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.


3.3 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 the following academic and welfare support services:

5.1.1 Counselling Services:

- **Welfare (Physical, Mental and Emotional)**
  The Student Advisor (or nominee) will be available to discuss physical, mental, or emotional issues that may arise for students during the course of their studies. Where the Student Advisor is unable or not appropriate to assist a student, that student will be referred to the professional counselling or medical services available on Curtin University campus. Students may also be referred to community services as appropriate.
  
  **Note:** If a student has been referred to Curtin’s Counselling services by the Student Advisor they will not incur a fee.

- **Financial**
  Students who have financial issues during the course of their studies can discuss this with the Accounts Officer/ equivalent.

- **Legal Advice**
  Students needing legal advice should initially contact the Student Advisory Manager or nominee who will refer students to further sources of legal aid if required. Links to various legal information services can be found on the Curtin College website [www.curtincollege.edu.au](http://www.curtincollege.edu.au)

- **Academic**
  Student advisors including the Student Advisory Manager are available by appointment to assist students with information and advice in regard to enrolment issues; academic progress or educational outcomes or pathways. For information on how students at risk of academic failure are identified and managed, refer to the Curtin College Progress and Attendance policy.

5.1.2 Academic Study Skills Support Services:

Current students of the College have access to support classes at no additional cost. The support classes are aimed at assisting students to grasp the basic concepts of:

- English Support Workshops;
- Academic Study Skills
- Academic Peers
- Mathematics Support

5.2 Support for Students with Disabilities

5.2.1 Students and/or parents 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 Where staff are aware of a disability affecting a student, reasonable adjustments can be made to teaching arrangements/materials to assist these students with their learning.

5.3 IT Support

5.3.1 Students have access to IT support during office hours via the IT Officer.
5.4 Key Staff Availability

5.4.1 The Key Staff have been identified as:

- Student Services Staff – general enquiries.
- Counselling Staff - includes anyone involved in personal, academic, legal, financial, marketing or visa issues with students. Should a student request a meeting within office hours then staff should make all effort to be available, conversely, should a staff member need to see a student the appointment should ideally be scheduled, where possible, to minimise disruption to the student’s schedules. The only exceptions to this will be academic staff for those mornings or afternoons when they are lecturing.

5.4.2 These Key Staff are available for student consultation by appointment. Appointments times are: Tuesday - Thursday 9am – 4.30pm; and Monday and Friday 9am – 4pm.

5.4.3 Sessional staff will be available for individual student consultation (on campus) for one hour per class. Consultation times are published on Unit Outlines and/or on Moodle.

5.5 Access to Information

5.5.1 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 Course 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/apply-today-curtin/documents-curtin](http://www.curtincollege.edu.au/apply-today-curtin/documents-curtin)
- 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://www.curtincollege.edu.au/apply-today-curtin/documents-curtin](http://www.curtincollege.edu.au/apply-today-curtin/documents-curtin)
- 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 website [http://www.curtincollege.edu.au/apply-today-curtin/documents-curtin](http://www.curtincollege.edu.au/apply-today-curtin/documents-curtin).

5.6 Incident Management

5.6.1 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.

5.7 Student Safety

5.7.1 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 conveys to students the types of behaviours which are considered unacceptable in Australia (eg, harassment, discrimination, bullying, violence etc) and what to do if they experience such events. The information also includes safe travel tips.
5.8 Occupational Health and Safety

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

5.9 Student Misconduct

5.9.1 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.

5.10 Cultural Awareness

5.10.1 All staff have access to information and/or training on cultural awareness to build a sensitivity for the issues related to a multi-cultural environment. International students will also receive some information to help assist them to deal with the cultural challenges associated with living and studying in a new country.

5.11 Harassment and Discrimination

5.11.1 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

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<th>Version</th>
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<td>• Updated position titles of staff.</td>
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<td>• Updated related documents.</td>
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