



Student Support, Welfare and Wellbeing Policy

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Approved Date:	09/08/2018	Review period	12 months
Related Policy/Procedure:	<ul style="list-style-type: none"> ➤ Course Progress and “At Risk” Student Policy and Procedure ➤ Critical Incidents and Business Continuity Policy and Plan ➤ Orientation Policy and Procedure ➤ Occupational Health and Safety Policy and Procedure 		
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Student Support, Welfare and Wellbeing Policy

Purpose

This Policy outlines the principles Lyons College will adhere to in providing support to students to ensure their welfare, safety, wellbeing and security to maximise their student experience.

Scope

This Policy applies to all staff and students at Lyons College.

Policy

Lyons College views a student's welfare as their physical, emotional, mental, intellectual, cultural and social wellbeing. Lyons College has a duty of care to ensure the welfare of all students and to ensure that they are safe and secure while on campus. Lyons College also provides support and advice to enable students to maintain their welfare, safety, wellbeing and security when they are not on campus.

Lyons College acknowledges and embraces the diversity of students and understands that different students require various levels of support and assistance. Lyons College provides support to students to allow them to achieve success in their academic endeavours.

To ensure the best possible support for the welfare of students, Lyons College will provide:

- **Academic support which includes:**
 - ◆ Direct support from academic staff
 - ◆ Language, literacy and numeracy support
 - ◆ Early intervention for "At Risk" students
- **Administrative support which includes:**
 - ◆ Orientation
 - ◆ Information and resources in relation to support services
 - ◆ Assistance with enrolment
- **Technology support which includes:**
 - ◆ Access to internet and network
 - ◆ IT and software support for resources provided by Lyons College
- **Personal support which includes:**
 - ◆ Counselling for non-academic matters
 - ◆ Health issues
 - ◆ Welfare and disability support
- **Disability support which includes:**
 - ◆ Reasonable adjustment to assessment or teaching for students with a disability
 - ◆ Reasonable adjustment to facilities for students with a disability

The framework around ensuring the welfare, safety, wellbeing and security of students includes the following Policies and Procedures:

- Course Progress and “At Risk” Student Policy and Procedure
- Critical Incidents and Business Continuity Policy and Plan
- Orientation Policy and Procedure
- Occupational Health and Safety Policy and Procedure

All staff have been instructed to encourage students with academic or personal support needs to access support from relevant internal and external support services. These processes will be outlined in the Student Support and Welfare Procedure.

As part of the Workforce Plan, Lyons College has allowed for an Academic Learning Support Officer and a Student Counselling and Wellbeing Officer. These will be subject to student numbers and turnover but are viewed as vital roles in supporting students succeed in their academic endeavours.