

Student Wellbeing, Counselling and Support Policy (CC)

Colleges of Business and Technology (WA) Pty Ltd
 Trading as Curtin College, a member of Navitas Pty Limited
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Document

Document Name	Student Wellbeing, Counselling and Support Policy (CC)
Brief Description	This Policy is intended to set the parameters for the provision of support to students at the College
Responsibility	College Director & Principal CC
Initial Issue Date	10/03/2021

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
10/3/2021	1.0	Revised and updated document to meet changes in regulatory obligations	Academic Director, Curtin College
16/11/2021	1.1	Revised Responsibility Table	Student Counsellor, Curtin College
30/5/2022	1.2	Document reviewed and minor updates made	Student Counsellor, Curtin College

Related Documents

Name	Location
Access, Diversity, Equity and Inclusion Policy	College website
Admissions and Student Selection Policy	College website
College Code of Conduct	College website
Critical Incident Management Procedure	College website
Pre-arrival Guide	College website
Privacy Policy	College website
Younger Student Management Policy	College website

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1 Purpose and Scope

1.1 Introduction

- a) This Student Wellbeing, Counselling and Support Policy (“**Policy**”) sets out the approach of Curtin College (the “**College**”) to ensuring the support provided at the College is accessible to all students, appropriate to a variety of needs and circumstances and, within the framework of the College’s Code of Conduct.
- b) The “College” abides by its Access, Diversity, Equity and Inclusion Policy, with core principles underpinning a respectful culture and an engaged and resilient student community.
- c) This policy has been developed in line with the requirements set out in the:
 - i. Higher Education Standards (Threshold Standards) Framework (HESF) 2021 particularly Standards 2.3.1 to 2.3.5 inclusive;
 - ii. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018) particularly Standard 5 Younger overseas students and Standard 6 Overseas student support services; and,
 - iii. Education Services for Overseas Students (ESOS) Act 2000.

1.2 Purpose

- a) The purpose of this Policy is to assure and confirm that the College provides timely and accurate advice on how students access academic support services.
- b) Students are kept informed of a range of academic and support services, which include the provision of counselling, referrals to external specialists and organisations, guidance, advice and support regarding academic progress and student psychosocial and wellbeing.
- c) 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.

1.3 Scope

- a) This Policy has been prepared in accordance with relevant legislation and regulations as noted in 1.1c) above.
- b) It sets out how the College complies with relevant legal standards and regulations regarding student support, wellbeing, and safety.
- c) This Policy applies to both new and continuing students at Curtin College.

2 Policy Statement

2.1 Principles

- a) The College is committed to providing a safe environment for students and to assisting students to develop relevant skills, attributes and attitudes that will enable them to resolve problems in academic; psychosocial/educational; emotional and social contexts.
- b) The following principles underpin the College’s approach to the management of student wellbeing and support:
 - i. **Safety and Security is a right:** Students (and staff) have a right to a safe, secure, and comfortable learning (and work) environment that is characterised by a respectful, diverse, and inclusive community.

- ii. **Barriers will be removed:** Barriers to seeking and/or accepting support will be addressed through education and early interventions delivered in a respectful and caring manner.
- iii. **Services will be easily accessible:** Students will not need a referral to source free, readily available, trauma sensitive and easy to access Counselling services and support.
- iv. **Diversity is welcome, Equity a must:** The general, psychosocial, general wellbeing and learning needs of students are diverse but the College has committed to providing Reasonable Adjustment in order to minimise obstacles to enable students to progress and flourish.
- v. **Just-in-time support is critical:** Early prevention, identification and intervention enables hurdles to progress and wellbeing to be minimised.
- vi. **Sensitive support is a priority:** The College prioritises safety and recognises the sensitivities involved in dealing with incidents of Sexual Harassment and Assault.
- vii. **Staff training is critical:** Suitably qualified staff are available to handle any disclosures of Sexual Harassment and Assault and to ensure students are referred to the most suitable service on a “point-in-time basis”.
- viii. **Awareness and access to information is vital:** The College will engage in activities to raise student awareness about maintaining personal safety; information will be readily available through posters, weblinks, social media and drills e.g. fire drills.

2.2 Reporting

To provide decision makers with a line of sight of trends, effort and outcomes, the Academic Director, with support from the Student Counsellor, will provide a report to the College Leadership Team, Academic Board and Colleges of Business and Technology (WA) Pty Ltd Board twice a year.

3 Responsibilities

- a) Each of the positions involved in implementing and achieving policy objectives and carrying out procedures are clearly described below.

Responsibility	CDP	AD	SAS	SC	MQC	Prog Mgr.	Teachers	IT	All
Becoming familiar with College counselling services	A								R
Bring to the attention of the Counsellor any specific issues of concern relating to student under their care	A								R
Encourage students to seek counselling support where they feel the student would benefit from these services	A								R
Follow the guidelines and procedure associated with this Policy	A								R
Maintaining confidential records as and where necessary	I	S	R	A/R	S				
Managing SASH events as per procedure	A	S	R	R	C				
Ensuring websites and links to sites are always up to date	I	S	R	A	S	S	S		
Training staff in identifying vulnerable students and effective referral processes	A	R	R	R	S	S			
Keeping student records up to date	I	S	A	R	S	S			
Preparing information for students and staff	I	S	R	A	S	S			
Developing a culture of awareness where students look out for each and encourage each other to seek help	A								R
Managing an effective referral process	I	S	R	A	S	S			
Manage effective communication and incident notification procedures	A	S	R	R	S	S	S		
Initiating corrective actions where necessary	A	S	S	R	S	S			

Responsibility	CDP	AD	SAS	SC	MQC	Prog Mgr.	Teachers	IT	All
Informing teachers and other staff, where appropriate and under confidentiality, of a student's circumstances	I	R	R	A	S	S			
Ensuring confidentiality and privacy in the management of student records	A	S	R	R	S	S	S		
Securing informed consent	A	S	S	R	S	S			
Providing counselling services to support students in managing short term issues at no additional cost	A	S	S	R	C				
Referring ongoing or acute concerns, beyond which the Counsellor can reasonably be expected to provide for, to external providers	A	S	S	R	C	S			
Tracking students through Student at Risk Register	I	A	R	S	C	S	S		
Managing discipline breaches of this Policy	A	R	S	S	S	S			
Provision of feedback on effectiveness of Student Support and Counselling services	A								R
Managing continuous improvement of student support services	A	S	R	S	C	S	S		
Managing continuous improvement of counselling services	A	S	S	R	C	S	S		
Management of Critical Incidents	A/R	S	S	S	S	S	S		
Promotion of a safe environment	A								R
Ensuring support services accommodate needs of different cohorts of students e.g., ATSI; First in Family; Disadvantaged; Disabled; LGBTQi+	A/R			C					S
Conducting effective risk assessments specific to student support services and implementing preventative and mitigating controls	A/R								S
Conducting evidence based sexual violence, drug and alcohol abuse prevention and anti-bullying education and training programmes	A/R								S
Ensure emergency support avenues are available and known to students and staff	A	R	R	R	C				S
Reporting breaches of privacy and/or confidentiality	A	R			S				S
Management of third parties involved in the provision of services and support to students	A		R	R					S
Collecting, analysing and reporting on student feedback for relevant area	I	A	R	R	C	S	S		
Maintenance of secure IT systems and service	A							A/R	S
Oversight of Student at Risk Programme	A	S	R	R	C	S	S		
Management of Academic Integrity procedure and reporting	I	A/R	S	S	C	S	S		

4 Compliance

4.1 General

- a) This policy is available on the Curtin College website for students
- b) This policy and related procedures will be communicated to staff via email, intranet and at staff information sessions.

4.2 Breaches

- a) Breaches of compliance with this policy and all associated documents, may result in disciplinary action being taken against the offender.

4.3 Relevant Legislation

- a) The Manager of Quality, Risk and Compliance at the College will ensure that staff are aware of all relevant legislation as noted below:
 - i. Higher Education Standards (Threshold Standards) Framework (HESF) 2021; [Higher Education Standards Framework \(Threshold Standards\) 2021 \(legislation.gov.au\)](https://www.legislation.gov.au/ultra/instrument/view/ultra-comp:2021/0003)
 - ii. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018); [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(legislation.gov.au\)](https://www.legislation.gov.au/ultra/instrument/view/ultra-comp:2018/0003);
 - iii. Education Services for Overseas Students (ESOS) Act 2000; [The ESOS legislative framework \(internationaleducation.gov.au\)](https://www.internationaleducation.gov.au/);
 - iv. TEQSA’s Guidance Note [Guidance Note: Wellbeing and Safety| Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](https://www.teqsa.gov.au/guidance-note/wellbeing-and-safety-tertiary-education-quality-and-standards) and,
- b) Awareness is managed through staff meetings and training sessions in the wake of regulatory change and expectations.

5 Definitions

Refer to the Glossary of Policy Terms on the [Curtin College website](#)

6 Review

- a) This Policy is tested and reviewed annually by the Academic Director of the College in line with the IT Security readiness schedule and any changes to the regulatory compliance requirements, legislation, regulation and guidelines.
- b) This review process aims to ensure alignment to appropriate strategic direction and continued relevance to the College’s current and planned operations.

7 Records Management

- a) All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Student Counsellor	Policy HUB and College website	The version is permanent until review and archived	Archived in the Policy HUB