

STUDENT SUPPORT AND SERVICES POLICY

Approving authority	Academic Board
Purpose	This policy has been developed to meet the requirements of the Higher Education Standards Framework (Threshold Standards) 2015 and the Standard 6 of the National Code 2018. In particular, this policy is designed to ensure that Ozford Institute of Higher Education (the Institute) provides the necessary services, staff and resources to support students, consistent with the values of the Institute, in achieving their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course.
Responsible Officer	Head of Student Services & Administration
Next scheduled review	June 2021
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Academic Progress Policy and Procedure Academic Integrity Policy and Procedure Assessment Policy and Procedure Credit Transfer & Articulation Policy and Procedure Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure Student Grievances and Appeals Policy and Procedure Student Consultation Policy and Procedure Special Consideration Policy and Procedure Student Feedback Policy and Procedure Critical Incident Policy and Procedure

1. PRINCIPLES

The Institute seeks to provide the necessary services, staff and resources to support students in achieving their learning goals and in making satisfactory progress towards meeting the learning outcomes of the course.

This is consistent with the Mission and Values of the Institute and consistent with the HES Framework (Threshold Standards) 2015 and Standard 6 of the National Code 2018, which specifies that providers are responsible for providing access to certain services to ensure the mental and physical wellbeing of their overseas students.

2. SCOPE

This policy applies to all staff and students who are currently enrolled at the Institute. Students are advised of the student support policies and procedures of the Institute, by the following means:

- on the Institute website;
- within the Student Handbook;
- within the student acceptance agreement;
- at orientation or induction;
- by publication, from time to time, of bulletins and notices;
- within the information provided by student services staff;

3. DEFINITIONS

HES Framework

Higher Education Standards Framework (Threshold Standards) 2015.

ESOS National Code

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

PRISMS

Provider Registration and International Students Management System (PRISMS). It provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

Compassionate or Compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime, supported by police or psychologist's reports; or
- where the Institute was unable to offer a pre-requisite subject.

Off-Campus Students

Students who are studying online or externally.

Critical Incident

A critical incident is defined as '*a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*'. It includes, but is not limited to, incidents that may cause physical or psychological harm.

Critical incidents are not limited to, but could include:

- missing students;
- severe oral, written or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse;
- signs of physical and/or sexual abuse, and neglect.

Non-life-threatening events can be classed as critical incidents.

4. POLICY

- 4.1 The Institute is committed to providing appropriate and sufficient support services to students to give them every opportunity to achieve their learning goals, to achieve satisfactory progress towards meeting the learning outcomes of the course and, for overseas students, to adjust to study and life in Australia.
- 4.2 The Institute ensures that students receive the services detailed in their agreements, including academic and welfare support services.
- 4.3 The Institute ensures that students are provided with, an orientation program that is tailored to the needs of the student cohort, access to information about living and studying in Australia, including information about safety on campus and while living in Australia.
- 4.4 The Institute is committed to offering reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to them. The nature and extent of support provided are informed by the requirements of the course, modes of study and the needs of student cohorts.
- 4.5 The Institute recognises that a Critical Incident Policy and Procedures must be in place to assist staff and students to manage any concerns following a serious or critical incident.
- 4.6 The Institute ensures that there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.
- 4.7 The Institute is committed to regularly reviewing the appropriateness and adequacy of the services provided to the students.
- 4.8 The provision of student support is a joint responsibility of Student Services and the academic staff. All staff who interact directly with overseas students must be made aware of the Institute's obligations under the ESOS framework and the potential implications for overseas students arising from these obligations.

5. QUALITY ASSURANCE

To ensure that this policy is fit for purpose and meets the requirements of the HES Threshold Standards the policy will be;

- 5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulations.

6. FEEDBACK

Feedback or comments on this policy is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENTS

This policy was initially developed with reference to the following institution's policy:

CQUniversity, Student Welfare and Support Policy, December 2013

University of Ballarat, Student Support and Orientation for International Students Guidelines, December 2013

8. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	January 2014	Initial issue	AB
2.0	June 2018	Internal review	AB
Related legislation/ regulation/standard	HES Threshold Standards 2015 ESOS National Code 2018 Standard 6		