1. Overview

1.1. This policy aims to ensure that the support provided at Curtin College is accessible to all students and within the framework of our College Code of Conduct, whereby Diversity, Access, Equity and Inclusion, are core precepts to building a respectful culture and an engaged and resilient student community.

1.2. This policy has been developed in line with ESOS Act 2000, the National Code (2018) and other relevant government regulations and legislation.

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, referrals, guidance, advice and support regarding academic progress and student psychosocial needs and wellbeing.

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. **College Code of Conduct**: Our College Code, which and creates a framework of accountability for all Community Members and underpins the college culture.

3.3. **Curtin Access Plan**: A document provided by Disability Services at Curtin University Counselling, that outlines the support recommended for a student at Curtin University with a disability.

3.4. **Duty of Care**: Requires all employees and students to take reasonable care in view of reasonably foreseeable circumstances that may arise. Safety of students, staff and visitors takes priority in any given situation.


3.6. **Partner Provider**: An institution that provides a program, 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 programs.
3.7. **Psychosocial**: Where Mental Health is related to a person’s social conditions.

3.8. **Reasonable Adjustment**: For the purpose of this policy - A measure or action taken to assist a student with a Medical, Social or Psychosocial factors that precipitate a need to participate in education and training on the same basis as other students.

3.9. **Student Handbook**: A web based publication produced by Curtin College outlining current information for students on support services, policies and procedures.

3.10. **Wellbeing**: For the purpose of this policy, ‘wellbeing’ refers to all matters pertaining to the physical, mental and wellbeing of students.

3.11. **Younger Students**: For the purpose of this policy, “Younger Students” refers to students who are under 18 and have their accommodation and wellbeing arrangements monitored by the College as per the National Code.

4. **Policy Principles**

4.1. Curtin College is committed to cultivating a respectful, diverse and inclusive community. The College takes seriously, the right of students and staff to have a safe, secure and comfortable learning and work environment.

4.2. The College provides education and interventions to align with creating a culture of respect and care so that barriers to seeking support can be broken down.

4.3. Support services such as Counselling, are easy to access and available to students at no additional charge and without a formal written referral.

4.4. Transition to living and studying away from home, and in a university environment, are focal points of the Academic and Psychosocial support provided at the College.

4.5. We recognise the diversity of the general, psychosocial, wellbeing and learning needs of students. In keeping with this, the college is committed to providing Reasonable Adjustment to decrease obstacles that may exist, and to enable students the opportunity to progress and flourish.

4.6. We aim to apply Prevention and Early Intervention strategies to provide Just-in-Time support and to identify students who may be experiencing hurdles to progress and wellbeing.

4.7. The 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 The College prioritises safety and recognises the sensitive nature when approaching incidents of Sexual Harassment and Assault. The College will ensure that suitably qualified staff handle any reporting of this nature and those students are referred to the most suitable service on a point-in-time basis.

5. **Policy Implementation**

5.1. Our support services and programs are visible from Admissions stage; on our Welcome Page when students enrol and then broadly promoted at Orientation and beyond - throughout the entire Student Life at Curtin College.

5.2. The Student Counsellor and Program Coordinators undertake Reach Out to students who are identified either by their Lecturer, or on attendance lists. This enables interventions when they are the most effective.

5.3. The first point of contact for students seeking support is with Student & Academic Services during office hours or with Academic Staff during tuition hours. Where Student & Academic Services are unable to assist students directly, appointments can be made for students to see relevant staff as required during College hours - Monday to Friday from 8.30am to 3.00pm. This can be done in person, or by calling 9266 4888.
Referrals to the following contacts and programs can be made as follows:

**Academic and Program related concerns** (including Program / Stream changes and queries relating to program quotas):

- Unit Coordinators
- Program Coordinators
- Drop In Sessions
- Individual appointments with Communications Team members
- Academic Peers
- Online Support and Resources - Study Kiosk on the Student Portal.

**Concerns about Student Life and Psychosocial Wellbeing**

- Non Academic Related or Enrolment/Organisational Related Concerns - the Student & Academic Services team can advise students regarding academic issues such as general program enquiries; program progress; understanding College policies and procedures; Sponsorship and changes to enrolment.

- Psychosocial - The Student Counsellor is available to discuss physical or psychosocial concerns that may arise for individuals. Depending on the support required, the Student Counsellor may refer students to a Curtin University Counsellor, a medical practitioner based at Curtin University (or other University Services) or to an external or community organization.

The Student Counsellor is a qualified Counsellor and, in accordance with the Privacy Act (1988) and professional ethics, guarantees Confidentiality with the exception of where a client may be at risk of harm to themselves or others.

The Counsellor provides students with the opportunity to realise their innate sense of efficacy in problem solving; is student centred and feedback informed.

5.4 **Reasonable Adjustment** – To provide an equitable learning space and community, Curtin College offers individuals modifications to assessment and learning processes. This aligns with the College’s Access, Diversity, Equity and Inclusion Policy with the purpose of affording every student the same opportunity to participate and to flourish.

Reasonable Adjustment can be arranged when students notify the college at application stage, or thereafter, of any factors that may contribute to their need for modifications. In order to make the most suitable adjustments, the College invites students to submit any Medical Reports/Professional Assessments and/or record of previous effective interventions.

The Student Counsellor can provide a Learning and Assessment Plan to students for whom adjustments may assist. For specific cases, where specialized assessment is necessary, or if a student commenced prior to the introduction of Curtin College’s Learning and Assessment Plans, recommendations from Curtin Access Plans will be taken into account and enabled.

5.5 **Sponsored Students** - can seek support from a nominated Student and Academic Services team member. This can include both academic and wellbeing concerns. Referrals to the Student Counsellor will be made where appropriate.

5.6 **Student Mentors** – A team of students currently studying at Curtin College or at Curtin University is dedicated to providing activities and promote a sense of belonging for students at Curtin College. They are available to Reach Out to students who may be experiencing difficulty.

5.7 **Younger Students** - Curtin College approves and monitors accommodation and wellbeing arrangements for Younger Students in line with the National Code 2018 as well as the College’s dedication to Duty of Care. Parents nominate accommodation and wellbeing arrangements at the time a student lodges an application to study at Curtin College. They also need to provide evidence of agreement when a younger student wishes to change accommodation thereafter.
6. Access to Information

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

- The College Code of Conduct, information about Support Services and Reach Out/Intervention Strategies are broadly communicated to staff – access to Reasonable Adjustment is highlighted at application stage where a student identifies a need. Links to external Community organisations such as Legal Aid and Lifeline are provided on the Welcome Page when students select their units pre commencement. The same information is reiterated at Orientation.

- 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 the pre-arrival guide, which includes information regarding accommodation, arrival procedures and adapting to life in Australia via the College website https://www.curtincollege.edu.au/student-life/pre-arrival-guide/.

- 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, wellbeing, support services and resources.

- Program flyers designed to assist students with enrolment choices are available at Orientation and are also available on the Curtin College Student Portal.

- The College Student Handbook is available electronically via the Curtin College Student Portal.

6.2. Incident Management

6.2.1. Curtin College has a comprehensive Incident Management procedure to be enacted for any incident that 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.

6.3. Occupational Health and Safety

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

6.4. Student Misconduct

6.4.1. We address incidents of Misconduct in line with the College Code of Conduct. Students will be made aware of the College Code of Conduct during Orientation and throughout their Student Life at Curtin College via education in class and information available on the portal. For full details refer to the College Code of Conduct policy located on our website www.curtincollege.edu.au
7. Administrative procedures

7.1 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.

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

<table>
<thead>
<tr>
<th>Version</th>
<th>Last changes:</th>
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<tbody>
<tr>
<td>V3.1 (July '18)</td>
<td>• Changed policy owner and contact officer.</td>
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<tr>
<td></td>
<td>• Included more linked documents and legislation/regulatory influences</td>
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<td></td>
<td>• Added to definitions</td>
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<td></td>
<td>• Added Curtin University Counselling Programs Hyperlink</td>
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<td>• Removed Support Services and included these in Implementation for consistency.</td>
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<td>• Changed language to align with College Code of Conduct and culture development.</td>
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<tr>
<td>V3.0</td>
<td>• Changed policy owner and contact officer.</td>
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<tr>
<td></td>
<td>• Included the following policies that are relevant to this policy :</td>
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<tr>
<td></td>
<td>• Admissions and Student Selection Policy</td>
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<td>• Disability Policy</td>
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<td>• English Language Support Policy</td>
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<tr>
<td></td>
<td>• 5.1 Policy Content is separated into two categories for better understanding.</td>
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<td>Additional support is also updated to remove Mathematics workshop and include</td>
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<td></td>
<td>• Academic Drop In Sessions and Student Support Page</td>
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<td></td>
<td>• 5.2.2 Added Curtin Access Plan</td>
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<td>• 5.3 Access to Information modified by including new links.</td>
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<td>• 5.11 Removed Cultural Awareness</td>
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