

Student Support Policy and Procedure		
Code: E2.02	Area: Non-Academic E	
Policy Owner: EMG	Version #: 2.0	Date: 6 Nov 2019
Policy Developer/Reviewer: PRG	Review date: 6 Nov 2021	

VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	EMG	21 January 2011	Document creation
1.1	Registrar	25 September 2016	Minor update to 3.1.7 and 3.2.4 (Governing Council changed to Board of Directors)
1.2	Registrar	9 January 2017	Update to role of Student Support Officer
1.3	Registrar	11 April 2017	Update to role of Student Support Officer
2.0	PRG	6 November 2019	Comprehensive update, separation from academic support.

PURPOSE AND SCOPE

The aim of this policy is:

- Ensure students have adequate support for non-academic matters.
- Outline the types of non-academic support available to students.

This policy applies to all staff and students at the Sydney Institute of Traditional Chinese Medicine (SITCM).

1 OVERVIEW

SITCM recognises that a student's personal circumstances may have an adverse impact on their education for a variety of reasons. SITCM is committed to providing students with access to timely and accurate advice on the appropriate internal and external student support services available to them.

This policy has been informed by the *Higher Education Standards Framework (Threshold Standards) 2015*, in particular Section 2.3 Wellbeing and Safety, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* Standard 6 Overseas Student Support Services.

This policy focuses on non-academic student support; please refer to the *Student Academic Support Policy and Procedure* for information on academic student support.

2 POLICY

2.1 STUDENT SUPPORT SERVICES

- 1) There are many issues that may affect a student's wellbeing, including social, financial, cultural, educational and health related factors.

- 2) While SITCM is unable to provide support for every factor which may affect a student's wellbeing, students have access to a Student Support Officer, who will listen to any issues any student may be facing.
- 3) The Student Support Officer will provide advice and guidance to the student where possible.
- 4) If the student requires academic support, the Student Support Officer will refer the student to either the Academic Support Officer in accordance with *Student Academic Support Policy and Procedure*, or to the student consultation system in accordance with *Student Consultation Policy and Procedure*.
- 5) If appropriate, the Student Support Officer will provide a referral to an external support service at no cost to the student.
- 6) If the Student Support Officer refers the student to an external support service which charges for its services, the Student Support Officer must inform the student of the charges before the student chooses to use the external support service.
- 7) Students may make an appointment at any time to see either the Student Support Officer or Academic Support Officer for advice relating to study, including, but not limited to:
 - a. Managing time.
 - b. Setting and achieving goals.
 - c. Motivation.
 - d. Ways of learning.
 - e. Coping with assessments.
 - f. Self-care.
 - g. Adjusting to study and life in Sydney.

2.2 STUDENT SUPPORT OFFICER

- 1) Whilst all staff employed by SITCM have the responsibility to provide support to students, SITCM will nominate a Student Support Officer who is available to all students, on an appointment basis, during SITCM's business hours.
 - a. One of the Student Support Officers will be the first point of contact for overseas students.
- 2) Students can access the Student Support Officer directly or via the Administration Office and an appointment will be organised as soon as practical.
- 3) As part of their responsibilities, the Student Support Officer is to ensure up-to-date information is available for student support services and that any contacts provided are current.
- 4) The Student Support Officer reports to the Registrar.

2.3 EXTERNAL SUPPORT OPTIONS

- 1) SITCM has an agreement with an external counsellor for the provision of professional counselling sessions to any student in need.
 - a. The Student Support Officer will refer students in need to the external counsellor.
 - b. SITCM will cover the costs of a referred student's first three counselling sessions.
 - c. If the referred student wishes to continue with the external counselling after the first three sessions, each additional session will be paid for by the student.
- 2) If the need arises for additional support services, the Student Support Officer may refer students to agencies within the following table at no additional cost to students:

Support Type	Organisation Name	Contact Details
General Crisis Support	Lifeline	13 11 14
	St. Vincent de Paul	02 9560 8666
Mental Health Support	Community Mental Health Services	1800 011 511
	Beyond Blue	1300 22 4636
Health Advice	Health Direct	1800 022 222
Legal Advice	LawAccess NSW	1300 888 529
International Student Support	Council of International Students Australia	0410 990 191
Support for People of Non-Australian Cultural Backgrounds	Sydney Multicultural Community Services	02 9663 3922
Youth Support (up to 25 years)	Kids Helpline	1800 55 1800
	Headspace	02 9114 4100
Disability Advocacy Support	People with Disability Australia	1800 422 015
Indigenous Employment Support	Aboriginal Employment Strategy	02 8571 0999
Indigenous Health Support	Aboriginal Health and Medical Research Council	02 9212 4777
Jobseeker Support	Centrelink	13 28 50
Welfare Information	Centrelink	
Accommodation Information	Study in Australia	
Private Rentals	realestate.com.au	
	domain.com.au	
	property.com.au	
Share Rentals	flatmates.com.au	
	flatmatefinders.com.au	

2.4 INFORMING STUDENTS ABOUT SUPPORT

- 1) Information concerning student support, including the Student Support Officer's contact details and contact hours, as well as external support options, is available on the SITCM website and in the *Student Manual*.

- 2) This policy is available to students on both the SITCM website and the learning management system Moodle.
- 3) Support options are outlined to students during orientation.

2.4.1 ORIENTATION

- 1) All students are required to attend an orientation day at the beginning of their studies with SITCM.
- 2) This orientation is managed by the Registrar and must include:
 - a. Support services available to assist students to help them adjust to study and life in Sydney.
 - b. English language and study assistance programs.
 - c. Legal services.
 - d. Emergency and health services.
 - e. Complaints and appeals processes.
 - f. Course attendance and progress requirements.
 - g. Support services available to assist students with general or personal circumstances that adversely affect their education in Sydney.
 - h. Services students can access for information on their employment rights and conditions, and how to resolve workplace issues.
 - i. A tour of SITCM identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
 - j. A hard copy of the *Student Manual* given to each student, which contains important information to help students adjust to and succeed in an SITCM course.
 - i. The *Student Manual* will include information specifically designed to assist international students in their adjustment to living and studying in Sydney.
 - ii. The *Student Manual* will include information on how to access the services of the Student Support Officer and external support options.

2.5 MONITORING AND REVIEW

- 1) To ensure that SITCM's student support services are appropriate, various pathways for student feedback are available under the *Stakeholder Feedback Policy and Procedure*.
- 2) Every time a student has a meeting with the Student Support Officer for the purpose of receiving support, the Student Support Officer completes the *Student Support Services Form*.
 - a. This form is provided to the Registrar, who uses it to update the *Student Support Register*.
- 3) The Registrar presents any new cases in the *Student Support Register* at the next Executive Management Group meeting.
- 4) The Executive Management Group is responsible for identifying and addressing improvements to SITCM's student support services.
- 5) Where amounts not allocated in the budget are required for the improvement of facilities or resources, SITCM's Chief Executive Officer will request additional funding from the Board of Directors when required by the *Financial Management Policy and Procedures*.

3 PROCEDURES

3.1 PROCEDURE FOR PROVIDING STUDENT SUPPORT

- 1) A student requests a meeting with the Student Support Officer by contacting either the Administration Office or the Student Support Officer directly.
- 2) A meeting time is arranged.
- 3) The meeting takes place.
 - a. If possible, the Student Support Officer provides all support required by the student (including organising follow up meetings).
 - b. If the student is found to require academic support, the Student Support Officer refers the student to the Academic Support Officer, or relevant academic staff for consultation.
 - c. If the Student Support Officer believes SITCM is unable to provide adequate support to the student, the Student Support Officer refers the student to an appropriate external source of support.
- 4) The Student Support Officer completes the *Student Support Services Form*.
- 5) The Student Support Officer provides the *Student Support Services Form* to the Registrar, who updates the *Student Support Register*.
- 6) The Registrar presents the *Student Support Register* to the Executive Management Group for discussion and review.

4 RELATED POLICY AND OTHER DOCUMENTATION

- 1) A1.07 Student Academic Support Policy and Procedure
- 2) Higher Education Standards Framework (Threshold Standards) 2015.
- 3) National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- 4) A1.07 Student Academic Support Policy and Procedure.
- 5) Student Manual.
- 6) E2.21 Stakeholder Feedback Policy and Procedure.
- 7) Student Support Services Form.
- 8) Student Support Register.
- 9) B3.04 Financial Management Policy and Procedures.