



Student Wellbeing and Support Policy

Purpose

This policy addresses the principles and practices that Victorian School of Commerce (VSC) undertakes to provide support students to ensure their wellbeing, whether it be mental, physical or emotional. This will ensure a positive overall welfare during the student experience. This policy outlines the processes through which VSC identifies student welfare needs, ensures support services adequately address these needs, and informs students of the support services available at VSC.

Scope

The policy applies to all current students and prospective students at VSC and to the Staff who are responsible for ensuring the safety and welfare of students including Academic staff.

Policy

VSC considers that wellbeing and support services are important sources of easing students into tertiary life, helping them adjust to their new living environment and enabling them to achieve their academic goal. All students have the right to a safe and supportive learning environment that promotes student welfare and accommodates the requirements of their course of study. This policy document provides a clear statement on the wellbeing and support services at VSC. All students will have equal access to VSC's support services.

VSC is concerned about the physical, emotional, mental, intellectual and cultural safety of its students and their wellbeing. All staff have a strong duty to ensure that students are in a position to be safe and secure when on its premises. Support and advice are provided to all students so that they can achieve academic success. VSC also provides support for student wellbeing whilst off campus.

All commencing students at VSC are required to attend orientation, which is held one week prior to the commencement of term. Orientation is a structured program to support commencing students' transition to studying at VSC (See *Student Orientation Policy and Student Procedure*). The program includes:

- an introduction to VSC's academic and administrative services including support services
- campus facilities and resources, including learning resources
- an opportunity to be introduced to key academic and administrative staff and meet fellow students.

VSC students will be advised on the actions they can take to enhance their personal security and safety. Information will be provided to all students about general safety in Australia, as well as how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents and isolated events involving an individual such as assault or sexual harassment.

VSC supports student diversity; the needs and requirements of student; and pays particular attention to the needs of Indigenous students (See *Equity and Diversity Policy* and *Aboriginal and Torres*



Strait Islander Peoples Policy). Staff recognise that different levels of support are required for various students and are committed in providing adequate support services for promoting diversity.

From the enquiry, admission and enrolment stages through to the graduation ceremony, staff who have undertaken Aboriginal and Torres Strait Islander cultural awareness and sensitivity training will be allocated to providing support to applicants, students and graduands of an Aboriginal and Torres Strait Islander background. In addition to the usual support provided to all students, people of Aboriginal and Torres Strait Islander will be provided one on one assistance as required. It is the expectation of VSC that all staff undergo and complete Aboriginal and Torres Strait Islander cultural awareness and sensitivity training in accordance with the *Staff Professional Development and Scholarly Activity Plan* and the *Professional Development Policy*.

VSC has developed a *Health and Safety Policy (Staff and Students)* for all staff and students and implements a *Risk Management Policy* and processes to ensure that any workplace hazards are identified, assessed and controlled and also implements health and safety training for staff and students.

Students will have access to further support as required. Students may be given special consideration during the admission process if the following or any of them apply:

- Applicants with a disability
- Any person with a learning or language difficulty
- Socioeconomically or disadvantaged applicants
- Applicants of Aboriginal or Torres Strait Islander descent or as outlined in the *Equity and Diversity Policy* and the *Aboriginal and Torres Strait Islander Peoples Policy*.

The importance of quality education is crucial to VSC. All students have direct individual time and access to teaching staff of at least one hour of per student per week. This is mandated by the Academic Board and is allowed for any academic teaching staff with units in the Bachelor program. Academic staff will be responsible in monitoring the academic progression of students including their English language proficiency, failure to complete assessments, academic misconduct and attendance.

Academic staff are also required to pay particular attention to the progress and participation of students throughout their course. This is in keeping with the *Academic Progression and At-Risk Policy* and the *Academic Progression and At-Risk Procedure*. If students are found to be at risk, they will be given additional support or mentoring which may include:

- Encouraging students with academic or personal support needs to access support from relevant internal and external support services
- Improving staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support
- Supporting the mental health and wellbeing of students through a range of educational and support initiatives
- Making available information about support services to staff and students, which can be readily accessed

The Learning and Teaching Committee will also be provided with updates on attrition and retention, progressions and completions. These reports will also be provided to the Academic



Board and the information will be used for continuous improvement and for enhancing academic quality. In accordance with *Course Review and Quality Assurance Policy* and *Course Review and Quality Assurance Procedure*.

To ensure the best possible support for the wellbeing of students VSC will provide:

- **Personal Support which will include:**
 - Welfare and disability support
 - Counselling for personal matters when required
 - Support for health issues
- **Administrative Support which will include**
 - Orientation procedures and guidance
 - Information and brochures regarding support services available
 - Assistance with enrolment and extra tuition where needed
- **Academic Support**
 - Personal Support from academic staff
 - Language and literacy support
 - Early intervention for students potentially “at risk”
 - Mentoring support
- **Technology Support**
 - Internet and IT access and training
 - IT software for support for resources such as Library provided by VSC
 - Support and training for any distance learning
- **Disability Support**
 - Reasonable adjustment to facilities for students with a disability
 - Reasonable adjustment to assessment requirements for these students

All students will have access to a Student Representative who will:

- be available to listen to students concerns and needs and be able to represent them in an objective manner
- be able to provide independent support and advice for students at no cost
- be familiar with the *Student Complaints and Appeals Policy and Student Complaints and Appeals Procedure* and be able to provide support for students and advocate for them where needed.

All Academic staff will encourage students who have academic or personal needs to seek help from internal support services and external support services that are available. Students seeking additional external support can refer to various support services provided by The Victorian Government. For more information on these services, visit

<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smssc>

The process for access to these will be outlined in the *Student Wellbeing and Support Procedure*.



Related policy instruments

Aboriginal and Torres Strait Islander Policy
Bullying, Discrimination and Harassment Prevention Policy
Health and Safety Policy (Staff and Students)
Student Wellbeing and Support Procedure
Equity and Diversity Policy
Academic Progression and At-Risk Policy
Academic Progression and At-Risk Procedure
Critical Incident Management and Business Continuity Policy
Student Orientation Policy
Student Orientation Procedure
Student Complaints and Appeals Policy
Student Complaints and Appeals Procedure

Related documents and legislation

WHO Healthy Workplace Framework and Model (2010)
Higher Education Standards Framework (Threshold Standards) 2021, 2.2. (Diversity and equity), 2.3 (Wellbeing and Safety) and 7.2 (Information for Prospective and Current Students)
National Code 2018, Standards
Tertiary Education Quality and Standards Agency (TEQSA) Act 2011

Administration

Revision History

Version	Approval date	Approval body	Review date
0.1	11/06/2019	Board of Directors	
0.2	30/06/2020	Board of Directors	
1.0	18/06/2021	Board of Directors	30/06/2022