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| Version | 7.0 |
| Last Amended | 10 January 2020 |
| Approved By | CEO |
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| Reference | Student Support Policy and Procedures v7.0 |

Student Support Policy and Procedures

1 Purpose:

Windsor is committed to providing continuous support to all its students so that they can adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. For this purpose, Windsor determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses or ELICOS courses.

This policy ensures that all students have access to support services for individual academic or non-academic issues during the entire period of enrolment at Windsor.

2 Policy Statements

- 2.1 Windsor determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses or ELICOS courses.
- 2.2 Windsor supports the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:
- support services available to assist overseas students to help them adjust to study and life in Australia
 - English language and study assistance programs
 - any relevant legal services
 - emergency and health services
 - Windsor's facilities and resources
 - complaints and appeals processes as outlined in Standard 10 of the National Code 2018 (Complaints and appeals)
 - requirements for course attendance and progress, as appropriate
 - the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 2.3 Windsor gives relevant information or provides referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1 of the National Code 2018, at no additional cost to the overseas student.

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- 2.4 Windsor offers reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
- 2.5 Windsor facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
- 2.6 Windsor designates a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers have access to up-to-date details of Windsor's support services.
- 2.7 Windsor has sufficient student support personnel to meet the needs of the overseas students enrolled with Windsor.
- 2.8 Windsor ensures its staff members who interact directly with overseas students are aware of Windsor's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations
- 2.9 Windsor has and implements a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. Windsor maintains a written record of any critical incident and remedial action taken by the college for at least two years after the overseas student ceases to be an accepted student.
- 2.10 Windsor:
- a. takes all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety.
 - b. provides information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
 - c. provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.
- 2.11 Windsor:
- a. employs or contracts a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about:
 - i. academic and future progress advice
 - ii. welfare matters.
 - b. ensure that the counselling services are available and accessible by students at suitable times.

3 Scope

This policy applies to:

- Students enrolled at Windsor
- Windsor Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Student Prospectus, the College's website, Student Handbook, during the enrolment and orientation processes.

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4 Procedure

1.1 Nominated Student Contact Officers

Windsor has, by employment and contract, a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about academic and future progress advice, welfare matters and, ensures that these counselling services are available and accessible by students at suitable times.

The college has designated some members of its staff as the Student Contact Officers that are the official points of contact for overseas students. The Student Contact Officers have access to up-to-date details of the college's support services.

The Director of Studies, ELICOS Coordinator, Student Support Officers, teaching staff and administration staff of Windsor are available to provide general advice and assistance with matters such as academic and future progress counselling, studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Director of Studies/ the Student Contact Officer who may refer them to external support services if required. Windsor will not charge for support services it supplies for referring students to external support services. Students will have to pay any fees charged by external support services they that they use.

Whilst all staff employed at Windsor has the shared responsibility of providing support to all students, Windsor has nominated 'Student Support Officers / Student Contact Officers' who are primarily the first point of contact. These officers are responsible for establishing the needs of students, arranging relevant services in order to assist with student issues and are available on campus at all times during Windsor's standard operation hours.

Students can contact the Student Support Officers / Student Contact Officers directly or via Windsor reception and an appointment will be organised as soon as practical.

This information is also made available to students at the time of orientation and in the Student Handbook.

1.2 Student Support Services

The following support services are available and accessible for all students studying at Windsor for free at all times. When a student contacts any member of student support team, an initial consultation is made to explore the issue. Then based on the nature of issue, the student support team organises referral to relevant professional services.

Note: All referrals organised by Windsor are at no cost to the student. However, student may be charged a service fee by the external service provider. This amount is payable by student directly to the service provider.

- ***Principles of access and equity***

Windsor is committed to providing and promoting non-discriminatory, inclusive practices and processes to provide equal opportunities for all students to achieve their learning outcomes and

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strives to ensure that its decision-making processes reflect a commitment to access and equity and treats all students or prospective students fairly.

Access and Equity means ensuring that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

Windsor uses the same recruitment and enrolment processes for all applicants have been designed to be free from discrimination. Students who advise of their disability and/or learning difficulty after the enrolment will be issued a revised Offer of Enrolment and Enrolment Acceptance Agreement to accommodate any areas of reasonable adjustment that have been agreed to for the student.

If a Student with disability and/or learning difficulty cannot cope even after agreed reasonable adjustment, an alternative course will be offered. Windsor training and assessment resources are designed to be flexible and to be able to make reasonable adjustments if required. Windsor will ensure that language, literacy and numeracy requirements are consistent with the vocational level of the qualification being considered or offered.

Windsor provides support services for students with a recognised disability and/or learning difficulty including:

- learning support;
- alternative assessment methods;
- extra time to complete a course or assessment;
- learning support for basic literacy or numeracy difficulties

People from all social and cultural backgrounds will be equally treated and due respect will be given to people from Culturally and Linguistically Diverse background, people with disability and mature age students.

The Director of Studies is responsible for ensuring campus buildings, rooms, toilets and resources comply with relevant building requirements including access for people with disabilities. All staff are required to assist anyone needing help to access training materials, files, equipment, or other items that may be inaccessible to students.

Individuals who consider they have been treated unfairly are encouraged to use Windsor's Complaints and Appeals Policy and Procedure. Windsor supports the rights of students with a disability to training and assessment and will protect them wherever possible from discrimination, harassment or victimisation on the basis of their disability.

- **Reasonable adjustment**

Reasonable adjustment will be provided for student with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Students may negotiate to

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customise assessment tasks to meet their individual needs in relation to interests, learning style, literacy, disability or cultural background.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

A student seeking a reasonable adjustment in an assessment must discuss their requirements with the trainer/assessor prior to the start of the component of study or at the earliest possible time once the class has commenced. Students may be requested to provide documentation to support their request for reasonable adjustment.

If reasonable adjustment to an assessment task is made, a record of the reasonable adjustment will be documented and a copy kept in the student file. The original integrity of the assessment must be maintained.

- **Academic issues**

Where a student needs assistance with academic issues or where a student is identified to be at risk of not complete the course within the expected duration, the student support officer(s) will organise a meeting with the student in presence of Director of Studies/ ELICOS Coordinator.

During this meeting an academic plan will be worked out to provide extra support to the student so that he/she can complete the course within the expected duration of the course.

If as a result of the meeting, there are any variations indicated in student enrolment or study load, appropriate notes will be recorded in student files and PRISMS will be updated if applicable.

All students regardless of their academic progress are able to gain advice and support at any time from the student support team in order to maintain satisfactory academic levels at all times

- **Personal / Social issues**

There are many issues that may affect students' social or personal lives. Students have access to the student Support officers through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised at no cost to the student.

| Student counsellors | Location | Contact details |
|---|-----------|-----------------|
| Student Welfare Officer - by appointment | On-Campus | 03 9663 0272 |

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- **Social Programs**

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with the Windsor to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

Students are welcome to forward any suggestions to Windsor's Student Support Team.

1.3 Student Orientation Program

All students are required to attend an orientation program at the beginning of their studies. This orientation program is managed by the Student Support Officers and includes following:

- A tour of the Windsor identifying classrooms, student areas, student administration area, and any other relevant areas within the Windsor such as toilets, fire exits, and restricted areas
- A presentation on services and facilities available
- All students are given a copy of the 'Student Handbook'. This document includes information about but not limited to:
 - Student support services available to Windsor students
 - Transfer between providers
 - Course progress requirements
 - Attendance Monitoring for ELICOS students
 - Facilities and resources at Windsor
 - Australian Education System
 - Student visa conditions
 - Legal Services
 - Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
 - Local Transport
 - Shopping
 - Banking
 - Entertainment/Recreation
 - Climate, Police and Government services
 - Emergency and Health Services (including information about private insurance) and detailed information on accommodation
 - Complaints and Appeals process
 - Refund policy
 - Plagiarism
 - Critical incident policy
 - Accommodation
 - Cost of living
 - ESOS framework
 - Privacy policy
 - Sexual harassment policy
 - Deferment, suspension and cancellation of enrolment
 - Windsor Staff contact details
 - Emergency and Medical Services

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5 Related Standard

This policy and procedure supports 'Standard 6' of the ESOS National Code 2018, 'Standard 6.9' of the ELICOS Standards 2018 and 'Standard 1.7' of the Standards for Registered Training Organisations (RTOs) 2015.

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