

Student Support, Welfare and Wellbeing Policy

Purpose	This policy addresses AITC's approach Student Support, Welfare and Wellbeing.
Location	The policy is maintained on owncloud
Responsible executive	CEO
Responsible office	CEO's Office
Contact officer	TBA
Effective date	29 June 2020
Review date	23 March 2022
Modification history	Version 1.0 (29 June 2020, Version 1.1 (24 March 2022))
Related documents	AITC Security and Safety Policy AITC Bullying, Harassment and Discrimination Policy AITC Access and Usage of Resources Policy AITC Student Learning Support Policy AITC Student Grievance Mediation Policy AITC Education Plan
Authority	Approved by Council

1. Purpose

This Policy outlines the principles and types of support that the Australian Institute of Technology and Commerce (AITC) will use in ensuring student's welfare, safety, wellbeing and security and to maximise their student experience.

2. Scope

This Policy applies to all staff and students of AITC.

3. Principles

AITC acknowledges a student's welfare as being his/her physical, emotional, mental, intellectual, cultural and social wellbeing and AITC recognises that it has a duty of care to ensure his/her appropriate welfare as well as to ensure that they are safe and secure while on campus. AITC also provides support and advice to enable students to maintain their welfare, safety, wellbeing and security when they are not on campus.

AITC understands and embraces the diversity of students and comprehends that different students need various levels of support and assistance and it provides support to students so that they can achieve academic success.

Support is also available to all students during the Admissions process where they may receive special consideration at entry to receiving additional support. Special consideration may be considered for any of the following;

- students with a disability;
- applicants with learning or language difficulties;
- applicants from a disadvantaged socioeconomic background;
- applicants of Aboriginal or Torres Strait Islander (ATSI) descent as outlined in the *Aboriginal and Torres Strait Islander Peoples Policy*; and;
- applicants who have been disadvantaged in their access to education.

AITC recognises that quality education includes one-on-one time between students and academic teaching staff and the Academic Board has mandated that a minimum of one hour of consultation per unit per week will be allowed for each academic staff member teaching units in any graduate program. Additional academic support will be available on top of this minimum standard, if needed.

Academic staff will be required to give special attention to the participation and progress of students who have been admitted with special consideration and provided with additional academic support. The *Student Progression, Exclusion and Graduation Policy* will provide mechanisms for the early identification and intervention of 'at risk' students. Students who have received special consideration and additional academic support at admission and their progress will be carefully monitoring by academic staff to invoke early intervention strategies if they are having learning difficulties.

The Course Development Committee and the Dean will be provided with regular reports on student attrition, progression and completions. These reports will include subcategories of student cohorts, particularly for ATSI students and student who have been admitted with additional support. The Academic Board will receive these reports at least twice a year and will use this data for continuous improvement and enhancing academic quality.

4. Student Support.

To ensure the 'best practice' support for the welfare of students, AITC will provide the following forms of support, at a level consistent with ensuring the welfare of each student, at no extra cost to AITC students:

Academic support which includes:

- Direct support from academic staff.
- Language, literacy and numeracy support.
- Early intervention for "At Risk" students.

Administrative support that includes:

- Orientation.
- Information and resources in relation to support services.
- Assistance with enrolment.

Technology support that includes:

- Access to internet and network.
- IT and software support for resources provided by AITC.

Personal support that includes:

- Counselling for non-academic matters.
- Health issues.
- Welfare and disability support.

Disability support that includes:

- Reasonable adjustment to assessment or teaching for students with a disability.
- Reasonable adjustment to facilities for students with a disability.

Safety for Students includes:

AITC values the health and safety of its students and it always acknowledges the obligation to protect the health and safety of anyone on campus or at a location where AITC is responsible. Occupational health and safety laws, at the New South Wales State and Federal levels, also place a duty of care on AITC to ensure the health and safety of its students.

Ensuring health and safety is not only the responsibility of AITC management but must be shared with students and others. Students are expected to take reasonable care for their own health and safety, and refrain from actions which may put themselves or others at risk.

AITC will: Reduce health and safety risks through documented processes of hazard identification, assessment, implementation and review of controls. Ensure that students are informed of health and safety requirements and obligations on their orientations. Inform students any updates or changes to health and safety matters.

Students are expected to: Act in a manner that does not put themselves or others at risk while undertaking AITC activities. Report in a timely manner any issues to AITC management that may be a health and safety risk. Report any incidents where there has been injury to any person on campus immediately.

Students will have access to the Student Representative of the Academic Board who will;

- be available to listen to student views and concerns, and actively represent them in an objective and accurate manner;
- provide independent support, advice and advocacy to students free of charge;
- maintain confidentiality and independence when representing students;
- provide independent support, advice and advocacy for students to resolve misunderstandings or disputes with AITC or other students;
- act as a reference point to clarify and explain AITC's Policies and Procedures to students; and;
- raise student concerns with the Academic Board of AITC.

All staff have been instructed to encourage students with academic or personal support needs to access support from relevant internal and external support services. As part of the Workforce Plan, AITC has allowed for an Academic Learning Support Officer and a Student Counselling and Wellbeing Officer.