STUDENT SUPPORT SERVICES
POLICY AND PROCEDURE

1. Overview

Sydney Institute of Traditional Chinese Medicine ("SITCM") is responsible for ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals.

To ensure that students are made aware of the support available, all staff in SITCM are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

This policy also covers Students with a Disability and Indigenous Australian Students.

2. Procedure

2.1 Nominated Student Support Officer

Whilst all staff employed by SITCM have the responsibility to provide support to students, SITCM shall nominate a Student Support Officer who shall be available to all students, on an appointment basis, during SITCM's hours of business.

Students can access the Student Support Officer directly or via the Administration Office and an appointment will be organised as soon as practical.

Currently the role and responsibility of Student Support Officer is filled by Rosa Zhang (Phone: 02 9212 1968, email: library@sitcm.edu.au).

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. This information is given to students through their orientation program outlined below.

2.2 Student Support Services

The following support services are available and accessible for all students studying with SITCM. SITCM will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are made by SITCM at no cost to the student. Fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of SITCM.

2.2.1 Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non-satisfactory results are identified.

A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required.

2.2.2   Personal/Social issues

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal Institute hours to gain advice and guidance on personal (including impairment and health issues), accommodation, or family/friend issues. Where the Student Support Officer feels further support may be required, a referral to an appropriate support service will be organised.

2.2.3   Counselling Service

The Student Support Officer is able to assist in times of stress or pressure during the course. Students may make an appointment at any time to see a member of SITCM staff for free advice relating to study, such as:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

If the need arises to seek additional counselling services the following centres may be contacted:

- Lifeline   13 1114
- Centrelink   13 2850
- The Smith Family   1800 422 916
- The Salvation Army   02 9266 9866
- Anglicare   02 9261 9500
- St. Vincent de Paul   02 9256 8666

2.2.4   Accommodation (International Students)

While SITCM does not offer accommodation services or take any responsibility for accommodation arrangements, SITCM is able to refer students to appropriate accommodation services, and staff are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but if not, the Student Services Officer can refer students to appropriate accommodation services.

2.2.5   Special Needs

A student is requested to advise his/her lecturer of any disabilities that may affect their learning (e.g. difficulty in hearing). The Student Support Officer is available to provide advice to students and to consult with SITCM's Executive Management Group, when necessary.

2.2.6   Student Orientation Program

All students are required to attend an orientation day at the beginning of their studies with SITCM. This orientation program is managed by the Student Support Officer and must include:

- A tour of SITCM identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
- A hard copy of the *Student Manual* given to each student, which contains information about international student visa conditions, complaints and appeals procedures and how to access the services of the Student Support Officer.

3. Review and improvement

In order to ensure that SITCM has support services for students that are appropriate in scope and quality for the capacity of SITCM and mode of delivery of its courses, the Executive Management Group implements a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and action enhancements and improvements where necessary.

3.1 Stakeholder feedback

Regular stakeholder feedback through the use of survey instruments will inform SITCM when reviewing the adequacy of its support services through the following process[1]:

3.1.1 A survey of students is conducted for selected units of study during each semester that will include a section on the quality of SITCM's support services soliciting suggestions on any improvements which might be made to improve the student experience.

3.1.2 The Associate Deans will review the surveys, analyse the feedback and summarise any issues raised in regards to support services.

3.1.3 The Associate Deans and Dean will meet formally and informally with the Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.

3.1.4 The Student Support Officer will recommend any improvements to support services to the Executive Management Group for action.

3.1.5 All improvements that have been recommended by the Student Support Officer to the Executive Management Group for action will be allocated to a responsible person for completion within an agreed timeframe.

3.1.6 Outstanding actions will be monitored by the Executive Management Group until evidence of completion.

3.1.7 Where amounts not allocated in the budget are required for the improvement of support services, SITCM's Chief Executive Officer will include it in their report to the Board of Directors in conjunction with a request for additional funding.

3.2 Ongoing Review

The Executive Management Group will continuously review the efficacy of support services in their areas of responsibility through the following process:

3.2.1 Each member of the Executive Management Group will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Executive Management Group.

3.2.2 Where improvements to SITCM's support services need to be addressed, any actions required will be decided upon by the Executive Management Group and will be allocated to a responsible person for completion within the agreed timeframe.

3.2.3 Outstanding actions will be monitored by the Executive Management Group until evidence of completion.

3.2.4 Where amounts not allocated in the budget are required for the improvement of facilities or resources, SITCM's Chief Executive Officer will include it in their report to the Board of Directors in conjunction with a request for additional funding.

---

[1] Refer also Section 6.1 of the *Quality Assurance Framework* – Stakeholder feedback

4.   Version control

Document: Student Support Services Policy and Procedure		
Policy Owner: Executive Management Group		
Policy Developer/Reviewer: Registrar	Version #: 3.3	Date: 11 April 2017

Version History

Version	Authorised by	Approval Date	Details
1.0	Executive Management Group	21 January 2011	Document creation
2.0	Executive Management Group	16 January 2014	Regular review only (no amendment made)
3.0	Executive Management Group	11 June 2016	Regular review only (no amendment made)
3.1	Registrar	25 September 2016	Minor update to 3.1.7 and 3.2.4 (Governing Council changed to Board of Directors)
3.2	Registrar	9 January 2017	Update to role of Student Support Officer
3.3	Registrar	11 April 2017	Update to role of Student Support Officer