

CHSQ100 Student Welfare and Support Policy

CONTENTS

1. Purpose	2
2. Scope	2
3. Definitions	2
4. Principles	2
5. The College’s Responsibilities	3
6. Student Support	3
6.1 Personal Support	4
6.2 Academic and Learning Support	4
6.3 Accessibility Support	5
7. Grievance and Appeals	5
8. Review and improvement	5
9. Responsibilities	6
10. Related Documents -	6
11. Relevant Legislation	6
12. Version Control	7
Appendix 1	8

1. Purpose

The purpose of this Policy is to outline the welfare and support services the College provides for its students and the responsibility the College 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 undergraduate and postgraduate students at CHS in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code), the Education Services for Overseas Students (ESOS) Act 2000 and Higher Education Support Act 2003 (HESA).

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

CHS is committed to supporting students to achieve their academic goals. The College 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 College are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

CHS 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, CHS is bound by its obligations to both the Privacy Act 1988 and the Migration Act 1958.

5. The College's Responsibilities

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

- implement strategies and processes to identify students who need additional support to achieve academic success;
- provide information regarding CHS'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 College promotes its welfare and support services (internal and external) through:

- the CHS website;
- Orientation program;
- CHS StudentHub;
- the *Student Lounge*, available on CHS's online learning system;
- social media;
- on-campus materials;
- counselling help;
- 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

CHS 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 CHS Student Code of Conduct. Those students identified are referred to and supported by the appropriate services (Refer Appendix 1)

CHS has the following personal support services available:

- A confidential counselling service (Converge International)
- Student Handbook containing contact information about accommodation, legal, emergency and health services;
- Dedicated student learning support advisors at each campus;
- Support for victims of sexual harassment, sexual assault and domestic violence;
- Disability support and special needs assistance;
- Student Services Officers;
- 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 College. 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, CHS's Student Hub, English language and study assistance programs, grievance, and appeals processes; requirements for satisfactory academic progress, employment rights and conditions, links to the Digital Library, User Guides for working in Canvas and Student Portal and much more. Students are encouraged to read and regularly access the Student Lounge to make the most of the resources and study support information 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).

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

- Course and unit enrolment advice (Academic Team);
- Student Learning Support;
- Academic support;
- Study skills support;
- Library support;
- IT support;
- Academic Integrity Module;
- English language programs; and

- Mentoring program;

Learning and Teaching 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

CHS 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 College may raise a grievance or appeal a decision of the College 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 Learning and Teaching 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.

The students who are disengaged/ Students at Risk:

1. **Identifying disengaged and/ or Students at Risk of not completing the Unit/Course:** Director Student Services and Associate Dean, Learning and Teaching in consultation with Unit coordinators identify during Week 3 and 4 of the term through poor in-class engagement, poor attendance, poor CANVAS participation, early assessment participation, or other personal issues.
2. **Refer to the respective support team:** Student Services in coordination with Unit coordinators 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:** Intervention and support are provided by Student Services team, Unit Coordinators/ Head of Discipline, and Learning and Teaching 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;
- Critical Incidents 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; and
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- HESF 2021
- Higher Education Support Act 2003 (HESA)

12. Version Control

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Approved by	Academic Board

Version	Summary of changes	Approval date	Next Review Date
1.0	Original Document	Academic Board: 16 Oct 2018	20 Oct 2020
1.1	Formatting and minor editing	Board of Directors: 29 January 2021	31 July 2023
2.0	The policy was aligned with other 2 IHEs. Section on student orientation, review, and responsibilities included	Academic Board: 24 February 2023	February 2025
2.1	Section on accessibility support added	July 2023	Feb 2025
2.2	Appendix 1 included. Amendments to responsibilities section 9. Amendments approved by CEO. To be presented to BoD in March 2024.	20 December 2023	May 2025

Appendix 1

Student Services

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 where required
- to the academic support team or learning and teaching team

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. The Student Services Team also provides administrative support by providing students assistance:

- in accessing Canvas, the College's learning management system (LMS)
- information from the Student Hub
- Information on appeals/ grievances
- with queries on refunds/ fee payments,
- special considerations and other related matters,
- refer to counselling support
- refer to an emergency contact

Unit Coordinators/ Academic Team

Unit Coordinators/HoDs reach out to students identified to be disengaged either through messages via Canvas or email. Heads of Discipline (HoDs) are accordingly informed about the student's support needs. In cases where the Unit Coordinators are unable to reach the students via Canvas or email, the Unit Coordinators liaise with the Student Services Team who will then contact the students via a phone call. 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 Team

Academic support is provided by the Learning Support Team through learning and teaching team to provide:

- increased in-class workshops,
- consultation bookings,
- academic-skills workshop,
- academic integrity guidance,
- referencing in assessments,
- 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