

Student Welfare and Support Policy

1. Purpose

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

This Policy provides guidance to staff and students 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. This Policy is aligned with the *Higher Education Support Act 2003* and the *Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023*, and related regulatory requirements.

2. Scope

This Policy applies to staff as well as current and prospective students studying at the Asia Pacific International College Pty Ltd, the Higher Education Leadership Institute Pty Ltd and the ECA Higher Education Institute trading as ECA College of Health Sciences (collectively referred to as “the College”).

3. Definitions

Item	Definition
Disability	Disability is defined by the <i>Disability Discrimination Act 1992</i> (DDA) to include: <ul style="list-style-type: none"> ▪ Physical. ▪ Intellectual. ▪ Psychiatric. ▪ Sensory. ▪ Neurological. ▪ Learning disabilities. ▪ Physical disfigurement. ▪ The presence in the body of disease-causing organisms.

Domestic Student	<ul style="list-style-type: none"> ▪ A domestic student is defined as a student who meets one of the following criteria: an Australian citizen who will study at least one unit of your course of study in Australia. ▪ New Zealand Special Category Visa (SCV) holder, or eligible former New Zealand SCV holder who meets the long-term residency requirements and who studies the entire course while living in Australia. ▪ A permanent humanitarian visa holder or an eligible former permanent humanitarian visa holder who studies the entire course while living in Australia. ▪ A Pacific engagement visa (PEV) holder who will be a resident in Australia for the duration of your unit(s). ▪ An Australian permanent resident who has been approved for bridging studies.
International Student	International Student means a student that is required to hold a valid student visa for study in Australia.

4. Commitment

The College is committed to supporting all students to achieve their academic goals and support resources are tailored to the needs of each individual student and/or cohort. All staff of the College are required to understand their responsibilities in providing students with support and, where necessary, referral to parties for appropriate advice and support.

The College is committed to ensuring the equitable and open implementation of this Policy, including a commitment to supporting all students and especially those who may be experiencing disadvantage and/or be considered 'at-risk' of not completing one or more units of study or completing their course within the expected timeframes, for example:

- Aboriginal and Torres Strait Islander people.
- Students from cultural and/or socio-economically diverse backgrounds.
- Students in their first year of study in higher education.
- Students for whom English is not their first language.
- Students with a disability or long-term medical condition.
- Students with significant family responsibilities and/or financial difficulties.
- Students with compelling or compassionate circumstances.
- Students who re-enrol in a subject they previously failed.
- Students who have otherwise suffered a disadvantage in their prior academic performance.

These commitments are implemented in accordance with the Privacy Act 1988 and the Migration Act 1958.

5. The College's Responsibilities

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

- Implement strategies to identify students who need additional support to succeed in their studies.
- Provide information regarding the College's support services to all students and staff.

- Actively encourage students to seek assistance from appropriate internal and/or external support services.
- Respect student confidentiality and comply with the College's Privacy Policy.

This Policy and additional information about student support are published on the respective College's websites and internal learning management systems. The College's use multiple channels to promote the availability of support services and how they can be accessed. These communication channels include email notices, instant messaging platforms, campus posters and announcements on the learning management system.

6. Support Services

The College provides a range of support services to assist students throughout their studies and to respond to academic, personal, wellbeing, and accessibility needs. For all newly enrolled students, detailed information is provided during the Student Orientation program scheduled at the beginning of each study period. Students are encouraged to actively engage with support services offered and are responsible for accepting or declining any support offered by the College.

Staff are encouraged to promote these services to their students. Student support is delivered in a coordinated way, to ensure students receive appropriate support when they have overlapping academic, personal, wellbeing and/or accessibility needs.

6.1 Personal Support

The College's staff will take all reasonable measures to identify students at risk, whose actions indicate they may require help and support, for example, absenteeism, disruptive behaviour, and those that may be at risk of breaching the Student Code of Conduct. Those students identified are referred to and supported by the appropriate services listed under Appendix 1.

The College provides the following personal support services:

- Confidential counselling services.
- Providing contact information about accommodation, legal, emergency and health services support.
- Support for victims of sexual harassment, sexual assault, domestic violence, gender-based violence.
- Equity and diversity support.
- Discrimination support.
- Emergency crisis support.
- Financial support.
- Career and employment resources.

A dedicated Orientation Program is provided to assist students in adjusting to studying at a higher education level. New students are required to attend an Orientation Program before the start of their first study period. The Orientation Program provides information and resources about:

- Relevant contacts.
- Support services.
- The Student Hub.
- Learning support resources and services.
- Grievance and appeals processes.
- Requirements for satisfactory academic progress.

- Employment rights and conditions.
- Library resources.
- The learning management system.
- The Student Portal and much more.

Students are encouraged to make the most of the resources and study support provided by the College throughout the duration of their studies.

6.2 Academic and Learning Support

A student may be identified as requiring academic support if they are at risk of unsatisfactory course progression as defined in the College's Student Progression Policy.

Students who are at risk of unsatisfactory course progression may see this risk compounded if there are more than one factors impacting on their ability to study. The College implement prevention measures to address these risks to ensure that sufficient support is provided. Preventive measures may include, but are not limited to, the following:

- Provide clear and accurate unit and course information to inform students of their study pathways.
- Provide clear information on assessments and associated marking rubrics.
- Monitor the academic progress and engagement of students.
- Contact who appear disengaged with their studies or show evidence that they are struggling.
- Ensure that academic staff can reasonably recognise and support 'at-risk' students.

The College will contact students at risk of unsatisfactory course progress to discuss available support options. Intervention strategies will be put into place to support students, and may include:

- Scheduled meetings with a suitably qualified academic staff member.
- Referral to academic skills support, including assessment support services.
- Adjust individual student study loads.
- Provide English language support.
- Referrals to counselling services.
- Provision of a personalised learning plan that contains action items and timelines for both the student and the academic staff member.

The College has a range of support services available to all students. These include:

- Course and unit enrolment advice.
- Learning support
- Library support.
- IT support.
- Counselling support.
- Student disengagement support.
- Assessment support.
- Enrolment and administrative support; and English language support.

Student Learning Support staff can assist students in times of stress or pressure throughout the duration of their studies. Students may contact the Student Learning Support team and arrange a booking for guidance on matters related to:

- Time management skills.
- Setting and achieving learning goals.
- Provide tools for self-motivation.

- Study skills on how to retain knowledge taught in the classroom.
- Research and referencing skills.
- Managing assessment tasks, including guidance on how to interpret the assessment marking rubrics.

6.3 Accessibility Support

Students who experience a disability, learning difficulty, or ongoing physical or mental health issues that may impact on their studies have the right to receive reasonable adjustments to ensure that they have the best opportunity to equitably succeed in their studies. Reasonable adjustments may include, but are not limited to:

- Extended time for assessments and/or exams.
- Accessible course materials in alternative formats.
- Ergonomic furniture or other support equipment.
- Assistive technologies.

Students who require accessibility support must complete the Accessibility Support Form available on the Student Hub. Supporting documentation may be required to assess the request. All applications will be kept strictly confidential.

Upon receiving the request, a support services staff member will assess the request to determine the appropriate support measures and reasonable adjustments. Students are encouraged to communicate with support services staff throughout their studies to address any ongoing needs or additional reasonable adjustments that may arise.

6.4 After-hours emergency contact details

Where a critical incident occurs outside standard business hours, students and staff must first contact emergency services on 000 where there is an immediate risk to life, safety or property, or where urgent police, ambulance or fire services are required.

For critical incidents occurring after hours across all campus locations and across all three Colleges, the designated emergency after-hours contact is:

Contact	Phone	Applies to	Purpose
Ms Lena Shifrina	0420 309 633	All campus locations	Emergency after-hours College contact for critical incidents

The after-hours emergency contact is intended to support timely escalation, coordination and communication where a critical incident occurs outside normal operating hours. This may include liaising with emergency services, building management, relevant College staff, senior management, student support staff, and other appropriate internal or external parties.

Where a student or staff member contacts the after-hours emergency contact, the matter must be recorded and escalated in accordance with the *Critical Incident Policy and Procedure*. A *Critical Incident Report Form* must be completed as soon as practicable and provided to the most senior manager on the relevant campus or other designated officer.

7. Grievances and Appeals

The College places students at the heart of its operations and is committed to providing students with a fair, equitable and transparent learning environment.

To this end, the College has in place a fair and equitable grievance that is transparent and readily available to all students. Students are informed of their right to access the grievance and appeals process during Orientation as well as in the Student Handbook, with guidance provided on the College website. Students or prospective students with the College may raise a grievance or appeal a decision of the College in accordance with the Grievances and Appeals Policies and Procedures.

8. Review and Improvement

The effectiveness of student support services is monitored through:

- Student engagement and retention data analysis.
- Student feedback and satisfaction surveys.
- Review of intervention outcomes for at-risk students.
- Analysis of progression, completion and attrition rates.
- Grievance and appeals trend analysis.

These key performance indicators are reported to the Learning and Teaching Committee each study period and inform continuous improvement initiatives.

The College will report annually on the implementation of this Policy in accordance with the Higher Education Support Act 2003 and the Higher Education Guidelines 2023.

9. Responsibilities

Responsibility for the full implementation of the Student Welfare and Support Policy rests with the Director of Student Services and the Dean (Academic), who are assisted by the Student Services Team, the Learning and Teaching Support Team, and the Academic Team across all campuses. The teams will coordinate and facilitate appointments with relevant academic staff, academic staff, Unit Coordinators, Course Coordinators or the Dean (Academic) where applicable.

Responsibility at each stage is as follows:

1. **Identifying disengaged or at-risk students:** Unit Coordinators in consultation with Course Coordinators identify disengaged students by the end of week 3 of the study period through poor in-class engagement, poor attendance, poor learning management system participation, early assessment participation, as well as any relevant wellbeing, personal or accessibility-related factors.
2. **Refer to the appropriate services:** Student Services have the responsibility to refer the students to appropriate area for support. Where a student presents multiple or complex support needs, relevant areas will coordinate support arrangements to ensure appropriate, timely and consistent assistance.
3. **Intervention strategies:** Refer to **Appendix 1** for the College's intervention strategies.

10. Related Documents

- Admissions Policy
- Critical Incident Policy and Procedures
- Compassionate and Compelling Circumstances Guidelines
- Equity and Diversity Policy
- Sexual Assault and Sexual Harassment Policy and Procedures
- Student Code of Conduct
- Student Feedback Policy and Procedure
- Student Academic Grievances and Appeals Policy and Procedure
- Student Non-Academic Grievances and Appeals Policy and Procedure
- Student Handbook: Academic Information
- Student Handbook: Enrolment Information
- Student Handbook: Health, Safety and Wellbeing
- Student Progression and Intervention Procedure
- Student Progression Policy
- Work Health and Safety Policy

11. Relevant Legislation

The College's operate under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below are the most relevant legislations and regulations which apply to this policy:

- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Education Services for Overseas Students (ESOS) Act 2000
- Family Law Act 1975 (Cth)
- Higher Education Provider Guidelines 2023
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act 2003.
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Privacy Act 1988
- Work Health and Safety Act 2011 (Cth)

12. Version Control

Document ID	Student Welfare and Support Policy
Category	Corporate
Document Owner	CEO
Approved by	Board of Directors
Next review date	27 February 2028

Version	Summary of Changes	Approval date
1.0	Full review conducted of APIC, CHS and HELI (ECA PHE) policies following benchmarking across other higher education providers. All three existing ECA PHE Student Welfare and Support Policies amalgamated into a single co-branded Student Welfare and Support Policy.	27 February 2026
1.1	Addition of emergency after hours emergency contact details.	1 June 2026 (CEO)

Appendix 1:

Student Services

The Student Services team encompasses a wide range of services and resources aimed at assisting students during their academic journey. The Student Services Team discusses with the student and provides advice to assist them:

- with class timetables; or
- with enrolment variation enquiries; or
- to reach out to their respective lecturers, academic support team or learning and teaching team where required.

Any issues identified by the Student Services Team are provided accordingly to either the respective Course Coordinators or the Learning and Teaching Support Team.

- in accessing the College's learning management system (LMS) and the Student portal (Student Management System);
- critical information, key dates, enrolment information, etc. from the Student Hub;
- with Information on appeals/ grievances;
- with queries on refunds/ fee payments;
- special considerations and other related matters;
- with referrals to counselling support for emotional, psychological, or mental health challenges;
- with information on accessibility support services to ensure equal access to education and campus facilities;
- with information on health education and wellness programs to promote students' physical well-being and address their healthcare needs;
- by promoting diversity, equity, and inclusion on campus through various initiatives and event;
- providing opportunities for students to get involved in campus activities and leadership development initiatives to enhance their personal and professional growth;
- referral to emergency services.

Unit Coordinators/Academic Team

Unit Coordinators/Course Coordinators reach out to students identified to be disengaged either through messages via the learning management system or email. In cases where the Unit Coordinators are unable to reach the students via the learning management system or email, the Unit Coordinators/Educators inform the Course Coordinator/Director of Studies by the end of week 3. A compiled list of students is provided to the Student Services Team for further follow up via a phone call or email. Unit Coordinators also accordingly refer students to the Learning and Teaching Support Team which can assist them with understanding assignment questions, reading academic texts, referencing requirements, English language support and any other academic-related enquiries.

Academic Support through Learning and Teaching Support Team

Academic support is provided by the Learning and Teaching Support Team to provide:

- in-class workshops;
- individual and small group consultation bookings;
- academic skills workshops;
- academic integrity and referencing guidance;
- assistance with understanding assignment questions;
- English language and other academic-related support;
- access to the appropriate and relevant reading materials regardless of their study mode;
- learning management system enquiries and issues.