# Student Wellbeing and Support Procedure

## Purpose

This Procedure outlines the processes and procedures that Victorian School of Commerce (VSC) will design and implement in order to support the *Student Wellbeing and Support Policy.*

## Scope

This set of Procedures applies to all students of VSC and to all staff working with students and who need to oversee the implementation of this Policy.

## Procedure

The Student Wellbeing and Support Procedures outlines the following key areas of support for which students will be provided:

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

**NOTE re Confidentiality and Privacy**

In the provision of support to students, they may at times disclose personal or private information to the Institute. At all times the Student's privacy and information is to be respected and the utmost confidentiality maintained, in accordance with the *Privacy Policy.* The only exception is if information is required by law or in the case of a student's health, safety of security is at risk.

**Independent Student representative**

A student representative is appointed (SR) who will provide the following for students:

- Will be available to listen to student concerns and be able to represent them actively and objectively

- Will agree to provide independent support to students and give advice where able to do so

- Will maintain confidentiality and independence when supporting or representing students

- Will be able to refer students to *Students Complaints and Appeals Policy and Students Complaints and Appeals Procedure*

- Raise students concerns with the Dean or responsible person at VSC

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**Identifying Students who need Support**

Staff of VSC will keep a close eye on the varying aspects of a student's engagement and those who may require support. A student may be identified as requiring additional academic support if they are not progressing satisfactorily in their studies.

A student may require support due to a number of factors, including, but not limited to:

- A medical illness, injury, health of psychological condition;
- A disability;
- A significant life stressor;
- Family or carer responsibilities;
- English language proficiency; or
- Learning support requirements.

Staff will monitor needs both formally and informally. Generally, the following methods will be used but more may be identified and required at the time:

- Personal Support including health and safety risks, mental health and at-risk students

- Observations of student behavior by staff

- Student academic progressions data

- Attendance or absenteeism data

- Student or staff complaints

- Monitoring of requests for support made by students themselves

When VSC has identified the need and requirement for support, staff at VSC will determine the nature and level of support needed and communicate with the student to ensure this need is met. Students are also informed as to what outcomes may be expected with the provision of support. Engagement with Support Services can also be initiated by the student.

At times more than one support mechanism may be required, depending on the different factors that have prompted the need for support. The support may include both academic and non-academic measures. VSC has the wellbeing of all students at heart and take a personal and holistic approach to their care of students.

## 1. Personal Support

As the welfare and wellbeing of students is central to VSC, it is essential that staff identify early response and intervention to a student's needs. In particular it is important for staff to be aware of students who do not adhere to the *Code of Conduct* or respect the *Equity and Diversity Policy*.

Students may be identified at being at risk for their physical or mental welfare and wellbeing. If this is linked solely to academic performance, it will be dealt with under the *Academic Progression and At-Risk Policy and Academic Progression and At-Risk Procedure*. If more personal support is needed and it is within the limits of the staff, these needs will be assessed and the provision of necessary

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support will be given. If not available internally, VSC staff will see external specialist support to ensure the wellbeing of the student.

Personal Support may include:

- Counselling on non-academic matters

- Assistance with course transition

- International student assistance if students are new to Australia

- Health Issues counselling and support

- Disability support (see below)

- Support in the provision of information regarding specialist services

- Indigenous support for Indigenous students

## 2. Administrative Support

VSC will be proactive in its support of students' administrative needs. Such support is provided on an as needs basis, but is also outlined for students in the Orientation Procedures and Students Handbook. Brochures and information sheets will be clearly displayed for students to access.

Administrative Support may include:

- Orientation Procedures

- Support services that are provided

- Enrolment Assistance

- Mentoring and Tuition that is available

## Orientation Procedures

VSC has clearly set out its *Student Orientation Policy* and *Student Orientation Procedure.* These documents clearly inform students of the resources available at VSC and any information needed for their settling into academic work including:

- VSC's facilities and resources
- Requirements for course attendance and progress
- Mental health services
- Legal services
- Advocacy services
- Safety and welfare services
- Support services for academic and non-academic issues
- Emergency and health services
- Safety on campus and general safety in Australia

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- VSC's grievances and complaints processes

The Academic Dean and the Course Coordinator are responsible for delivering the Orientation Procedure as set out in the *Student Orientation Policy* and *Student Orientation Procedure.*

Additional Information and Support Services provided will include:
- The Orientation Program
- The Student Handbooks
- Information published on the VSC website
- Mentoring Services Information

### Enrolment Assistance

VSC will provide timely, consistent and accurate advice on all matters related to enrolment, including:
- Application and enrolment procedures;
- Withdrawal and deferrals;
- Transfer of enrolment;
- Financial support available;
- Student services available;
- Fees for domestic and international students;
- Facilities and services for disabled persons; and
- Aboriginal and Torres Strait Islander support.

### 3. Academic Support

Quality and excellence in education are central to the philosophy of VSC. To achieve this, strong academic support to students is the mission of all staff. The Academic Board will outline the minimum time for consultation each week for students if they need it. Further support is available if needed.

All VSC teaching staff are required to carefully monitor the progression of students and in particular those who need special consideration have been given access to further tuition or mentoring. *Academic Progression and At-Risk Policy and Academic Progression and At-Risk Procedure* outlines how this is implemented.

LTC will pay special attention to reports of student attrition, progression and completions and bring to the Teaching staff's attention any student who requires investigation and support. In particular, Aboriginal and Torres Strait Islander students, who have been admitted requiring additional support must be monitored.

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Academic Support to student may include the following: VSC provides its students with academic support from academic staff, consisting of one-to-one academic skills assistance including:

- academic communications skills
- academic integrity and referencing
- research skills
- content revision and time management
- exam preparation
- language and literacy support
- early intervention for students at risk
- mentoring support

All teaching staff and administrative staff are required to give respect and support to all students. Where required additional support with language and literacy skills may be required and offered to students who are identified as needing this.

*Academic Progression and At-Risk Policy and Academic Progression and At-Risk Procedure* will also provide strategies for early intervention.
Mentoring support will be encouraged with more senior students providing assistance to new students and assisting them in their early progression and identification of needs.

The Course Coordinator is responsible for ensuring the implementation of *Academic Progression and At-Risk Policy and Academic Progression and At-Risk Procedure* when a student is identified as needing this.

## 4. Technology Support

All students at VSC are given access to Internet and the Network. The Administration Manager, Student Admission Staff, and IT are responsible for the provision of access to the internet and the network for all students.

Technology Support will include:

- Internet and IT access training
- IT software for support for resources such as Library provided by VSC
- Support and training for any distance learning

Internet and IT access training will include

- The set up and creation of student's email account
- Access to the Online Library
- Access to the Student Learning portal
- Access to the computer Labs

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IT Staff responsible for these provisions will also provide additional support to trouble shoot any issues student may encounter (for example password reset); or for training in Learning Management System (LMS). All academic staff and students have access to the Learning Management System through VSC website or the staff and student portals respectively. Students are encouraged to use the Learning Management System (LMS) to communicate with lecturers outside of formal classroom hours.

VSC provides all academic staff and students with VSC email accounts. All academic staff are expected to respond to emails from students in relation to academic consultation within a reasonable timeframe.

## 5. Disability Support

It is vitally important to all staff at VSC that all student have every opportunity to succeed in their academic endeavours. This is clearly set out in the *Equity and Diversity Policy*.

Upon enrolment the needs of students with a disability are identified or if they have a long-term medical condition requiring support and all reasonable adjustments are made to provide a safe and supportive environment for these students.

It is the responsibility of the Dean and Administrative Manager to ensure these services are met.

Reasonable adjustment may include:

- Adjustment to facilities for a students with a disability
- Adjustment to assessment requirements
- Support in obtaining education materials in an alternative format
- Support for a student with temporary illness or sudden loss in family requiring absence

**Support for Aboriginal or Torres Strait Islander ( Students**

VSC recognises the systemic under representation of Aboriginal or Torres Strait Islander  students in higher education and is committed to provide equal opportunity of access, participation and advancement. VSC is committed to ensuring that Aboriginal or Torres Strait Islanderstudents have the necessary assistance they need to complete their studies.

VSC provides Aboriginal or Torres Strait Islander students with a welcoming environment that embraces all cultures and every space is made safe for all students regardless of their backgrounds. VSC organises academic workshops for Aboriginal or Torres Strait Islander students to improve their research skills, academic writing skills, exam preparation and time management skills.

VSC also offers free counselling services for issues relating to academic performance and where relevant, referrals to external counselling services. Additionally, Aboriginal or Torres Strait Islander

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students has access to advocacy support to promote awareness and representation of their community.

From the enquiry, admission and enrolment stages through to the graduation ceremony, staff who have undertaken Aboriginal and Torres Strait Islander cultural awareness and sensitivity training will be allocated to providing support to applicants, students and graduands of an Aboriginal and Torres Strait Islander background. In additional to the usual support provided to all students, people of Aboriginal and Torres Strait Islander will be provided one on one assistance as required. It is the expectation of VSC that all staff undergo and complete Aboriginal and Torres Strait Islander cultural awareness and sensitivity training in accordance with the *Staff Professional Development and Scholarly Activity Plan* and the *Professional Development Policy.*

All Staff are required to encourage students who need academic or personal support to access these from the relevant internal and external support systems.

| Type of Support | Responsibility | Support available |
|---|---|---|
| Personal Support | All staff responsible for identification<br><br>Administration Manager<br>Dean<br>Course Coordinator | Counselling<br>Welfare and Disability Support<br>Orientation or progression support |
| Administrative Support | Administrative Manager | |
| Academic Support | Course Coordinator, Academic Staff and Mentors, LTC | Meetings with lecturers<br><br>Academic skills training |
| Technology Support | IT | |
| Disability Support | Dean and Administrative Staff | |

# Related policy instruments

*Code of Conduct*

*Bullying, Discrimination and Harassment Prevention Policy*

*Health and Safety Policy (Staff and Students)*

*Student Wellbeing and Support Policy*

*Students Complaint and Appeals Policy*

*Students Complaints and Appeals Procedure*

*Equity and Diversity Policy*

*Critical Incident Management and Business Continuity Policy*

*Student Orientation Policy*

*Student Orientation Procedure*

*Academic Progression and At-Risk Policy*

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*Academic Progression and At-Risk Procedure*

*Privacy Policy*

*Aboriginal or Torres Strait Islander Peoples Policy*

## Related documents and legislation

*WHO Healthy Workplace Framework and Model (2010)*

*Tertiary Education Quality and Standards Agency Act 2011 - Higher Education Standards Framework (Threshold Standards) 2021: 1.2, 1.3, 1.4, 2.2, 2.3, 2.4, 3.3, 5.3*

## Administration

### Revision History

| Version | Approval date | Approval body | Review date |
|---------|---------------|---------------|-------------|
| 0.1 | 11/06/2019 | Board of Directors | |
| 0.2 | 28/08/2019 | Board of Directors | |
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