



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

# Student Support, Welfare and Wellbeing Policy & Procedure

## Purpose and Scope

This policy and procedure addresses the principles and practices that Infinity Institute Australia (“IIA”) undertakes to provide support students to ensure their wellbeing, whether it be mental, physical or emotional. This will ensure a positive overall welfare during the student experience. This policy and procedure outlines the processes through which IIA identifies student welfare needs, ensures support services adequately address these needs, and informs students of the support services available at IIA.

The policy and procedure applies to all current students and prospective students at IIA and to the Staff who are responsible for ensuring the safety and welfare of students including academic staff.

## Policy

IIA considers that wellbeing and support services are important sources of easing students into vocational learning, helping them adjust to their new living environment and enabling them to achieve their academic goal. All students have the right to a safe and supportive learning environment that promotes student welfare and accommodates the requirements of their course of study. This document provides a clear statement on the wellbeing and support services at IIA. All students will have equal access to IIA’s support services.

IIA is concerned about the physical, emotional, mental, intellectual and cultural safety of its students and their wellbeing. All staff have a strong duty to ensure that students are in a position to be safe and secure when on its premises. Support and advice are provided to all students so that they can achieve academic success. IIA also provides support for student wellbeing whilst off campus.

All commencing students at IIA will be provided with the following information:

- an introduction to IIA’s academic and administrative services including support services
- campus facilities and resources, including learning resources
- an opportunity to be introduced to key academic and administrative staff and meet fellow students.

IIA students will be advised on the actions they can take to enhance their personal security and safety. Information will be provided to all students about general safety, 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.

Students will have access to further support as required. Students may be given special consideration during the admission process if the following or any of them apply:

- Applicants with a disability
- Any person with a learning or language difficulty
- Socioeconomically or disadvantaged applicants
- Applicants of Aboriginal or Torres Strait Islander descent.

Academic staff are also required to pay particular attention to the progress and participation of students throughout their course. This is in keeping with the *Academic Progress and Student At-Risk Policy and Procedure*. If students are found to be at risk, they will be given additional support or mentoring which may include:

- Encouraging students with academic or personal support needs to access support from relevant internal and external support services
- Improving staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support
- Supporting the mental health and wellbeing of students through a range of educational and support initiatives
- Making available information about support services to staff and students, which can be readily accessed

To ensure the best possible support for the wellbeing of students IIA will provide:

- Personal Support
- Administrative Support
- Academic Support
- Technology support
- Disability Support

Refer to the procedure below for detailed description on all the above-mentioned supports.

## Procedure

The following procedure explains the process that IIA will implement the Student Support, Welfare and Wellbeing Policy.

The Student Support, Welfare and Wellbeing Procedure sets out the following key areas of support that will be provided to students:

- Academic support
- Administrative and Technology support
- Personal support
- Disability support

## Privacy

In addition to IIA's Privacy Policy, student information related to VET Student Loans will be managed in accordance with the Privacy Act 1988 and the requirements set out in the VET Student Loans Rules 2016 and TCSI data reporting obligations.

In providing support to students, they may disclose personal or private information to IIA. The student's Privacy will be respected, and the information will be handled in accordance with the *Privacy Policy*. Student information will remain confidential except where the information is required to be provided by law, or where the student's or someone else's health, safety or security are at immediate risk.

## Identification of Individual Student Needs

IIA will monitor various aspects of each student's engagement to identify students who require support. This monitoring will be both formal and informal. IIA, at a minimum, will use the following methods to identify students who may require support:

- Student academic performance reporting
- Staff observations of student behavior
- Student progression data
- Student attendance and absenteeism reporting
- Complaints from students or staff
- Students approaching staff requesting support for themselves or other students

Once IIA identifies that a student requires support, the nature of the type of levels of support will be addressed. This will be communicated to the student to ensure that they understand what support is being offered, and what outcomes IIA expects with the provision of the support.

More than one support mechanism may be offered to a student at the one time. This may be due to the different factors that have led to the student requiring support and may include a combination of academic and non-academic support measures. IIA wants to take a holistic approach to ensure that the overall needs of students are being met.

All support services must be consistent with the requirements under the VET Student Loans Rules 2016, including ensuring access to support for students identified as "at risk," and assisting students to meet course progression requirements to remain eligible for VSL.

## 1. ACADEMIC SUPPORT

IIA recognises that quality education includes one-on-one time between students and academic teaching staff. Academic staff will be required to pay special attention to the participation and progress of students who have been admitted with special consideration and provided additional academic support. Students who have received special consideration and additional academic support at admission will have additional monitoring from academic staff, providing them the opportunity to engage in early intervention strategies to get the student back on track if they are having difficulties.

The CEO will be provided with regular reports on student attrition, progression and completions. These reports will include subcategories of student cohorts, particularly for ATSI students and student who have been admitted with additional support. The CEO will receive these reports at least on quarterly basis and will use this data for continuous improvement and enhancing academic quality.

IIA will offer academic support to students if the need is identified at no cost to the student. Academic support includes the following:

- Direct support from academic staff
- Language, literacy and numeracy support
- Early intervention for students who are identified as on a risk of not progressing in their enrolled qualification.

IIA academic staff will also provide academic support to the student outside of the normal scheduled class times at no cost to the student. If required, and where reasonable, IIA may seek external assistance to provide specialist academic support to students the cost of which may be passed on to the student.

Academic support may be provided on a one to one basis, or where appropriate, in a group setting. Examples of academic support that can be offered to students who have been identified as requiring it include, but are not limited to, the following:

- Assistance from academic staff for unit/course specific issues.
- Assistance from staff for referencing techniques.
- Assistance in assessing additional learning material for a specific unit/topic etc.

The VET Manager will be responsible for assessing a student's need for academic support and for supporting students' who have been admitted with special consideration and need additional academic support.

Information provided during enrolment will include: the VSL Statement of Covered Fees, the VSL Fee Notice, and the Commonwealth Assistance Notice (CAN) as per VSL requirements. Students will be informed about their HELP balance, re-crediting procedures, and progression requirements.

## 2. ADMINISTRATIVE AND TECHNOLOGY SUPPORT

IIA will offer administrative and technology support to all students on a needs basis. This includes the provision of information or services prior to students who are encountering difficulties. IIA is proactive in its support services offered to students that remedial actions are not required at a later stage.

Examples of administrative and technology support that IIA will offer to students includes, but not limited to, the following:

- Information and resources in relation to support services
- Assistance with enrollment
- Access to internet and network on campus

### Assistance With Enrolment

The Administration Manager and Student Administration staff will be responsible to provide students with assistance with enrolment. Assistance with enrolment will include:

- Providing information and assistance during the enrolment and admissions process

- Providing information and assistance with unit and course enrollment activities
- Providing information and assistance with total tuition fee of the applied course and the amount of tuition fee that is covered by the Vet Student Loans.
- Providing information and assistance through the credit transfer and RPL process

Providing students with the Student Handbook, VSL Information Booklet, Quick Guide for VSL Applications and all other materials referred to in the pre-training review interview (PTR) checklist prior to applying

### 3. PERSONAL SUPPORT

IIA will seek to identify students requiring personal support, ensuring that early intervention is provided to protect the welfare and wellbeing of the student. Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or may be in breach of the Code of Conduct & Practice.

A student may be identified as requiring personal support and intervention where their physical or mental welfare and wellbeing is at risk.

If a student is identified as requiring personal support, staff (within the limits of their personal and professional experience or training) will need to assess the individual needs of students.

Where support is available internally, IIA staff will provide the necessary support. Where IIA staff do not possess the skills to adequately provide support to the student, IIA will obtain external specialist support to ensure the safe welfare and wellbeing of the student.

Personal Support available to students will include:

- Counselling on non-academic matters
- Assistance for students transitioning into their courses
- Assistance with health issues
- Welfare and disability support
- Providing information regarding specialist services

All staff will be responsible for monitoring student behaviour and identifying incidents or students that require IIA's to provide personal support. Once Identified, the Administration Manager, VET Manager (as appropriate) will be responsible for ensuring that identified students receive the appropriate support services.

### 4. DISABILITY SUPPORT

IIA ensures that students who have a disability are afforded every opportunity to succeed at their academic endeavours. Reasonable adjustments will be made for students who have been identified as requiring disability support.

During the admissions and enrolment process, students are asked if they have disabilities or a long-term medical condition that may require additional support from IIA. Students identified as requiring additional disability support will be consulted to determine what reasonable adjustments IIA can provide to the student.

Where a student has been identified as requiring additional disability support, it will be the responsibility of the Administration Manager to ensure that it is provided (if possible within IIA capacity).

Reasonable adjustment for a student with a disability could include:

- Reasonable adjustment to the teaching environment for students with a disability
- Reasonable adjustment to assessment conditions during assessment periods
- Reasonable adjustment to facilities (wherever possible to accommodate) for students with a disability
- Temporary assistance due to short term illness/hospitalisation

|  | <b>Responsibility</b>  | <b>Support Available</b>   |
|--|--|--|
| <b>Academic Support</b>                      | VET Manager<br>Trainers and Assessors  | <ul style="list-style-type: none"> <li>➤ Direct support from academic staff</li> <li>➤ Language, literacy and numeracy support</li> <li>➤ Early intervention for “At Risk” students</li> </ul>   |
| <b>Administrative and Technology Support</b> | Administration Manager<br>VET Manager<br>Student Administration Staff                                  | <ul style="list-style-type: none"> <li>➤ Information and resources in relation to support services</li> <li>➤ Assistance with enrolment</li> </ul>   |
| <b>Personal Support</b>                      | <b>Identification:</b><br>All staff<br><b>Implementation:</b><br>Administration Manager<br>VET Manager | <ul style="list-style-type: none"> <li>➤ Counselling for non-academic matters</li> <li>➤ Assistance for students transitioning into their course</li> <li>➤ Assistance with health issues</li> <li>➤ Welfare and disability support</li> </ul>   |
| <b>Disability Support</b>                    | Administration Manager<br>VET Manager  | <ul style="list-style-type: none"> <li>➤ Reasonable adjustment to the teaching environment for students with a disability</li> <li>➤ Reasonable adjustment to assessment during assessment periods</li> <li>➤ Reasonable adjustment to facilities (wherever possible to accommodate) for students with a disability</li> <li>➤ Temporary assistance due to short term illness/hospitalisation</li> </ul> |