoD	Reviewed and approved at the BoD 06/12/24 meeting.

## 7.4 Document Review

To be reviewed at least every five (5) years from the date of final approval.