

# Student Support and Welfare Policy

## 1. Purpose and Scope

- 1.1 The purpose of this policy is to ensure that all students at AIAT have access to appropriate academic and welfare support services and information as and when required. The Student Support and Welfare Policy provides a clear statement on AIAT's commitment to its students' learning needs and overall wellbeing. It specifies its intention to provide students with a range of learning and wellbeing support and services in all aspects of student life. This policy should be read in conjunction with the Student Support and Welfare Procedure.
- 1.2 The services covered under this policy include the provision of counselling, advice and support regarding academic performance and student welfare.
- 1.3 This policy applies to all students, academic staff and non-academic staff at AIAT.

## 2. Definitions

Refer to *Glossary of Terms*.

## 3. Policy Statement

- 3.1 AIAT is committed to supporting students to achieve their personal and educational endeavours and providing a supportive learning environment that is responsive to individual student needs. Learning support and wellbeing services at AIAT are developed and provided in order to:
  - 3.1.1 enable students to fulfil their academic and personal potential;
  - 3.1.2 enhance the student experience;
  - 3.1.3 ensure overall wellbeing of students;
  - 3.1.4 foster an environment which is conducive to study; and
  - 3.1.5 help identify and support students at risk.
- 3.2 AIAT is committed to providing sufficient resources for students to be appropriately supported, using internal and external service provision as appropriate. AIAT is also committed to training staff to enable them to support ATSI students and those in other equity groups.
- 3.3 AIAT provides students with up to date information on a range of welfare and support services, in a variety of modes. The information process commences prior to the formal orientation period, particularly for international students with details regarding accommodation, arrival and settling in services.
- 3.4 AIAT provides a comprehensive orientation program designed to assist the transition of all commencing students to higher education life. This program includes information and

ways of accessing the welfare and support resources, including those of particular importance to international students and equity groups, including ATSI students.

- 3.5 Staff who interact directly with international students are required to participate in relevant ESOS training to maintain currency with the regulations, and all staff are encouraged to access training.

## 4. Policy Principles

- 4.1 AIAT supports the learning needs and wellbeing of its student body through a range of educational support and wellness initiatives. The nature and extent of support services available to students are informed by the needs of student cohorts, including mental health, disability and wellbeing needs.
- 4.2 Students have access to learning support services that are consistent with the requirements of their course and mode of study, and with the learning needs of student cohorts.
- 4.3 Students are encouraged to seek support from internal and external support services as needed.
- 4.4 Support is available on all aspects of student life, and is equitable, consistent and timely. Information on the types of support available is widely published and easy to access.
- 4.5 AIAT has strategies in place to identify students who need additional support to achieve their personal and educational potential.
- 4.6 AIAT recognises in some instances students may require support from external professional services to better cater for particular needs. Information provided on these services is relevant, current and comprehensive.
- 4.7 Staff members are provided with adequate training to ensure their knowledge is relevant and current to enable them to appropriately advise students about learning support and welfare services.
- 4.8 AIAT will ensure an appropriately trained staff member, with access to support, is available to support ATSI enrolled students.
- 4.9 A student's privacy is paramount and personal information is handled confidentially in accordance with the Privacy Policy. Information is disclosed only if there are reasonable grounds for concern about the health and safety of the student or others, or there is a legal requirement to do so.

## 5. Roles and responsibilities

- 5.1 The Director, Learning and Teaching is responsible for:

- 5.1.1 overseeing academic support matters, reporting academic support trends and making recommendations for improvement to the Student Welfare and Services Committee;
  - 5.1.2 reporting non-academic support trends and making recommendations for improvement to the Executive Management Group.
- 5.2 The Executive Management Group
- 5.2.1 monitors support services relating to non academic matters; and
  - 5.2.2 makes recommendations for improvement to the Board of Directors.
- 5.3 Academic and non-academic staff are responsible for:
- 5.3.1 supporting and monitoring students with personal wellbeing matters
  - 5.3.2 monitoring students closely and identifying students in difficulty.
- 5.4 Students are responsible for identifying additional support requirements and engaging with appropriate support services.

## 6. Policy Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Policy name	Student Support and Welfare Policy
Policy Reference No.	POL – 33
Policy Approval	Board of Directors in consultation with Academic Board regarding academic matters
Policy Authority	Executive Management Group
Responsible Officer	Head of Institute
Governance Reference Threshold Standards	HESF 2021: 1.3.2c, 2.3, 3.2.5, 3.3, 7.2.2e
Related Documents	Privacy Policy Staff Code of Conduct Student Access and Equity Policy Student Support and Welfare Procedure
Related Legislation	Higher Education Standards Framework (Threshold Standards) 2021 (HESF) National Code of Practice for Providers of Education and Training to Overseas Students 2018
References	AIAT has referred and benchmarked with the following institutions and policies during the creation of this policy: CQU (2019) Student Welfare and Support Policy IIET (2020) Student Support Policy
Date of approval	31 March 2022
Review date	December 2024

Policy Category	Academic
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**6. Document Version Control**

Document No	POL – 33	Last Modify Date	Summary of Changes
Version No	1.0	NA	Initial version approved by Board of Directors
	1.01	31/3/2022	Modifying to match Governance Charter; removing legislation; modify policy number
Created Date	Feb 2022		