

QF048 Student Welfare and Support Policy

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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	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 and • the presence in the body of disease-causing organisms
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. All staff of the College are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice.

APIC 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 educational disadvantage for example:

- Aboriginal and Torres Strait Islander people;
- students from culturally and linguistically diverse backgrounds;
- mature aged students;
- students with a disability or long-term medical condition;
- students with extenuating circumstances; and/or
- students who have suffered a 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 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 appropriate internal and/or external support services;
- respect student confidentiality and comply with the Privacy Policy.

6. Student Support

The College promotes its welfare and support services (internal and external) through:

- the APIC website;
- Orientation program;
- APIC StudentHub;
- the *Student Lounge*, available on APIC's online learning system;
- social media;
- through 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 can access information about support services provided through the *APIC Staff Lounge*, available on APIC's online learning system. Staff are encouraged to promote these services to their students.

6.1 Personal Support

APIC staff endeavour to identify students at risk, whose actions indicate 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 (Converge International)
- Student Handbook containing contact information about accommodation, legal, emergency and health services;
- Support for victims of sexual harassment, sexual assault and domestic violence;
- Disability support and special needs assistance;
- Student Services Officers;
- Emergency crisis support; and
- Financial support, career and employment resources

A dedicated Orientation program is provided to assist students in adjusting to living and studying in Australia and at the College. Newly commencing students are required to attend an Orientation Program before the start of their first term of study. The Orientation Program provides information and resources about relevant contacts, support services, APIC's Student Hub, English language and study assistance programs, grievance and appeals processes; requirements for satisfactory academic progress, employment rights and conditions, links to the Digital Library, User Guides for working in Canvas and Student Portal and much more. Students are encouraged to read and regularly access the Student Lounge to make the most of the resources and study support information available throughout the duration of their studies.

6.2 Academic Support

A student may be identified as requiring academic support if they have unsatisfactory progress and are at risk of not successfully 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 available to all students. These include:

- Course and unit enrolment advice (Academic Team);
- Student Learning Support;

- Academic support;
- Study skills support;
- Library support;
- IT support;
- Academic Integrity Module;
- English language programs; and
- Mentoring program;

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 for guidance on matters related to:

- time management;
- setting and achieving learning goals;
- motivation;
- ways of learning; and
- managing assessment tasks.

6.3 Accessibility Support

Students who experience a disability, learning difficulty, or ongoing physical or mental health condition have the right to receive reasonable adjustments to ensure an equal opportunity to successfully complete their studies. Reasonable adjustments may include, but are not limited to:

- providing extended time for assessments and/or exams,
- creating accessible course materials in alternative formats,
- offering ergonomic furniture or other support equipment, and/or
- utilising assistive technologies.

To request support, students who identify as having an accessibility need or condition that may impact on their studies should 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 conduct an individual assessment to understand the specific needs of the student and offer relevant support and reasonable adjustments. Students are encouraged to communicate with support services staff throughout their studies to address any ongoing needs or additional adjustments that may arise.

7. Grievance and Appeals

APIC places students at the heart of its operations and is committed to providing students with a fair, equitable, and transparent learning environment that ensures students access to grievance and appeal processes that provide for fairness, transparency and accountability. 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 Policy and Procedure.

8. Review and improvement

The Executive Management Committee oversees a schedule of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and to action enhancements and improvements where necessary.

9. Responsibilities

Responsibility for the full implementation of Student Welfare and Support Policy rests with the Director Student Services and Associate Dean, Learning and Teaching, who are assisted by the Student Services Team and the Student Learning Support Team across all campuses. Both teams (SLS and SS) will coordinate and facilitate appointments with relevant academic staff, Head of Departments or the Dean where applicable.

10. Related Documents -

- Student Handbook;
- Equity and Diversity Policy;
- Student Grievance and Appeals Policy;
- Course Progression Policy;
- Sexual Harassment and Sexual Assault Policy; and
- Compassionate and Compelling Circumstances Guideline.

11. Relevant Legislation

- Education Services for Overseas Students (ESOS) Act 2000;
- Privacy Act 1988;
- Information Privacy Principles; and
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code).

12. Version Control

Document ID	APIC Student Welfare and Support Policy
Category	Corporate
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Version	Summary of Changes	Approval date	Review Date
1.0	New Policy	30 May 2019	
1.1	Minor updated to include the Sexual Harassment and Sexual Assault	6 Dec 2019	Dec 2021
1.2	Section on student orientation, review, and responsibilities included	14 April 2023	Feb 2025
1.3	Section on accessibility support added	July 2023	Feb 2025