



Student Support, Welfare and Wellbeing Policy

Version:	V 1.2	Approved By	Board
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Approval Reference:	Board Resolution 20230502/08		
Related Policy/Procedure:	<ul style="list-style-type: none"> ➤ Aboriginal and Torres Strait Islander Peoples Framework Policy ➤ Critical Incidents and Business Continuity Policy and Plan ➤ Domestic and International Student Orientation Policy and Procedure ➤ HE Admissions Policy and Procedure ➤ HE Course Progression and At Risk Student Policy and Procedure ➤ Occupational Health and Safety Policy and Procedure ➤ VET Course Progression and At Risk Student Policy and Procedure 		

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 students of 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 their successful welfare 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.

Additional support is available to all students. During the Admissions process, a student may receive special consideration at entry that includes receiving additional support. Special consideration may be granted for any of the following reasons:

- applicants with a disability
- applicants with learning or language difficulties
- applicants from a socioeconomic disadvantaged background
- applicants of Aboriginal or Torres Strait Islander descent as outlined in the *Aboriginal and Torres Strait Islander Peoples Framework Policy*
- applicants who have suffered some other disadvantage to their ability to access education

Lyons College recognises that quality education includes one-on-one time between students and academic teaching staff. To this end 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 bachelor program. Additional academic support will be available on top of this minimum standard.

Academic staff will be required to pay special attention to the participation and progress of students who have been admitted with special consideration and provided with additional academic support. The *VET and HE Course Progression and At Risk Student Policies and Procedures* will provide mechanisms for the early identification and intervention to avoid students falling into the "At Risk" category. Students who have received special consideration and additional academic support at admission will have additional monitoring from academic staff, providing them the opportunity to engage in early intervention strategies to get the student back on track if they are having learning difficulties.

The Learning and Teaching Committee 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.

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

Students will have access to the Student Support Officer for VET or higher education 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 to students in relation to Lyons College’s *Student Complaints and Appeals Policy and Procedure*, Academic Misconduct and Non-Academic Misconduct;
- provide independent support, advice and advocacy for students to resolve misunderstandings or disputes with Lyons College or other students;
- act as a reference point to clarify and explain Lyons College’s Policies and Procedures to students; and
- raise student concerns with Lyons College.

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

- Course Progression and At Risk Student Policy and Procedure
- Critical Incidents and Business Continuity Policy and Plan
- Domestic and International Student Orientation Policy and Procedure
- HE Admissions 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 Support Officer and a Student Support Officer.

Version	Date	Resolution	Comments
V1.0	04/12/2018		Initial policy created
V1.1	21/08/2019	20190821/3	Policy reviewed, no major changes.
V1.2	02/05/2023	20230502/08	