

Student Support

Policy

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Issue Date:	Issue History:
August 2014	Approved (V1.0)
September 2016	Reviewed and updated related forms (V1.1)
October 2016	Updated - Added DoS in policy owner (V1.2)
August 2017	Reviewed and revised (V1.3) Director of Quality Assurance removed
February 2018	Reviewed and revised (V2.0) Changed standard 6 wording from 'Student support services' to 'Overseas student support services'

Policy Title	Student Support Policy
Purpose	The purpose of this policy and related procedure is to support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course
Scope	This policy applies to all student operations of Cambridge International College (WA) and staff who deal with all matters of student support services
Policy Statement	<p>CIC is committed to supporting students to adjust their life in Australia, achieving their study goals and to achieve satisfactory course progress towards meeting their VISA conditions and their career objectives. Students have access to the student support and academic support.</p> <p>This policy supports 'Standard 6 – Overseas student support service' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states: <i>"Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course."</i></p> <p>And <i>RTO Standards [2015]: The RTO adheres to the principles of access and equity and maximises outcomes for its clients</i></p> <p>This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support.</p> <p>CIC ensure that student provide counselling, intervention and academic support at no additional cost. Students are advised of the range of student support services available to them on orientation day and in their Student orientation pack which contains information on:</p> <ul style="list-style-type: none"> - <i>Welfare and Counselling</i> - <i>Medical and emergency services</i> - <i>CIC policies and procedures</i> - <i>Safety and Security</i> - <i>Academic Support</i> - <i>Career development workshops.</i> <ul style="list-style-type: none"> - CIC provides the opportunity for students to participate in academic support services or provide access to services designed to assist students in achieving course/unit requirements and provide counselling to maintain their attendance during their study period. - CIC provide the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including psychological factors. - CIC provides sufficient student support personnel to meet the needs of the students enrolled with college. - CIC ensures staff members who interact directly with students are aware of CIC obligations' under the ESOS Framework and the potential implications for students arising from the exercise of these obligations - CIC maintains and deliver up – to – date and correct information for student relating to support services; study issues; emergency contact, legal and health services and facilities and resourced on campus. <p>- CIC can arrange for students to be met at the airport and taken to their</p>

	<p>accommodation. Student needs to indicate the need of this service when submitting the application form.</p> <p>All students go through an Orientation program before commencement of their study. The orientation program involves familiarisation with CIC staff, welfare officer, facilities, living in Melbourne (CIC VIC), living in Perth (CIC WA) and with the campus. Content of orientation program include but not limited:</p> <ul style="list-style-type: none"> - Complaints and Appeal process - Adjusting to life in Australia - Renting accommodation - Information on local facilities - Transport information - Managing your finances - Safety and Security and the law - Important emergency and other contacts - Visa information - Information about paying fees - Welfare and Counselling - Assessments and submission of assessment - Academic workshops - Student representative. <p>- CIC will review as part of the ongoing continuous improvement of their student support services.</p> <p>- CIC will provide additional academic assistance and career pathway information where student is identified as requiring or requests the additional support.</p>
Related Policy and Procedure:	<p>Critical Incident Policy Student Support Procedure Student Engagement Before Enrolment Policy Complaints and Appeals Policy Special Need Policy Academic Progress Policy</p>
Related Forms	<p>Special Consideration Form Incident Report Form Student Complaints Form Student Appeals Form</p>
Policy owner and delegated authority	<p>DoS (Perth and Melbourne) Learning advisor Welfare Officer General Manager/Campus Director</p>
Approved by	CEO
Approved Date	August 2014
Definition (if any)	
Currently Enrolled Student	A person, who has been admitted to an accredited program of study, has not completed that program and has registered into classes, which occur in the current term.
Personal Counselling	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
Program Information	This includes details of programs, student services and educational services.