

Student Support Policy and Procedure		
Code: E2.02	Area: Non-Academic E	
Policy Owner: EMG	Version #: 2.3	Date: 17 Mar 2021
Policy Developer/Reviewer: QAM	Review date: 17 Mar 2024	

#### VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	EMG	21 Jan 2011	Document creation
1.1	Registrar	25 Sep 2016	Minor update to 3.1.7 and 3.2.4 (Governing Council changed to Board of Directors)
1.2	Registrar	9 Jan 2017	Update to role of Student Support Officer
1.3	Registrar	11 April 2017	Update to role of Student Support Officer
2.0	EMG	6 Nov 2019	Comprehensive update, separation from academic support
2.1	PRG	7 Jan 2020	Updated external support table to include the Fair Work Ombudsman and International Student Legal Service NSW; updated Section 2.4: Informing Student About Support to include campus posters.
2.2	PRG	9 Jun 2020	Removed Student Support Services Form, as SSOs record cases directly into Student Support Register, and added IT support to student support services.
2.3	EMG	17 Mar 2021	Orientations must cover acceptable use of IT.

#### 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 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 internal and external student support services available to them, including but not limited to services related to health, disability, employment, workplace rights, accommodation, legal issues, international students, culturally and linguistically diverse students, indigenous students and other disadvantaged groups.

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. For more information on steps taken to support disadvantaged groups, refer to the *Diversity and Equity Policy and Procedure*.

## 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 one or more Student Support Officers (SSOs), who will listen to any issues a student may be facing.
- 3) SSOs provide advice and guidance to the student where possible.
- 4) If the student requires academic support, an SSO 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 the student requires technological support, for example due to low computer literacy, the SSO will refer them to the IT Officer.
- 6) If appropriate, the SSO will provide a referral to an external support service at no cost to the student.
- 7) If the SSO refers the student to an external support service which charges for its services, the SSO must inform the student of the charges before the student chooses to use the external support service.
- 8) Students may make an appointment at any time to see either the SSO 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.
- 9) Student support is also available for students in grievance cases, in accordance with the *Academic Grievance Policy and Procedure* and the *Non-Academic Grievance Policy and Procedure*.

### 2.2 STUDENT SUPPORT OFFICER

- 1) Whilst all staff employed by SITCM have the responsibility to provide support to students, SITCM will nominate one or more SSO who are available to all students, on an appointment basis, during SITCM's business hours.
  - a. However, the Registrar is the designated point of contact for overseas students.
- 2) Students can access SSOs directly or via the Administration Office and an appointment will be organised as soon as practical.
- 3) SSOs can also reach out to a student to offer support in situations where it is likely that the student needs support.
- 4) As part of their responsibilities, SSOs is to ensure up-to-date information is available for student support services and that any contacts provided are current.

- 5) SSOs report 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. SSOs 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, SSOs may refer students to agencies within the following table at no additional cost to students:

Support Type	Organisation Name	Contact Details
General Crisis Support	<a href="#">Lifeline</a>	13 11 14
	<a href="#">St. Vincent de Paul</a>	02 9560 8666
	<a href="#">Suicide Call Back Service</a>	1300 659 467
Mental Health Support	<a href="#">Community Mental Health Services</a>	1800 011 511
	<a href="#">Beyond Blue</a>	1300 22 4636
Health Advice	<a href="#">Health Direct</a>	1800 022 222
Legal Advice	<a href="#">LawAccess NSW</a>	1300 888 529
	<a href="#">Community Legal Centres NSW</a>	
International Student Support	<a href="#">Council of International Students Australia</a>	0410 990 191
	<a href="#">International Student Legal Service NSW</a>	02 9698 7645
Advice and Support for Workplace Rights	<a href="#">Fair Work Ombudsman</a>	13 13 94
Support for People of Non-Australian Cultural or Linguistic Backgrounds	<a href="#">Sydney Multicultural Community Services</a>	02 9663 3922
	<a href="#">Translating and Interpreting Service</a>	13 14 50
Youth Support (up to 25 years)	<a href="#">Kids Helpline</a>	1800 55 1800
	<a href="#">Headspace</a>	02 9114 4100
Disability Advocacy Support	<a href="#">People with Disability Australia</a>	1800 422 015
Indigenous Employment Support	<a href="#">Aboriginal Employment Strategy</a>	02 8571 0999
Indigenous Health Support	<a href="#">Aboriginal Health and Medical Research Council</a>	02 9212 4777
Relationship Support	<a href="#">Relationships Australia</a>	1300 364 277
Men's Counselling Support	<a href="#">MensLine Australia</a>	1300 78 99 78
LGBTI Support	<a href="#">QLife</a>	1800 184 527
Jobseeker Support	<a href="#">Centrelink</a>	13 28 50
Welfare Information	<a href="#">Centrelink</a>	
Accommodation Information	<a href="#">Study in Australia</a>	

Private Rentals	<a href="http://realestate.com.au">realestate.com.au</a>
	<a href="http://domain.com.au">domain.com.au</a>
	<a href="http://property.com.au">property.com.au</a>
Share Rentals	<a href="http://flatmates.com.au">flatmates.com.au</a>
	<a href="http://flatmatefinders.com.au">flatmatefinders.com.au</a>

## 2.4 INFORMING STUDENTS ABOUT SUPPORT

- 1) Information concerning student support, including SSO contact details and contact hours, as well as external support options, is available on the SITCM website.
- 2) This policy is available to students on both the SITCM website and the learning management system Moodle.
- 3) Posters outlining workplace rights are placed around the SITCM campus.
- 4) 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 information about:
  - a. Support services available to assist students in adjusting 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. The acceptable use of SITCM's IT facilities and services.
  - h. Support services available to assist students with general or personal circumstances that adversely affect their education in Sydney.
  - i. Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, including how to prevent workplace exploitation.
  - j. A tour of SITCM identifying classrooms, student areas, student administration area, and any other relevant areas, such as toilets, fire exits, and restricted areas.
  - k. Information on Moodle, including its functions and use.
  - l. A hard copy of the *Student Manual* given to each student, which contains information to help students adjust to and succeed in an SITCM course.
    - i. The *Student Manual* includes information designed to assist international students in adjusting to living and studying in Sydney.
    - ii. The *Student Manual* includes information on how to access the services of the SSO and external support options.

## 2.5 MONITORING AND REVIEW

- 1) To ensure that 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 an SSO for the purpose of receiving support, the SSO updates the *Student Support Register*.
- 3) The Registrar continually reviews the *Student Support Register* presents any new cases at each 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 an SSO by contacting either the Administration Office or the SSO directly.
  - a. The SSO can also reach out to a student to offer support in situations where it is likely that the student needs support.
- 2) A meeting time is arranged and the meeting then takes place.
  - a. If possible, the SSO provides all support required by the student (including organising follow up meetings).
  - b. If the student is found to require academic support, the SSO refers the student to the Academic Support Officer, or relevant academic staff for consultation.
  - c. If the SSO believes SITCM is unable to provide adequate support to the student, the SSO refers the student to an appropriate external source of support.
- 3) The SSO updates the *Student Support Register*.
- 4) The Registrar presents the *Student Support Register* to the Executive Management Group for monthly 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) E2.04 Diversity and Equity Policy and Procedure.
- 6) A1.10 Student Consultation Policy and Procedure
- 7) A1.14 Academic Grievance Policy and Procedure.
- 8) E2.07 Non-Academic Grievance Policy and Procedure
- 9) Student Manual.
- 10) E2.21 Stakeholder Feedback Policy and Procedure.
- 11) Student Support Register.
- 12) B3.04 Financial Management Policy and Procedures.