

Student Support Policy

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Approved by	Stanley College Board of Directors and Audit and Risk (ARC) Committee Stanley College Academic Board Stanley College VET Council
Authorised Officer	Vice President of Wellbeing and Engagement (VPWE)
Supporting documents, procedures and forms of this policy	<ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander (ATSI) Policy and Procedure • Assessment Policy and Procedure • Code of Conduct (Student/Staff versions) • Critical Incident Policy and Procedure • Diversity and Equity Policy and Procedure • Fitness to Study Policy and Procedure • Learning and Teaching Plan (HE) • Learning Resources Policy and Procedure • Sexual Assault and Sexual Harassment (SASH) Policy and Procedure • Student Assessment Policy and Procedure • Student Complaints and Appeals Policy and Procedure • Student Early Assessment Feedback (SEAF) Form • Student Handbook • Student Progress Policy and Procedure • Student Services Plan • Student Support Procedure • Training and Assessment Strategy (VET) • Workplace Behaviour Policy and Procedure • Work Health and Safety Policy and Procedure
Related Legislation, Codes of Practice and Guidelines	<ul style="list-style-type: none"> • Disability Discrimination Act 1992 (Cth); • Disability Services Act 1993 (WA) • Disability Standards for Education (2005) • Education Services for Overseas Students (ESOS) Act 2000 • Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023

	<ul style="list-style-type: none"> • Higher Education Standards Framework 2021 • National Code 2018 • Privacy Act 1988 (Cth) and Australian Privacy Principles (APP) • Racial Discrimination Act 1975 (Cth); • Racial Hatred Act 1995 (Cth) • Sex Discrimination Act 1984 (Cth); • Standards for Registered Training Organisations (RTOs) 2015 • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 <ul style="list-style-type: none"> ○ TEQSA GN: Preventing and Responding to Sexual Assault and Sexual Harassment ○ TEQSA GN: Staffing, Learning Resources & Educational Support ○ TEQSA GN: Wellbeing and Safety • WA Code of Practice for Violence, Aggression & Bullying at Work • Work Health & Safety (General) Regulations 2022 (WA) • Work Health & Safety Act 2020 (WA)
Audience	Public

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1. PURPOSE

- 1.1 Stanley College is committed to providing a safe, inclusive and supportive environment for all students. This policy provides a framework for promoting wellbeing and safety to ensure that all Students at Stanley College have access to appropriate Student Support services, regardless of their diverse needs, the place or mode of study.
- 1.2 This Policy relates to the provision of services aimed at supporting students in matters of academic progression, mental health/wellbeing and physical safety as specified in:
 - 1.2.1 [Disability Standards for Education \(2005\)](#)
 - 1.2.2 [Education Services for Overseas Students \(ESOS\) Act 2000](#) and the [National Code 2018](#)
 - 1.2.3 [Higher Education Provider Amendment \(Support for Students Policy\) Guidelines 2023](#)
 - 1.2.4 [Higher Education Standards Framework \(HESF\) 2021](#)
 - 1.2.5 [National Code 2018](#)
 - 1.2.6 [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- 1.3 This Policy outlines principles and practices for preventing and responding to sexual assault and sexual harassment, in accordance with related TEQSA Guidance Notes.
- 1.4 This Policy complies with the [Higher Education Provider Amendment \(Support for Students Policy\) Guidelines 2023](#), as it applies to both Vocational Education and Training (VET) Providers and Higher Education (HE) Providers. This Policy framework aims to help students succeed in their studies, while still recognising student agency: ultimately students have the primary responsibility for accepting support and for their own success.
- 1.5 In meeting its obligations, Stanley College must provide qualitative information to Regulatory authorities, in the format requested by the Regulator(s) from time to time. In doing so, the College will comply with the *Australian Privacy Principles* as set out in the *Privacy Act 1988* in respect of students' personal information obtained and collated as aggregate data, for the purpose of complying with legal requirements linked to this Policy.

2. SCOPE

This Policy applies to all Students and Staff (administrative and academic Staff) of Stanley College.

3. RESPONSIBILITY

- 3.1 The Vice President Wellbeing and Engagement (VPWE) is accountable for creating an environment of equity, safety and wellbeing. The VPWE is responsible for all Student Services Staff and the delivery of Student Support through Orientation, ongoing Student Support services and the management of critical incidents.
- 3.2 The Student Services Manager is responsible for leading and managing the Student Services team, providing exceptional customer service and Student Support via continuous improvement of Student communications and administrative procedures.

- 3.3 The Dean of Higher Education and Dean of VET are responsible for learning support services (academic, language/literacy, numeracy and digital literacy) in their respective areas. This includes the identification and monitoring of at-risk Students through appropriate intervention strategies, targeted support plans, professional Staffing and learning resources.
- 3.4 The Student Counsellor is responsible for providing free, confidential support for Students experiencing personal, emotional issues, learning difficulties or having special requirements. The Counsellor listens to Students and assists with formulating goals, treatment plans and/or coping strategies. The Counsellor may also act as an advocate in situations where the Student has difficulties in representing themselves within the College.
- 3.5 If agreeable to both parties, the Counsellor or a member of the Executive Leadership Team (ELT) may act as an advocate for the Student and/or assist liaison with external services such as medical practitioners, psychologists, forensic examiners, police or specialist emergency services.
- 3.6 All Staff are expected to foster a safe learning environment, that welcomes 'help-seeking' behaviour, free of bias or favour. If a Student seeks assistance in areas that are not within the Staff member's area of expertise, the Staff member will direct the Student to appropriate personnel for assistance.

4. DEFINITIONS

4.1 Please refer to *Glossary of Terms* at:

- 4.1.1 Website: <https://www.stanleycollege.edu.au/studying-with-us/policies-and-procedures/>
- 4.1.2 Higher Education website: <https://highereducation.stanleycollege.edu.au/essential-information/policies-procedures/>

5. POLICY PROVISIONS

Principles

- 5.1 Stanley College recognises it operates in a diverse local, national and global community and values the diversity of its Staff and Student population. At Stanley College every Student has the right to study in an environment that recognises diversity and is committed to the principles of equity and equality with access to education and representation, regardless of gender, sexual orientation, race, relationship status, religious or political conviction, age, family or socio-economic status or ethnicity.
- 5.2 Stanley College is committed to ensuring that all Students receive adequate support throughout their Course to help them achieve their full potential.
- 5.3 Stanley College recognises that some Students face challenges as they progress through their Course and that these cohorts overlap and that challenges may be particularly significant at the intersections of categories. This may be particularly the case for the following cohorts of Students:
- 5.3.1 International Students
 - 5.3.2 Aboriginal and Torres Strait Islander (ATSI) people
 - 5.3.3 Students from lower socio-economic backgrounds
 - 5.3.4 Students with a Disability
 - 5.3.5 Students from remote, rural or isolated areas

- 5.3.6 First-in-family learners
- 5.3.7 Students from non-English speaking backgrounds (both international and domestic)
- 5.3.8 Student in their first year of post-school study
- 5.3.9 Students with significant family responsibilities and/or financial difficulties

Further details on specific strategies for each cohort are described in the Student Support Procedures.

- 5.4 To minimise the risk to these Students, Stanley College will adopt strategies to ensure all Students are provided with:
 - 5.4.1 Sufficient information to make an informed decision about their ability to undertake and complete a Course;
 - 5.4.2 A comprehensive Orientation to Stanley College and, in the case of international Students, information on their rights and obligations relating to living and working in Australia;
 - 5.4.3 All relevant details about Enrolment and Course Progression, including Census Dates and Assessment submission dates;
 - 5.4.4 Sufficient training in the Learning Management System (LMS), learning technologies and study skills;
 - 5.4.5 Adequate access to Student Support and academic consultation as outlined in the *Student Handbook*.

6. SUPPORT SERVICES AT STANLEY COLLEGE

Orientation

- 6.1 All Students are required to attend Stanley College's Orientation program prior to the commencement of their Course.
- 6.2 Orientation is recognised as the official commencement to the academic year for commencing Students and is scheduled in the week immediately preceding Week 1 of the standard Study Period. **All commencing Students (including domestic and international Students) are required to attend Orientation.**
- 6.3 Late or absent Students will be provided with an opportunity to attend another Orientation session.
- 6.4 Information provided at Orientation will be reinforced via email to all Students immediately after Orientation and accessible in the Student Portal.

Official Points of Contact for all Students

- 6.5 All Students studying at Stanley College have official contacts personnel who will provide information about the support services that are relevant to the Student's needs, including those of specific international Student cohorts.
 - 6.5.1 Academic matters relating to Higher Education: See Higher Education Registrar or Academic Program Manager
 - 6.5.2 Academic matters relating to VET: See VET Faculty Manager
 - 6.5.3 Academic matters relating to ELICOS: See Academic Manager School of English
 - 6.5.4 Confidential matters relating to personal issues: See Student Counsellor
 - 6.5.5 Critical incidents: See Vice President Wellbeing and Engagement
 - 6.5.6 Computing/ICT access: See Student Services for ICT Support Officer

6.5.7 All other non-academic matters: See Student Services team

Academic Support

6.6 Stanley College has a range of course-specific academic support services and strategies to enhance the learning experience:

- 6.6.1 The Student Portal provides a range of relevant, up-to-date and accessible learning resources, including access to library resources, textbooks, digital materials and multi-media resources;
- 6.6.2 Academic staff/teachers and tutors assist with coursework, interpretation of assessment requirements and/or Study Skills workshops;
- 6.6.3 Attendance records are taken for all scheduled classes. Students who are deemed to have missed over 20% of classes to date, or are absent for a full week, will be contacted directly to ascertain if they are at risk;
- 6.6.4 Intervention strategies and Study Plans may be applied to those who are weak in English language/literacy, numeracy or digital skills;
- 6.6.5 Where a Student is deemed to be lacking sufficient English language skills, they may be directed to transfer to a suitable ELICOS course;
- 6.6.6 Where a Student has learning difficulties linked to traumatic events, physical impairment, mental health issues or any other disability-related conditions, the College will be guided by the *Disability Standards for Education (2005)* to develop specific learning plans for those who need dedicated support. The College will comply with all 'reasonable adjustment' provisions of Disability-related legislation.
- 6.6.7 Additional support (such as accommodation options, career advice, placement assistance) may be sought from the Student Services team who will redirect enquiries to the relevant personnel.

6.7 College staff are recruited on the basis of their ability to work with Students who may not have been eligible for direct entry into University. The College Deans work with staff to assist them in developing informed views, behaviours, attitudes and strategies to assist Students who need additional academic or personal support.

Student Support and Wellbeing

6.8 Stanley College is committed to providing a safe learning environment that fosters inclusivity, respects and celebrates student individuality, and welcomes everyone to join in the College community. The College has zero tolerance for any behaviour that places the physical, mental or emotional wellbeing of its Students and Staff at risk.

6.9 Support Services will be widely publicised, accessible and tailored to meet the diverse needs of Student cohorts. Stanley College will support the wellbeing and academic progress of all Students:

- 6.9.1 Free, professional and confidential Counselling Services are available to Students who are facing emotional or psychological challenges. Those who have issues beyond the capacity of the College Counsellor, will be referred to professional external counsellors;
- 6.9.2 Students are encouraged to join in 'special day' events, social activities and sports to socialise with other Students;
- 6.9.3 Students are encouraged to engage with the Student Representatives to lobby for social activities and improvement to facilities; \
- 6.9.4 Students are encouraged to provide constructive feedback and suggestions for improvement through a range of surveys and feedback mechanisms.

- 6.10 Stanley College governance committees periodically receive de-identified statistical information to inform them of common issues and concerns. These reports inform the College on how best to prioritise the allocation of staff, resources and expenditure.

Safety and Security

- 6.11 Students and Staff are advised on the actions they can take to enhance their personal security, safety and wellbeing. Measures are in place to prevent and address possible issues such as harassment, discrimination and/or bullying
- 6.12 Stanley College is committed to fostering a place of safety and respect that encourages Students to report any behaviour which contravenes the College Code of Conduct. Information will be provided about:
- 6.12.1 General safety precautions related to living in a large city in Australia;
 - 6.12.2 Pre-arrival information;
 - 6.12.3 Transition into a new course;
 - 6.12.4 How to seek assistance for academic and non-academic matters and whom to approach for that advice;
 - 6.12.5 Awareness of consent, respectful relationships and bystander intervention. Training will also include awareness of cultural differences that may lead to misunderstandings;
 - 6.12.6 How to report any incident that significantly impacts on their wellbeing, including Critical Incidents and isolated events such as harassment, discrimination, bullying, family/domestic violence, sexual assault or sexual harassment. Reports can be made anonymously, with steps being taken to protect the privacy of those involved in, or those who report any incidents;
 - 6.12.7 Where a Student's behaviour is socially unacceptable, poses a risk of self-harm or is a threat to the health, safety and wellbeing of other Students or Staff, the College will refer to the *Code of Conduct* and (if applicable) apply the provisions of its *Fitness to Study Policy*.

Complaints and Appeals

- 6.13 Stanley College's *Complaints and Appeals Policy* is free and available to all Students, is confidential and seeks to ensure that:
- 6.13.1 Complaints are dealt with consistently, fairly and without reprisal;
 - 6.13.2 The rights of the complainant, the person against whom a complaint is made, and those of Stanley College are appropriately protected when a person submits a complaint;
 - 6.13.3 Stanley College's processes and procedures enable complaints to be resolved as promptly and efficiently as possible;
 - 6.13.4 The management of complaints follows standard procedures; and
 - 6.13.5 The internal and external complaints procedures are in accordance with legislated requirements and best practice.

7 PUBLICATION, STAFF TRAINING AND ONGOING REVIEW

Publication

- 7.1 Stanley College will publish the *Student Support Policy* and information regarding support for Students on its website and draw attention to it during the Orientation sessions.
- 7.2 Students will have access to the Policy and more specific information via the:
- 7.2.1 Orientation Pack;

- 7.2.2 Student Portal (Learning Management System);
- 7.2.3 Student Handbook; and
- 7.2.4 Any other day-to-day activities deemed relevant to this Policy.

Staff Training

- 7.3 Stanley College will ensure that all Staff receive up-to-date information about the College’s Student support services, available both internally and externally for Students to access.
- 7.4 Selected staff will attend Mental Health First Aid, “The Accidental Counsellor”, or similar training to help them recognise the signs of Student disengagement, respond to Critical Incident reports and foster a culture of safety and acceptance of all Students.
- 7.5 Staff will be trained on their obligations under the ESOS Framework and the potential implications for International Students arising from the exercise of their obligations, surrounding support services for all Students, but particularly for Minors and vulnerable cohorts.
- 7.6 Stanley College will ensure that International Students are provided information and advice which meets the statutory requirements under the ESOS Framework.

Review and Evaluation

- 7.7 This Policy will be reviewed annually to ensure its effectiveness and compliance with regulatory guidelines.
- 7.8 The Academic Board and VET Council will deliberate and make recommendations based on the outcomes raised by a range of reports, including but not limited to:
 - 7.8.1 Student Counsellor Report;
 - 7.8.2 Cohort Reports (by source country; by pre-entry courses; by English proficiency levels; by Course; etc.);
 - 7.8.3 Students-at-Risk Reports (Board of Examiners Report);
 - 7.8.4 Student Feedback (survey) Reports;
 - 7.8.5 Stakeholder Feedback – employers or Workplace Integrated Learning (WIL) supervisors;
 - 7.8.6 Summary of Complaints and Appeals.
- 7.9 The Executive Leadership Team (ELT) and/or various governance committees may recommend changes based on Regulator notices linked to legislative changes/incidents arising from operational matters.

Version	Approved by:	Approval Date:	Modifications
April 2024	BoD	24/04/24	<ul style="list-style-type: none"> • Updated to reflect updates in Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023; Privacy Act 1988 (Cth) and Australian Privacy Principles (APP); TEQSA Guidance Notes, ASQA Disability Standards for Education (2005) and ASQA Standards for Registered Training Organisations (RTOs) 2015