

STUDENT WELFARE AND SUPPORT POLICY

Policy Category	Corporate		
Document Owner	President		
Responsible Officer	Registrar		
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References and Legislation	Education Services for Overseas Students (ESOS) Act 2000 Privacy Act 1988 Information Privacy Principles National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)		
Related Documents	Student Handbook; Equity and Diversity Policy; Student Grievance and Appeals Policy; Course Progression Policy		
Version			
1.0	New Policy	EMT 15 May 2019	30 May 2019

1. Purpose

The purpose of this Policy is to outline the welfare and support services the College provides for its students and the responsibility the College has in providing these services to its students.

This Policy provides staff and students guidance regarding their individual responsibilities to ensure that adequate support is provided to meet student needs. The Policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realise their full potential

2. Scope

This Policy applies to all current undergraduate and postgraduate students at APIC in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code) and the Education Services for Overseas Students (ESOS) Act 2000.

3. Definitions

Item	Definition
Disability	<p>Disability is defined by the <i>Disability Discrimination Act 1992</i> (DDA) to include:</p> <ul style="list-style-type: none"> • physical • intellectual • psychiatric • sensory • neurological • learning disabilities • physical disfigurement and • the presence in the body of disease-causing organisms

Domestic Student	Domestic Student Any student who is an Australian citizen, New Zealand citizen or a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative, or a holder of a Permanent Humanitarian Visa, or permanent visa other than a humanitarian visa.
International student	International student means a student required to hold a student visa for study in Australia. Also Known as an Overseas Student.

4. Principles

APIC is committed to supporting students to achieve their academic goals. The College is aware of the additional needs of international students and where possible attempts to ease the transition to study in Australia.

APIC is committed to ensuring the equitable and open implementation of this Policy, including a commitment to incorporating affirmative consideration of educational disadvantage which may have been experienced by students who:

- are Aboriginal and Torres Strait Islander people;
- are from culturally and linguistically diverse backgrounds;
- are a mature aged applicant;
- have a disability or long-term medical condition;
- have difficult circumstances (family or background); and/or
- have suffered disadvantage in their prior academic performance.

Notwithstanding these commitments, APIC is bound by its obligations to both the Privacy Act 1988 and the Migration Act 1958.

5. The College's Responsibilities

APIC will make every effort to identify those students who need additional support in a respectful, consistent, equitable, and timely manner. APIC will:

- implement strategies and processes to identify students those students who need additional support to achieve academic success;
- provide information regarding APIC's support services to all students and staff;
- actively encourage students to seek assistance from the appropriate support services provided both internally and externally;
- implement effective processes and procedures with regards to the disclosure of student information which comply with the Privacy Policy.

6. Student Support

The College promotes its welfare and support services, internal and external, through its website, the Student Lounge, available on the APIC learning management system, social media, on-campus materials and through the Student Services team. For all newly enrolled students, detailed information is provided during the Student Orientation program, scheduled at the beginning of each study period. Staff are also informed of welfare and support services provided through the APIC Staff Lounge, available on the APIC learning management system and are encouraged to promote the services with their students.

6.1 Support

6.1.1 Personal Support

APIC staff endeavour to identify those students whose actions are signs that they may require help and support, e.g., absenteeism, disruptive behaviour, and who may be in breach of the APIC [Student Code of Conduct](#). Those students identified are referred to and supported by the appropriate services.

APIC has the following personal support services available:

- A confidential counselling service;
- Contact details of accommodation, legal, emergency and health services;
- Disability Support;
- Student Services Officers;
- Career and Employment Resources.

6.1.2 Academic Support

A student may be identified as requiring academic support if they are not progressing satisfactorily and are at risk of not satisfactorily completing their unit or course. Students are also encouraged to seek assistance and access the support services provided. The [APIC Course Progression Policy](#) outlines the processes implemented to identify and support students who are not progressing satisfactorily.

APIC has a range of support services to support all students who are struggling with the demands of study. These include:

- Course and unit enrolment advice (Student Welfare Officer and Academic Team);
- Student Learning Support;
- Academic Support;
- Study Skills Support;
- Library Support;
- IT Support;
- Academic Integrity Module;
- English Language Programs;
- Mentoring Program
- An Orientation program for students and a dedicated Orientation program for International students are provided to assist students in adjusting to living and studying in Australia and at the College.

7. **Grievance and Appeals**

Students who believe that they have been treated unfavourably or unfairly or have been subject to discrimination should lodge a grievance or appeal using the Student Grievance or Student Appeal forms in accordance with the Student Grievance and Appeals Policy, which can be accessed on the APIC website under Policies and Forms (<https://apicollege.edu.au/policies-and-regulations/>).