



Student Support, Welfare and Wellbeing Procedure

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| 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 ➤ Student Support, Welfare and Wellbeing Policy | | |



Student Support, Welfare and Wellbeing Procedure

Purpose

This Procedure outlines how Lyons College will implement the Student Support, Welfare and Wellbeing Policy.

Scope

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

Procedure

The Student Support, Welfare and Wellbeing Procedure sets out the following key areas of support that will be provided to students:

- Academic support
- Administrative support
- Technology support
- Personal support
- Disability support

Privacy

In providing support to students, they may disclose personal or private information to Lyons College. The student's Privacy will be respected, and the information will be handled in accordance with the *Privacy Policy*. Student information will remain confidential except where the information is required to be provided by law, or where the student's or someone else's health, safety or security are at immediate risk.

Identification of Individual Student Needs

Lyons College will monitor various aspects of each student's engagement to identify students who require support. This monitoring will be both formal and informal. Lyons College, at a minimum, will use the following methods to identify students who may require support:

- Student academic performance reporting
- Staff observations of student behaviour
- Student progression data
- Student attendance and absenteeism reporting
- Complaints from students or staff
- Students approaching staff requesting support for themselves or other students

Once Lyons College identifies that a student requires support, the nature of the type of levels of support will be outlined. This will be communicated with the student to ensure that they understand what is being support is being offered, and what outcomes Lyons College expects with the provision of the support.

Were required, more than one support mechanism may be offered to a student at the one time. This may be due to the different factors which have led to the student requiring support and may include a combination of academic and non-academic support. Lyons College wants to take a holistic approach to ensure that students overall needs are being met.

1. ACADEMIC SUPPORT

Lyons College will offer academic support to students if the need is identified. The *Course Progression and At Risk Student Policy* and the *Course Progression and At Risk Student Procedure* are key to Lyons College identifying students requiring academic support. Academic support includes the following:

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

Academic support will be part of an intervention strategy as outlined in the *Course Progression and At Risk Student Policy* and *Procedure*. Lyons College academic staff will provide academic support to the student outside of the normal scheduled class times. If required, and where reasonable, Lyons College may seek external assistance to provide specialist academic support to a student.

Academic support may be provided on a one to one basis, or where appropriate, in a group setting. Examples of academic support that can be offered to students who have been identified as requiring it include, but are not limited to, the following:

- Assistance from academic staff to help with academic writing skills
- Assistance from academic staff for unit/course specific issues
- Assistance from academic staff to improve English language skills
- Assistance from staff for referencing techniques and using online databases

The Course Coordinator (for higher education courses) and the VET Manager (for VET courses) will be responsible for assessing a student’s need for academic support and for following the *Course Progression and At Risk Student Policy* and *Procedure*.

2. ADMINISTRATIVE AND TECHNOLOGY SUPPORT

Lyons College will offer administrative and technology support to all students requiring it. This includes the provision of information or services prior to students encountering difficulties. Lyons College wants to be proactive in support services offered to students to reduce remedial actions at a later stage.

Examples of administrative and technology support that Lyons College will offer to students includes, but not limited to, the following:

- Orientation services
- Information and resources in relation to support services

- Assistance with enrollment
- Access to internet and network
- IT and software support for resources provided by Lyons College

Orientation Services

Lyons College has a *Domestic Student Orientation Policy and Procedure* as well as an *International Student Orientation Policy and Procedure*. These set out the information and resources provided to students commencing with Lyons College. This is to equip and inform students on all aspects of their student experience at Lyons College.

The Orientation program provides students with information on how to access the various support service offered by Lyons College. The Administration Manager, along with the Course Coordinator (for higher education courses) and the VET Manager (for VET courses), will be responsible for delivering the Orientation program as set out in the *Domestic Student Orientation Policy and Procedure* and the *International Student Orientation Policy and Procedure*.

Information and Resources in Relation to Support Services

Apart from the information provided in the Orientation program, Lyons College will offer additional information and resources to ensure that students are aware of the support services available to them. At a minimum, Lyons College will provide students information and resources to students in the form of:

- The Orientation program
- The Orientation pack
- The relevant Student Handbook
- Information published on the Lyons College Website

The Administration Manager (along with the IT Manager for online content) will be responsible for ensuring that students receive the above information and resources.

Assistance With Enrolment

The Administration Manager and Student Administration staff will be responsible to provide students with assistance with enrolment. Assistance with enrolment will include:

- Providing information and assistance during the enrolment and admissions process
- Providing information and assistance with unit and course enrollments
- Providing information and assistance with fees and payment options
- Providing information and assistance for obtaining Government funding or subsidies (for domestic students)
- Providing information and assistance with the RPL process

Access to Internet and Network

The Administration Manager, IT Manager, Student Administration Staff and IT Helpdesk will be responsible for ensuring that students are provided with access to the internet and the network. This includes:

- The creation of the student's Lyons College email address
- Access to the LMS (Moodle)
- Access to the internet while on campus (both through LAN and wi-fi)
- Access to the computer labs when classes are not scheduled there

IT and Software Support for Resources Provided by Lyons College

The Administration Manager, IT Manager, Student Administration staff and IT Helpdesk staff will be responsible for providing support for students in relation to IT and software provided to students by Lyons College. This includes:

- Troubleshooting access issues for students (for example resetting passwords, configuring hardware)
- Assistance from staff for use of the learning management system

3. PERSONAL SUPPORT

Lyons College will seek to identify students requiring personal support, ensuring that early intervention is provided to protect the welfare and wellbeing of the student. Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or may be in breach of the Code of Conduct.

A student may be identified as requiring personal support and intervention where their physical or mental welfare and wellbeing is at risk. This may be linked to academic performance, but poor academic performance alone should be dealt with under the *Course Progression and At Risk Student Policy and Procedure*.

If a student is identified as requiring personal support, staff (within the limits of their personal and professional experience or training) will need to assess the students individual needs. Where support is available internally, Lyons College staff will provide support to the student. Where Lyons College staff do not possess the skills to adequately provide support to the student, Lyons College will obtain external specialist support to protect the welfare and wellbeing of the student.

Personal Support available to students will include:

- Counselling for non-academic matters
- Assistance for students transitioning into their course
- Assistance for international students transitioning to student life in Australia
- Assistance with health issues
- Welfare and disability support
- Providing information regarding specialist services such as accounting and legal

All staff will be responsible for monitoring student behaviour and identifying incidents or students which require Lyons College's to provide personal support. Once Identified, the Administration Manager, Dean,

Course Coordinator and VET Manager (as appropriate) will be responsible for ensuring that identified students receive the appropriate support services.

4. DISABILITY SUPPORT

Lyons College wants to ensure that students who have a disability are afforded every opportunity to succeed at their academic endeavours. This has been set out in the *Diversity and Equity Policy*. Reasonable adjustments will be made for students who have been identified as requiring disability support.

During the admissions and enrolment process, students are asked if they have disabilities or a long-term medical condition that may require additional support from Lyons College. Students identified as requiring additional disability support will be consulted to determine what reasonable adjustments Lyons College can provide to the student.

Where a student has been identified as requiring additional disability support, it will be the responsibility of the Administration Manager along with the Dean

Reasonable adjustment for a student with a disability could include:

- Reasonable adjustment to the teaching environment for students with a disability
- Reasonable adjustment to assessment/exam conditions during assessment/examination periods
- Reasonable adjustment to facilities for students with a disability
- Loan of and/or advice on specialist equipment
- Assistance in obtaining education materials in alternative formats
- Temporary assistance due to short term illness/hospitalisation

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, 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.

| | Responsibility | Support Available |
|--|---|--|
| Academic Support | Course Coordinator (for higher education courses) VET Manager (for VET courses) Lecturers Tutors Trainers and Assessors | <ul style="list-style-type: none"> ➤ Direct support from academic staff ➤ Language, literacy and numeracy support ➤ Early intervention for “At Risk” students |
| Administrative and Technology Support | The Administration Manager IT Manager Course Coordinator (for higher education courses) VET Manager (for VET courses) Student Administration Staff IT Helpdesk | <ul style="list-style-type: none"> ➤ Orientation services ➤ Information and resources in relation to support services ➤ Assistance with enrolment ➤ Access to internet and network ➤ IT and software support for resources provided by Lyons College |
| Personal Support | <p>Identification: All staff</p> <p>Implementation: Administration Manager Dean Course Coordinator VET Manager</p> | <ul style="list-style-type: none"> ➤ Counselling for non-academic matters ➤ Assistance for students transitioning into their course ➤ Assistance for international students transitioning to student life in Australia ➤ Assistance with health issues ➤ Welfare and disability support |
| Disability Support | Administration Manager Dean (for higher education courses) VET Manager (for VET courses) | <ul style="list-style-type: none"> ➤ Reasonable adjustment to the teaching environment for students with a disability ➤ Reasonable adjustment to assessment/exam conditions during assessment/examination periods ➤ Reasonable adjustment to facilities for students with a disability ➤ Loan of and/or advice on specialist equipment ➤ Assistance in obtaining education materials in alternative formats ➤ Temporary assistance due to short term illness/hospitalisation |