

<b>Policy Owner</b>	Student Advisory Manager
<b>Contact Officer:</b>	Student Advisor & Sponsored Liaison Officer
<b>Policy Number:</b>	QTDPO016
<b>Approved by:</b>	Senior Management Group
<b>Date Approved:</b>	April 2012
<b>Last Reviewed:</b>	February 2016
<b>Related Documents:</b>	Privacy Policy (Students) Critical Incident Procedures and Guidelines Appeals Policy Equal Opportunity Policy Progress and Attendance Policy Underage Student Management Policy Curtin College Course Guide Student Handbook Pre-arrival Guide Admissions and Student Selection Policy Disability Policy English Language Support Policy

## 1. Overview

- 1.1 The purpose of this policy is to ensure that all students at Curtin College have access to appropriate academic and welfare support services and information as and when required.
- 1.2 This policy has been developed in line with ESOS Act 2000 and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).

## 2. Organisational Scope

- 2.1 This policy applies to all students at Curtin College. The services covered under this policy include the provision of counselling, advice and support regarding academic performance and student welfare.
- 2.2 Partner providers that offer a Curtin College award are responsible for providing the Curtin College students with academic and pastoral care as outlined in the specific Service Level Agreements.

## 3. Definitions

- 3.1 **ESOS:** Educations Services for Overseas Students Act 2000.
- 3.2 **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
- 3.3 **Partner Provider** - an institution that provides a course which is CRICOS registered as being offered by Curtin College, who, for the purposes of this document oversees all matters relating to the delivery of those courses.
- 3.4 **Student Handbook:** A web based publication produced by Curtin College outlining current information for students on support services, policies and procedures.
- 3.5 **Welfare:** For the purpose of this policy 'welfare' refers to all matters pertaining to the physical, mental and wellbeing of students.

## 4. Policy Principles

- 4.1 Curtin College is committed to providing students with appropriate academic and welfare support services, information, advice and assistance to help them attain academic success and improve their personal well-being whilst undertaking a course at Curtin College.
- 4.2 Academic and welfare support services are also aimed at assisting students to make the transition to living and studying away from home and in a university environment.
- 4.3 Curtin College recognises the diversity of student learning needs and is committed to the welfare of all students.

## 5. Policy Content

5.1 Curtin College will provide academic and welfare support services. The first point of contact for students is at Student Services. If Student Services is unable to assist the student, they will be able to book appointments for students to see relevant staff as required during College hours which is Monday to Friday from 9 am to 4.30 pm. This can be done in person or by ringing 9266 4888. Areas of concern that students can seek help from include:

### 5.1.1 Academic Related concerns:

- Program - Program Managers can assist students with enquiries related to their program or future program at Curtin University.
- Unit - Students can discuss their unit related concerns with their lecturers either in class or by email.

### 5.1.2 Student Life Related concerns:

- Non Academic Related - Student Advisors can counsel students in regards to academic issues such as general course enquiry; being at risk of failing or understanding College policies and procedures.
- Personal / welfare (including legal) - The Student Advisory Team is available to discuss physical, mental or emotional issues that may arise for students during the course of their studies. Where a Student Advisor assesses that the student requires professional support, the student will be recommended to see either a Curtin Counsellor or medical practitioner based at Curtin University.

*Please note – The Student Advisor will issue a Referral Letter if the student is required to see a Curtin Counsellor. A student is eligible for a limited number of complimentary sessions with a Curtin Counsellor.*

- Sponsored students - Sponsored students can seek support from the Sponsored Liaison Officer in matters that concerns their sponsorship. This can include both academic and welfare concerns.
- Financial - Students who experience financial issues during the course of their studies can discuss this with the Accounts Officer.
- Technical issues - Student Services can reset passwords for students. For access to the Student Portal, students can get help from the IT support officer by emailing [help@curtincollege.edu.au](mailto:help@curtincollege.edu.au).

## 5.1.3 Academic Study Skills Support Services:

Students have access to following additional support:

- English Support Workshops;
- Academic Master Series workshops
- Academic Peers (subject to availability)
- Academic Drop In Sessions
- Student Support Page in the Portal

## 5.2 Support for Students with Disabilities

5.2.1 Students and/or parents/sponsors should advise the institution in advance and provide documentation of any disabilities that may affect the student's progress prior to commencement of the course.

5.2.2 Students may be required to visit a Curtin Disability Officer to obtain Curtin Access Plan. This is compulsory for students who are studying a semesterised program. It is the student's responsibility to share the Curtin Access Plan with Student Advisory Team, Program Manager and Lecturers.

*Please note – The Student Advisor will issue a Referral Letter if the student is required to see Curtin Disability Services to obtain Curtin Access Plan.*

## 5.3 Access to Information

5.3.1 Students will be provided with up to date information on the welfare, counselling and support services offered by the College via the following mechanisms.

- The annual College Student Guide provides a summary of support services provided by the college. This brochure can be accessed via the Curtin College website <http://www.curtincollege.edu.au/student-life/student-services-support/>
- International students are provided with a link to the pre-arrival guide, which includes information regarding accommodation, arrival procedures and adapting to life in Australia <http://curtincollege.edu.au/wp-content/uploads/2015/04/Curtin-College-Pre-arrival-Guide.pdf>
- Orientation – the program is designed to assist commencing students (domestic and international) with the transition to college and university life. This program includes information on and how to access the College's policies, welfare and support services and resources available.
- Course flyers designed to assist students with enrolment choices are available at Orientation and are also available on the Curtin College Student Portal.
- The Curtin College Student Handbook is available electronically via the Curtin College Student Portal.

## 5.4 Incident Management

5.4.1 Curtin College has a comprehensive Incident Management procedure to be enacted for any incident which has the potential to, or actually does, impinge upon the well-being of the College's students, staff or the College. Curtin College staff receive training in relation to this policy to ensure that we are alert and responsive to incidents which affect our students. To support this policy a proportion of staff are required to undertake training in Physical and Mental First Aid procedures.

## 5.5 Student Safety

5.5.1 Curtin College will implement strategies to raise student awareness to personal safety risks and issues and what to do in the event of a personal crisis. This information is available on Student Support page of the Curtin College Student Portal.

## 5.6 Occupational Health and Safety

5.6.1 Curtin College has an Occupational Health and Safety Officer to monitor and address any reported hazards in the workplace.

## 5.7 Student Misconduct

5.7.1 Students suspected of academic or general misconduct will be dealt with according to the Student Misconduct Policy. Students should be made aware of consequences of misconduct during information sessions. For full details refer to the Student Misconduct Policy located on our website [www.curtincollege.edu.au](http://www.curtincollege.edu.au).

## 5.8 Harassment and Discrimination

5.8.1 Curtin College has a Harassment and Discrimination policy in place.

## 6. Administrative procedures

6.1 This policy is available on the Curtin College website for students and distributed to all staff will be provided with the policy by their respective supervisors.

6.2 Staff will be informed and updated on changes to policies and procedures related to academic progress as and when the policy is updated.

6.3

Version	Last changes:
V2.11	<ul style="list-style-type: none"> <li>• Changed policy owner and contact officer.</li> <li>• Included the following policies that are relevant to this policy :                             <ul style="list-style-type: none"> <li>• Admissions and Student Selection Policy</li> <li>• Disability Policy</li> <li>• English Language Support Policy</li> </ul> </li> <li>• 5.1 Policy Content is separated into two categories for better understanding. Additional support is also updated to remove Mathematics workshop and include</li> <li>• Academic Drop In Sessions and Student Support Page</li> <li>• 5.2.2 Added Curtin Access Plan</li> <li>• 5.3 Access to Information modified by including new links.</li> <li>• 5.11 Removed Cultural Awareness</li> </ul>
V2.10	<ul style="list-style-type: none"> <li>• Updated position titles of staff.</li> <li>• Updated related documents.</li> <li>• Updated appointment times.</li> </ul>