

# Student Welfare and Support Policy & Procedure (Professional Year Program)



<b>Date Updated:</b>	28 November 2015
<b>Approved by:</b>	(adapted from TWLI's student welfare policy for PYP)
<b>Responsible Faculty/Department:</b>	Academic staff, Admission officers, Student Support Officer, Academic Director, Principal
<b>Related Documents</b>	Student Rights and Responsibilities, Risk Management, Critical Incident Policy
<b>Date of Next Review:</b>	2016

## 1. Scope

This policy applies to student applicants, admissions staff, administrative staff, student support services and prospective students.

## 2. Policy

To establish guidelines for the allocation of support and resources for student of The William Light Institute (TWLI). This policy is intended to provide staff and students with information regarding their responsibilities to ensure that adequate support is provided to meet the needs of the student. The policy also aims to ensure appropriate interventions are implemented to enable a student to realise their full academic potential to successfully complete their studies.

1. TWLI staff are responsible for observing and identifying at risk students who are in need of additional support and put in place measures to resolve issues as they arise.
2. **TWLI's Responsibilities.** TWLI will ensure that:
  - there will be operational strategies in place to identify students who require additional support
  - information is communicated clearly to Staff and Students
  - encourage students to access both academic and personal support services
  - there are procedures in place for disclosure of information and for dealing with student incidents.
3. **Student's Responsibilities.** Students are expected to:
  - be aware of student conduct issues
  - seek and follow the advice of their Academic Director
  - seek relevant support where a psychological issue is having an impact on their academic progress
  - fulfill all academic requirements
  - pass the minimum units required by TWLI
  - make TWLI aware of any issues that may have an impact on their academic progress

# Student Welfare and Support Policy & Procedure (Professional Year Program)



- maintain the required level of English language proficiency to achieve their full potential
4. **Identification of Support for Students who require additional assistance.** TWLI will endeavour to identify students who require additional assistance, whether it be personal, emotional, psychological or medical.
- Where a student requires additional support The Institute will reasonably consider whether their psychological or medical welfare warrants appropriate intervention
  - A student may require additional support due to the following factors:
    - A medical condition or disability
    - A psychological predisposition or condition or disability
    - Aversive childhood conditions or personal life events
    - Social isolation, social anxiety or loneliness
    - Being a victim of bullying
    - Emotional instability following a physical or psychological trauma or event
    - Difficulty sustaining academic workload and multiple competing tasks
    - Poor resilience or adaptive coping mechanisms
    - Substance abuse or addiction
    - Financial debt and or enduring financial hardship
    - Difficulty with the transition to living in Australia (eg. homesickness)
  - Some ways of determining the need for personal intervention would be:
    - unpredictable or irrational thoughts, moods, attitudes or behaviours
    - persistent low mood, low motivation and or loss of interest
    - disorientation, delusional, dissociated thoughts and or behaviours
    - withdrawal from social situations, communication with others
    - acute stress or anxiety or panic attacks
    - extreme, distorted thinking or excessive, unwarranted worrying
    - persistent disruptive volatile physical or verbal behaviour
    - Violent tendencies or threatening to act upon violent thoughts towards another person, animal or property
    - marked change in hygiene and general appearance
    - being under the influence of drugs or alcohol
    - marked change in academic performance or attendance
    - alarming material presented in a student's written work or class presentation
    - persistently late to class or in turning in assessments and being highly disorganised
  - Students requiring additional support may be identified by:
    - TWLI's academic and non-academic staff members
    - fellow peers
    - self reporting
5. **Management of student who are identified.** Once a student has been identified as requiring additional support, the William Light Institute will contact the student and follow the procedures set out in the Student Support Procedures.

# Student Welfare and Support Policy & Procedure (Professional Year Program)



- It is important that the student be identified and given the appropriate support that they need as quickly as possible so that the appropriate strategies can be implemented before the student becomes a risk of academic failure.

# Student Welfare and Support Policy & Procedure (Professional Year Program)



## 3. Procedure

The TWLI is interested in the welfare of students and staff and is committed to providing support when dealing with complaints about harassment or unlawful discrimination. Support is available by contacting TWLI who will direct students to either student counsellor/welfare officer.

- Step 1: In the event students are dissatisfied with their academic outcome, or have personal issues, they contact through the administration office either a PYP coordinator, student counselor, student welfare officer. Students may lodge either a formal or informal complaint as follows:
- Step 2: Discuss the issue with the staff member who has immediate responsibility (eg. Facilitator, PYP Coordinator, Academic Director). This can be done informally in person, via email, or through someone else (eg. a course facilitator or tutor). Issues can often be resolved quickly at this stage.
- Step 3: The issue is first discussed informally with the student or staff concerned or a staff member who has immediate responsibility. This can be done in person, via email, or through someone else (eg. a course facilitator or tutor or friend). Issues can often be resolved quickly at this stage. In the event the student does not have any success in resolving the issues, program coordinator may take the issue to the Academic Director.
- Step 4: If this does not bring about a satisfactory resolution student may lodge their complaint with the Principal. Most of the time resolution is reached at this point but in the event it requires further involvement, then the Principal may involve the academic board to seek resolution. The board will facilitate a process of resolution based on hearing all parties and providing education and understanding. A suitable strategy will be developed in consultation with the interested parties and student (you) will be informed throughout this process. The Institute's Sexual Harassment Policy and Grievance Procedure Policy may provide useful information.
- Step 5: If, having discussed the issue, there is still no resolution students are advised that In the event student may need to avail outside of campus services, TWLI recommends external professional services. Students are provided with specific details of contacts details including possible costs that the professional services that may incur.

# Student Welfare and Support Policy & Procedure (Professional Year Program)



## 3.1 Responsibilities and information dissemination

At the start of orientation the Student Support Officer introduce themselves as part of the induction program and avail their expertise and services. Details of Student Support Officer and PYP Coordinator is publicised on the campus notice board.

- The Student Support Officer organizes a general orientation program for new international students. The Student Support Officer write letters for students including student enrolment status, invitations and course completion.
- Pre-arrival information for international students to prepare them for study at TWLI is available on the [www.wli.edu.au](http://www.wli.edu.au) and in the orientation student guide. On acceptance of an offer the student is then sent a welcome email inclusive of this information
- Late arrivals are informed that they must visit the Student Support Officer to receive information given at Orientation. During this session staff member will discuss all induction related information and the student must complete all relevant forms.
- The Student Support Officer and the PYP Coordinator, provides information and assistance, as appropriate, to international students needing to access TWLI services designed to assist them in meeting course requirements and maintaining attendance through Faculty documented intervention strategies, Academic Skills office, Teaching and Learning Centre and Students Assist.
- On a student personal matter, the PYP Coordinator or Academic Staff directs student to the student support officer who may wish to discuss the following:
  - Relationship breakups
  - Low self-confidence
  - Depression
  - Anxiety
  - Stress management
  - Problem solving / decision making
- All staff, including part time and sessional academic staff, teaching in all modes, will be available to students for consultation and will provide students with contact details for consultation by email, telephone and in face-to-face meetings
- Students are encouraged to advise Reception or the relevant academic when they wish to seek such consultation so that Reception may arrange for the appropriate academic staff member or PYP coordinator or student counsellor to assist students accordingly

# Student Welfare and Support Policy & Procedure (Professional Year Program)



- Students with concerns are advised to contact the Student Support Officer or administration office as the official point of contact, who has access to up-to-date details of the TWLI's support services or student counsellor
- Staff members who interact with students are provided with documented information of TWLI's obligations under ESOS and the potential implications for students arising from the exercise of these obligations, upon commencement of employment at TWLI.

## 3.2 Managing a crisis

- In the event the student support officer is to direct students to services outside of TWLI, a list of contact is provided such as:
  - Assault
  - Alcohol and Drugs
  - Grief and Loss
  - Legal
  - Housing and other respective services
- Students may use the service as a result of any administrative or academic issues in relation to faculty, or the Institute; academic staff including facilitators, supervisors or assessors; administration staff, or the personal circumstances of an individual student.

## 3.3 Privacy statement

- All information is treated as confidential under the privacy act and records are maintained on file under lock and key and on the computer under a password. Professional advocacy is a critical service that provides students (both individually and collectively) independent representation of their interests to The William Light Institute.
- The information that the Institute collect assists to confirm student status, contact and assist them, and the information is aggregated into non-identifying statistics that facilitate our internal planning and review processes.
- Information are held on computer and paper based records, and the Institute takes all reasonable steps to ensure that the information is accurate and complete and protected from misuse, loss, unauthorised access or disclosure.
- Should student wish to access information that the Institute holds about them, at any time, student may request access by speaking to the Student Support Officer.
- Access to and correction of the student information is handled in accordance with the Freedom of Information Act 1982. The information that the Institute collect is stored following the Records Management Policy and Procedure.

## 3.4 Outside services

# Student Welfare and Support Policy & Procedure (Professional Year Program)



- In the event student may need to avail outside of campus services, TWLI has recommended Counselling Services and other advocacy organisations. Refer to the table below for examples of list of services

# Student Welfare and Support Policy & Procedure (Professional Year Program)



## 3.5 Summarised process of services provided:

Service/Support Provided	Procedure	Responsibility
Arrival in Australia (for international students)	Student indicates the need for this service when submitting the application form	Student
	Student Support Officer makes arrangements for pick-up at the airport and taken to their accommodation	Student Support Officer
Arrangements for accommodation	Student indicates the need for this service when submitting the application form	Student
	List of possible accommodations are sent to the student	Student Support Officer
	Accommodation arrangements are finalised	Student with the facilitation of the Student Support Officer
Induction	Familiarisation with the campus, facilities, services, course requirements and policies.	Student Support Officer
	Induction Checklist and student handbook given to the students	Student Support Officer
	Induction Checklist signed by both student and staff	Student and Student Support Officer
Academic, Language and Learning Support	Students are advised to approach facilitators, PYP Coordinator or Student Support Officer	Student Support Officer
	Provide needed academic support. PYP Coordinator can assist students with the following <ul style="list-style-type: none"> <li>• study skills</li> <li>• timetables</li> <li>• learning support strategies</li> <li>• academic issues</li> </ul>	Facilitator/PYP Coordinator
Outside Services	<ul style="list-style-type: none"> <li>• Identify student needs</li> <li>• Refer students to outside services</li> </ul>	Student Support Officer

# Student Welfare and Support Policy & Procedure (Professional Year Program)



Version Control	Date Revised	Revised by	Amendment
1	28 November 2015	R Abadia	Adapted from TWLI's VET policy