



STUDENT SUPPORT WELFARE AND SUPPORT SERVICES POLICY AND PROCEDURE

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STUDENT SUPPORT WELFARE AND SUPPORT SERVICES POLICY AND PROCEDURE

1 PURPOSE

This policy ensures that students at Sunshine College of Management (SCM) are supported to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course. This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

SCM is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled at SCM. Student support services will be regularly reviewed through SCM's Continuous Improvement Policy. Services provided by SCM are at no additional cost to the students. Where external support services may be required, SCM will not charge the students for the referral.

2 SCOPE

This policy applies to all students enrolled at Sunshine College of Management.

3 POLICY

3.1 Orientation Program

- 3.1.1 SCM is committed to ensuring that all students receive support in adjusting to life and study in Australia. An orientation program will be compulsory for all students prior to commencing their course.
- 3.1.2 Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Compliance Manager or their delegate will go through the orientation on an individual basis.
- 3.1.3 The orientation program will include information provided through a PowerPoint presentation on:
 - a) Support services available to assist overseas students to help them adjust to study and life in Australia
 - b) English language and study assistance programs
 - c) Any relevant legal services
 - d) Emergency and health services
 - e) The registered provider's facilities and resources
 - f) Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
 - g) Requirements for course attendance and progress, as appropriate
 - h) The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - i) Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 3.1.4 SCM will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents.



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3.1.5 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

3.1.6 The information or referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in 1.3, will be at no additional cost to the overseas student

3.2 Learning Support

3.2.1 Students are provided with a range of learning support options and resources to enable them to achieve learning outcomes in addition to meeting course requirements and maintaining attendance including:

- a) Mentoring from appropriately qualified trainers including their phone and email contact details.
- b) Tutorial support assistance.
- c) English Language /Literacy and/or Numeracy Support
- d) Support and exercises for some courses.
- e) Computer and technology support.
- f) Referral to external services
- g) Useful links

3.2.2 The services listed in 2.1 or any other learning support services consistent with the requirements of the course will be at no additional cost to the overseas student

3.2.3 Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the SCM Course Progress and Intervention Strategy Policy.

3.3 Additional Support Services

3.3.1 SCM recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.

3.3.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

3.3.3 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

3.4 Welfare Services

3.4.1 Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice. SCM offers a referral to Life Resolutions Services



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3.4.2 SCM recognises that student may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation options.

3.4.3 Information about welfare services available are provided in the Student Handbook and Website. Students are also informed about these services at orientation.

3.5 Informing Students

3.5.1 Students are advised of the support services available to them via the international prospectus, SCM's website and at orientation day.

3.6 Accessing Services

3.6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call SCM's office. Contact details for relevant staff are included in the Student Handbook.

4 RELEVANT LEGISLATION AND DOCUMENTS

Documents

- Determining Suitability assessment Policy
- Determining Suitability Policy
- Student Admissions Policy
- LMS Minimum Requirement Policy
- Individual Support Plan

Legislation

- Standards for RTOs 2015 Clause 1.7
- National Code of Practice for Providers of ESOS 2018 - Standard 6 - Overseas student support services

5 RECORDS MANAGEMENT

Staff members must maintain all records relevant to administering this policy and procedure in the college's recordkeeping system.

6 FEEDBACK

Institute staff and students may provide feedback about this document by emailing: compliance@scm.vic.edu.au

7 APPROVAL AND REVIEW DETAILS

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