

Student Support Services Policy

Institution	Concord English College
Policy Name	Student Support Services Policy
Policy Governance	PEO
Reference to Standards	National Code 2018 – Standard 6
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CRICOS Provider Code	04003J

1. Purpose

Concord English College establishes this policy to ensure that all students feel safe and supported whilst undertaking their course. This policy emphasises The College’s commitment to providing support and care for all students by promoting a positive learning environment for all.

2. Definitions

Concord/The College: Concord English College

3. Policy

The College will:

- 3.1.** offer professional and timely support to all overseas students to enable them to achieve expected learning outcomes at no additional cost
- 3.2.** facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts (including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study; if applicable)
- 3.3.** designate a member (or members) of its staff to be the official point of contact for overseas students. The official point of contact staff will have access to up-to-date details of The College’s support services
- 3.4.** have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider

- 3.5. ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
- 3.6. have and implement a documented policy and process for managing critical incidents (refer to Critical Incident Policy)
- 3.7. take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety (refer to Security of Premises Policy)
- 3.8. provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- 3.9. provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia (refer to Student Orientation Policy)
- 3.10. adhere to the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disability.

4. Responsibility

The PEO is responsible for the Student Support Services Policy.

5. Procedure

- 5.1. An orientation session will be run on every enrolment day which will outline the support services available to all students. These services include (but are not limited to):
 - a) Counselling services
 - b) Academic counselling and advice
 - c) English Language support
 - d) Best times to contact their teachers for assessment/class work assistance
 - e) Relevant legal services
 - f) Employment support services
- 5.2. Posters advertising and reminding students of these services will be placed up around campus and regularly monitored
- 5.3. Student Support Officers will be employed to ensure overseas students have access to staff who can assist with any support services needed

- 5.4. The PEO will keep a close eye on the ratio of Student Support Officers and Student enrolments to ensure there are adequate staff members available for student needs
- 5.5. As student enrolments increase, the PEO is responsible for sourcing and employing more Student Support Officers
- 5.6. The official point of contact for all overseas students is the PEO. When the PEO is off campus or is absent/away, the next senior manager (appointed by the PEO) is the official point of contact for overseas students.
- 5.7. All staff members (including but not limited to teachers, managers, admin staff, marketing staff, student support officers etc.) who interact directly with overseas students will receive training at induction in regards to The College's obligations under the ESOS framework. Training will cover potential implications for overseas students arising from these obligations
- 5.8. Further Professional Development sessions will be held during each year which will keep staff up to date with The College's ESOS obligations

Reasonable Adjustment

- 5.9. The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible to meet the needs of a student with a disability.
- 5.10. Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact the Academic Manager and bring supporting documents for consideration of disability (e.g. a letter from your treating professional). Reasonable adjustments to teaching/training and assessment methods are made using the following principles:
 - i) Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged as a result of disability.
 - ii) The nature of reasonable adjustments is such that they are designed to minimize the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
 - iii) Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. student with disabilities are still required to demonstrate a pre-determined level of ability in relation to essential competency requirements.



5.11. The enrolment form captures any special needs a potential student may have. If there is a special need, the Academic Manager is consulted before an ECoE is issued to ensure The College can accommodate their needs. The student file in the Student Management System is noted and maintained (for any reasonable adjustment requests/special needs). The Academic manager will inform and advise all the teachers/other staff accordingly.