International House
Sydney City | Bondi
Darwin | Melbourne
Business College

Business College at ih

Policy and Procedure
Student Welfare and Support

1. Policy

ihBC ensures the provision of a safe environment for all students and staff including a variety of sustainable strategies to support successful outcomes for students and a positive work environment for staff.
Policy and procedure is informed by this intention and feedback sought to maintain its effectiveness.

2. Organisational Scope

All of ihBC operations are subject to this policy of safety and welfare.

3. Regulation : This policy/procedure supports the following

ESOS Act 2000: National Code 2017
Standard 6: Student support services

Outcome of Standard 6: Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

3.1 ihBC assists students to adjust to study and life in Australia, including by providing an age and culturally appropriate orientation programme that includes information about:

a. student support services available to students in the transition to life and study in a new environment, including with respect to English language
b. legal services and employee rights services
c. emergency and health services
d. facilities and resources
e. complaints and appeals processes, and
f. visa related conditions and obligations, including student visa conditions relating to course progress and/or attendance.

3.2 ihBC ensures it consistently provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no or very low cost to the student. Where a staff member refers a student to external support services, there will never be any charge for the referral.

3.3 ihBC has a documented, in a separate document, critical incident policy and procedures covering the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

3.4 ihBC ensure it provides students with a safe and comfortable campus appropriate to a place of study for international students. Where any matter with potential to adversely impact any person's wellbeing comes to the attention of any ihBC staff member, he or she will address it and/or report it as appropriate in order to nullify any risk of harm. This may include drawing on and following the Critical Incident Policy and procedure.

4. General Principals

4.1 All students will have an appropriate orientation provided at or before their course commencement
4.2 Orientation Programs include information on all commencement processes and requirements as well as support services and staff
4.3 Staff induction includes information and understanding for new staff on student support services, the ihBC Critical Incident policy and procedure, the college's obligations to its overseas students, and the students rights and responsibilities relating to their visa and their enrolment.

5. Procedure

5.1 All students are required to attend an orientation day at the beginning of their studies.
The orientation program includes the following:

- A tour of the premises identifying classrooms, student areas, student administration area, and any other relevant areas such as toilets, fire exits, and restricted areas.
- Information on the roles and identities of relevant staff including academic and support staff
- English language and study assistance
- Information regarding employee rights, resolution of workplace issues, and Fair Work Australia
- Training and assessment methods
- Information on the support services available including
  - Transition to life in Australia
  - Legal issues
  - Health and emergency information and
  - Accommodation

Information about student services, including this policy, is provided to all new staff during their induction. To ensure all staff maintain an up to date and effective awareness of all student services and of this policy and of the college's obligations under the ESOS Framework and the obligations of overseas students, information is distributed in an ongoing way to existing staff by use of the general staff meetings and regular staff communications.

Where students request support, or they are deemed 'at risk' and/or in need of support, appropriate advice and support is provided to students in one-on-one confidential sessions with a relevantly qualified and experienced staff member. In the first instance this staff member may be the student's trainer or may be the Academic Manager or Student Services Manager. Students

have the right to ask for support from a specific staff member. If and as appropriate, notes are recorded in the student file.

The kinds of issues for which support offered include, but are not limited to,

- academic progress
- academic outcomes
- course articulation & matriculation
- student welfare and/or well being
- accommodation support
- student information needs
- financial support services
- mental health and disability services
- housing and tenancy services
- employment rights and conflict resolution
- cultural acclimatisation
- satisfaction with any services

Should an ihBC staff member deem that a student requires professional counselling facilities, they will be directed to the appropriate counselling services for their needs and assisted in making contact and arranging appointments as necessary. Any such cases will involve the notification of relevant senior personnel, including the Director of Studies, the Director of Student Services, and the General Manager. Any referrals provided to students by ihBC or its staff to support services will be free of charge. However, any associated costs for services provided by a third party who is not related to ihBC, will need to be covered by the individual student. These services might include:

- Abortion Trauma and Crisis Pregnancy Help 1300 737 732
- Sexual Assault Helpline 1800 010 120
- Lifeline 13 11 14
- Drug-Arm 1300 656 800
- Men's Telephone Counselling Service 1800 600 636
- Family Law Hotline 1800 050 321

ihBC also offers students access to a range of activities to support their social integration with their fellow students as a crucial aspect of ensuring their well-being.

5.2 Critical Incident Management

ihBC implements and enforces a thorough Critical Incident policy and procedure which is activated for any incidents which can or do impact the well being of staff and/or students

5.3 Students with Disabilities/Learning Difficulties

In the case where ihBC is aware of any learning difficulties that may affect a student's course progress, modifications to delivery and/or assessment , as required, to support the student in their learning and relevant staff will be made aware concerning the student as appropriate

5.4 ihBC students are able to access student support to discuss any academic, attendance, or other related issues that may affect their study progress at any time, these services are at no cost to the

student. The Student Welfare Officer will be able to provide advice and guidance, or referral, where required.

6. Associated Documentation

Form	Current Version
Critical Incident Policy	
Orientation Program	