



Student Support and Services Policy

Approving authority	Academic Board
Approval date	9 January 2014 (Revised 27 July 2015)
Purpose	This policy has been developed to meet the requirements of the Section 6 “Responsibilities to students” of the Higher Education Standards Framework (Threshold Standards) 2011 and the National Code 2007 Standard 6. In particular this policy is designed to ensure that Oxford Institute of Higher Education (OIHE) provides the necessary services, staff and resources to support students, consistent with the values of OIHE, in achieving their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course.
Responsibility for implementation	Head, Student Services & Administration
Reviewed	July 2015 December 2015
Next scheduled review	January 2018
Document Location	R:\OIHE\Policies\Student Support and Services Policy.docx
Associated documents	Academic Progress Policy Academic Integrity Policy Assessment & Grades Policy Credit Transfer & Articulation Policy Deferring, Suspending or Cancelling a student’s enrolment Policy English Language Support Policy Student Grievances and Appeals Policy Student Consultation policy Special Consideration Policy Student Feedback Policy

1. Purpose

This policy has been developed to meet the requirements of the Section 6 “Responsibilities to students” of the Higher Education Standards Framework (Threshold Standards) 2011 and the National Code 2007 Standard 6. In particular this policy is designed to ensure that OIHE (the Institute) provides the necessary services, staff and resources to support students in achieving their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

2. Rationale

This rationale for this policy is to ensure that the Institute provides the necessary services, staff and resources to support students in achieving their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.



This is consistent with the Mission and Values of the Institute and consistent with the Higher Education Standards Framework (Threshold Standards) 2011 which specifies that a higher education provider documents its responsibilities to students and meets its responsibilities to students, including through the provision of information, support and equitable treatment and the National Code 2007 Standard 6 which specifies that providers must help students access study support and welfare-related services and assist students to adjust to study and life in Australia.

3. Scope

This policy applies to all students who are currently enrolled and Institute staff.

Students are advised of the Institute's student support policies and procedures by the following means:

- On the Institute website.
- Within the Student Handbook.
- Within the student acceptance agreement.
- At orientation or induction.
- By publication, from time to time, of bulletins and notices.
- Within the information provided by student services staff.

4. Policy

- 4.1 The Institute is committed to providing appropriate and sufficient support services to students to enable and provide them with every opportunity to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course and for international students to adjust to study and life in Australia.
- 4.2 The Institute ensures that students receive the services detailed in their agreement, including academic and welfare support services.

5. Procedures

Overview and Review of Student Support:

- 5.1 Student support is provided jointly by the Student Services & Administration and the Head of School or academic staff as appropriate. The structure of the student support goes beyond the Student Services Department. All students are provided with academic support by the Academic staff and the Head of School.
- 5.2 While objective number such as staff/student ratios are useful as indicators of the student experience, these are not definitive. OIHE is committed to the support staff/student ratio of 1:200.
- 5.3 OIHE uses student feedback as a measure to review the adequacy and quality of student support.
- 5.4 Student support personnel will provide regular reports on the appropriateness and adequacy of the services provided to the Institute Director and Head of School.
 - 5.4.1 Every six months students have an opportunity to assess the quality, quantity and appropriateness of the Institute's student support services through a student survey. These are externally benchmarked. In addition to this, students who visit and meet with student support personnel or request services from support



personnel are surveyed on the quality, quantity and appropriateness of the Institute's student support services.

- 5.4.2 Once this information is collected and analysed the results will be passed onto the Institute Director for consideration. Once this process is completed, decisions will be made as to the future needs of students and staffing levels and policies and procedures will be adjusted to create an optimal level of student support

Support and Services Provided:

Students receive the following support services from the Institute:

5.1 Arrival, Orientation and Transition

- 5.1.1 All new students go through an Orientation Program during their first week. The orientation program aims to assist students in familiarisation with the Institute and adjusting to student life.
- 5.1.2 Information provided during orientation includes:
- Campus tour of facilities and available resources, safety and security arrangement including emergency evacuation procedure.
 - Accommodation options.
 - General information, preparation and expectation on student transition to Higher Education.
 - Relevant policies and procedures, including Privacy Act.
 - Academic conduct, assessment requirements and academic support
 - Details of the course and staff members contact details including official point of contact for students.
 - Contacts for assistance with fee payment.
 - Enrolment related policies and procedures (including refund, grounds for deferring, suspending and cancellation).
 - Student visa condition relating to course progress
 - Social clubs and community events available for student participation.
 - Other support and services available: counselling, emergency and health, welfare, legal services, advocacy and grievance support available (group and individual).
 - Critical incident procedures and emergency contact
- 5.1.3 Transition Workshops are held for students on such topics as Living in Melbourne, learning about Australian culture (for international students), hints on adjusting successfully to living away from home, Safety and Security, and Budgeting.
- 5.1.4 Free morning tea is provided during orientation week to provide opportunities for student social interaction.
- 5.1.5 Accommodation Support



Students are provided with information and support to find suitable accommodations. Students who require this service must fill in the relevant application form and provide accommodation requirement details.

5.2 Student Services Desk Operation

- 5.2.1 During their time at the Institute students receive services provided by a team of on-site staff led by the Head of Student Services & Administration.
- 5.2.2 The Students Services Desks are open daily 8am to 5pm Monday to Friday. Students are free to ask approach Student Services Desk for any help or make general enquiries, for example: directions, public transport, banking and other day to day needs. Students are advised to fill in a Student Services Request form in order for their request to be attended to.
- 5.2.3 The official point of contact for students is the Student Services Officer who has access to up to date details of the Institute's support services. For emergency after hours, students are advised to ring: 0403062050.

There are also other Institute staff members on site available to support students, as appropriate to their position and skills, including:

- Head of School
- Learning Skills Co-ordinator
- Administration Officer
- Librarian

Relevant Institute staff contact details are provided at orientation.

5.3 IT Support Services

The IT Support Officers from the IT Department provide support to both staff and students both on site and off site. Students can contact the IT Support officer via email or phone. Email: itservicedesk@ozford.edu.au Phone: 8663 7188 Ext: 111.

5.4 International Student Advice

International students receive the following support services from the Institute:

- 5.4.1 Arrangements with homestay accommodation services to refer students to and advise on and arrange where appropriate, emergency short-term accommodation for students who have no-where to stay.
- 5.4.2 Information on student visa conditions.
- 5.4.3 Advice on living and studying in Australia.

5.5 Academic support

- 5.5.1 Students are provided with appropriate academic counselling and referral options for academic guidance.
- 5.5.2 Students are provided with information on grounds for special consideration in assessment (late or missed), late withdrawal etc.
- 5.5.3 Programs or other ongoing support appropriate to the needs of students are provided to ensure satisfactory academic progress, including:



- study skills,
- research and referencing skills,
- stress and time management,
- exam preparation.

5.5.4 Regular Education Information Seminars are held to provide students with further education information on further studies such as at post graduate level.

5.6 Language and Learning Support

Students will receive language and learning support as needed. These include preliminary identification of language, literary and numeracy deficiencies which is the responsibility of the students' lecturers and Head of School. Referrals to specialist support will be provided, if required. Support may be provided, as required, in the following areas:

Literacy

- Essential writing tasks.
- The use of group exercises for assessments.
- Providing examples and models of completed tasks, such as those on Moodle in the form of video examples and skills sheets for the First Aid course.
- Ensuring that documents and forms are written and formatted in plain English.
- Advice on using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Use of practical examples in assessment.
- Encouraging students to ask questions which is sometimes not part of the educational culture of some international students.

Numeracy

There is a numeracy standard required for higher qualifications. However, the Institute encourages the use of calculators where appropriate.

5.7 Career and Industry liaison

Students are provided with the following career and industry liaison services by the Institute:

- 5.7.1** Job interview, CV writing and employment presentation skills workshop.
- 5.7.2** Liaison with industry to be able to provide advice on employment opportunities.
- 5.7.3** Job club.



5.7.4 Database of available employment opportunities.

5.8 Outreach

Students are provided with the following outreach services by the Institute:

- 5.8.1 Programs/ activities designed to meet needs of the student community or Institute community as a whole.
- 5.8.2 Returning home workshops and support for international students.
- 5.8.3 Seeking employment workshops.

5.9 Health and General Wellbeing

- 5.9.1 Life as a student can be stressful at time thus it is crucial that students are provided with information and support on maintaining health and general wellbeing.
- 5.9.2 Regular workshops are conducted to raise awareness of the importance of maintaining health and wellbeing throughout student life. Workshop topics include:
 - Positive lifestyle habits.
 - Importance of physical activity.
 - Recognising signs of physical and mental health issues.
 - Drug education.
 - Sexual health education.
- 5.9.3 A list of medical centres with contact details and fees charged are also provided on Student Handbook.

5.10 Social Events and Activities

The Institute provides students with various opportunities to participate in social activities to enrich student experiences. Example of activities that are provided include:

- Free morning tea during orientation week.
- Regular excursions and sports activities.
- A Graduation Party for all staff and students are invited to attend to celebrate the success of our graduates.
- Regular movie nights.

Other external events and activities in Melbourne appropriate for students are advertised in the Student Newsletters and OIHE intranet.

5.11 Counselling and Psychological Services

- 5.11.1 Students are provided with counselling services free of charge. Students who are encountering difficulties in their personal life are welcome to utilise the counselling service. Students are required to make an appointment to see the Head of Student Services & Administration who has extensive experience with



student support. During the meeting, students are provided with the opportunity and free to discuss any issues in a relaxing and confidential setting.

- 5.11.2** With student consent, external counselling service with professional counselling can be organised. There is no charge for this counselling and referral service. The external counselling practice we use is:

Stephy Yu Counselling Services

Add: Ground Floor, 69 Canterbury Road,
Canterbury, VIC 3126

Ph: 0425884437

Stephy YU is a registered counsellor with the Australian Counselling Association (ACA)

- 5.11.3** Students assessed as requiring professional psychological assistance will be referred to an external provider arranged by the Institute. There is no charge for this referral service. The external Clinical Psychologist we use is:

Cherie Laxis

Add: City Medical Centre: 68 Lonsdale Street, Melbourne VIC 3000;

Ph: 0422 598 313

Cherie Laxis is a registered clinical psychologist with the Psychology Board of Australia (AHPRA) and a member of the Australian Psychological Society (MAPS).

5.12 Counselling and Psychological Services not provided by the Institute:

The Student Support service at the Institute is not a psychological counselling service in that any form of counselling other than for the purposes of assisting students to maintain their general well-being necessary to achieve satisfactory academic progress within the time frame of the student course is not the role of the service.

Specifically;

- Making, or seeking information from students for the purposes of, psychological assessment prior to, or during, enrolment is not part of the role of the Institute's Student Support Services
- Setting up emergency management plans for students identified as 'at risk' of aggressive or violent behaviours due to psychological issues is not the role of this service
- Providing risk assessment and management options for ongoing mental health issues or mental health emergencies, is not the role of the service. Local community after-hours mental health services have staff rostered and trained for mental health risk assessment and management of such emergencies. They also have direct access to the full range of health support and care options required by sufferers of serious mental health episodes. The appropriate role is to ensure that pathways between the Student Support Service and the appropriate community services are effective and clearly identified.
- In addition, the Student Support Service at the Institute cannot provide long-term counselling or intensive on-going support to students.



5.13 Liaison and Advocacy Support

- 5.15.1** At times, students may require help to understand or clarify OIHE's policies and procedures. They may feel that they have been treated unfairly or inequitably or unsure of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal. Students' issues will usually relate to one of the following three broad areas:
- Academic issues
 - Administrative issues;
 - Issues involving discrimination and harassment.
- 15.5.2** After listening to the student's concern, the Student Liaison/Advocacy Officer will explain the Institute's policies and processes in detail and help students navigate these processes in order to resolve their issue.
- 5.15.3** Students may receive free and confidential advice and support from the Student Liaison / Advocacy Officer to ensure that they are fairly represented and understand their rights and responsibilities within OIHE.
- 5.15.4** The Student Liaison/Advocacy Officer does not represent students with their particular cases at Institute meetings or hearings, such as a *Student Discipline and Appeals Committee* hearing, but rather, empowers students to navigate Institute policy and complaints processes.
- 5.15.5** Students have the right, where reasonable grounds exist, to make and have a concern/complaint/appeal heard.
- 5.15.6** The Student Liaison/Advocacy Officer also provide guidance to students seeking help and resolution with hardships, disputes, grievances, appeals or any other event where miscommunication/misunderstanding between students and other students/staff might occur.
- 5.15.7** All students are free to make appointment to meet with the Student Liaison/Advocacy Officer in a confidential setting without fear of reprisal.
- 5.15.8** To ensure the issues are being addressed by the appropriate person, with student consent, the Student Liaison/Advocacy Officer or/and Head of Student Services may raise the issue with the relevant staff members.

5.16 Complaints and Appeals

- 5.16.3** Students can access an established Students Grievances and Appeals Policy and Procedures provided by the Institute.
- 5.16.4** Student services staff are the first point of call for students who may want to make a complaint or lodge an appeal or simply wish to discuss their options on any matters of concern relating to teaching and assessment, the quality of the teaching, student amenities, administration, student support, bullying, discrimination, sexual harassment and any other areas where they feel that they have been subjected to inappropriate or unfair treatment.
- 5.16.5** The role of student services staff is to provide impartial advice and to act as an advocate (where appropriate) and advisor to the student on these matters. Their role is to assist and advise students so they understand the appropriate processes, forms and protocols to enable them gain a speedy resolution to their concerns.



In the informal phase of any complaint or appeal the student services officers may speak, on a confidential basis where appropriate, to other students or staff members involved in the complaint on behalf of the student.

- 5.16.4** If students are not satisfied with the outcome of any internal appeal or complaints hearing they may appeal to an external independent third party for review of the processes and decisions implemented by OIHE
- Domestic Australian students are able to access independent mediation services. The association we use for this service is LEADR Association of Dispute Resolvers. LEADR is a not-for-profit organisation providing assistance with an independent third party person to the Institute. Students wishing to undertake this Student Mediation Scheme service, are able to make an appointment to see the Head of Student Services & Administration or directly access the application from the LEADR website:
<http://www.leadriama.org/membership-information/student-mediation-scheme>
 - Overseas students who are on a student visa are able to access the Overseas Students Ombudsman: <http://www.oso.gov.au/>

Full details are available in the Student Grievances and Appeals Policy and Procedures

5.17 Assisting with serious matters or critical events

The Institute recognises that planning for the management of a critical incident is essential to enable the Institute and its staff to meet the duty of care owed to its students. The role of student services officers is to:

- 5.17.3** Respond as required by the institution's critical incident policy.
- 5.17.4** Assist students and staff to manage both individually and collectively any concerns following a serious or critical incident.
- 5.17.5** Provide effective referral pathways between the Institute's Student Welfare and Support Service and the local community services.
- 5.17.6** Give advice to Institute management as required.