

<b>Policy Title</b>	<b>Student Support, Wellbeing and Safety Policy</b>
<b>Purpose</b>	The purpose of this policy is to ensure that all students at CIC Higher Education (CIC) are provided with a safe and supportive environment with access to support from academic and non-academic staff and services to assist in the adjustment to study and life in Australia.
<b>Scope</b>	This policy applies to current students and recent graduates.
<b>Policy Principles</b>	<p><b>1. General</b></p> <p>1.1. CIC is committed to providing a supportive learning environment for all its international students transitioning to a new culture and life in Australia.</p> <p><b>2. Student Support</b></p> <p>2.1. CIC has a Student Services Department and Student Wellbeing Department offering on-campus advice, information and a referral service designed to meet the needs of the student body with counselling, financial matters, legal issues, work rights, health, welfare and accommodation.</p> <p>2.2. CIC's academic staff also offer student's support in their academic studies, outside of timetabled class sessions.</p> <p>2.3. The Victorian Government also provides various support services to international students. For more information on these services, visit <a href="https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smc">https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smc</a>.</p> <p><b>3. Transition</b></p> <p>3.1. The first year of study for students can present challenges, particularly for international students, as they may face major changes in language, culture and the learning environment.</p> <p>3.2. CIC aims to facilitate a positive and successful transition to study for commencing students including providing encouragement and academic and non-academic resources and services for students to remain enrolled and to complete their course within the expected duration of their Confirmation of Enrolment.</p> <p>3.3. CIC's transition programs will commence at pre-enrolment stage, to orientation moving into the students' first year of study.</p> <p><b>4. Orientation</b></p> <p>4.1. All commencing students are required to attend orientation, which is held one week prior to the commencement of each study period.</p> <p>4.2. Orientation is managed by the Student Experience Department and is a structured program to support commencing students' transition to studying at CIC. The program includes:</p> <ol style="list-style-type: none"> <li>an introduction to CIC's academic and administrative services including support services;</li> <li>campus facilities and resources, including learning resources;</li> <li>an opportunity to be introduced to key academic and administrative staff and meet fellow students.</li> </ol>

**5. Academic and English Language Support**

- 5.1. CIC will provide academic and English language support to assist students in their academic progress.
- 5.2. Students identified as not progressing satisfactorily in their studies may be recommended to seek academic or English language support as they are potentially at risk of having their enrolment cancelled (see Attendance and Academic Progress Policy).

**6. Advocacy Support**

- 6.1. CIC recognises the need to provide students with access to advocacy support in regard to their academic progress, experience on and off campus, and CIC's complaints and appeals process.

**7. Aboriginal and Torres Strait Islander**

- 7.1. The College makes the following commitments in relation to Aboriginal and Torres Strait Islander Peoples' education:
  - a. providing College admission pathways to Aboriginal and Torres Strait Islander students as stipulated in the Admissions Policy and Procedure;
  - b. ensuring the College's campuses and study locations are welcoming, respectful, supportive, non-discriminatory and free of harassment for Aboriginal and Torres Strait Islander students, and provide Aboriginal and Torres Strait Islander students with study spaces where they feel culturally safe; and
  - c. promoting understanding and appreciation of Aboriginal and Torres Strait Islander traditional and contemporary perspectives, knowledge, spirituality, skills, values and culture across the College.

**8. Wellbeing-related Support**

- 8.1. The Student Wellbeing Department provides counselling regarding health and wellbeing matters and can offer advice to students on other issues.
- 8.2. The Student Wellbeing Department consists of registered professionals, both male and female, and the service is free and confidential.
- 8.3. Where the nature of a student concern is beyond the experience and/or abilities of the Student Wellbeing Department, the student will be referred to appropriate external welfare assistance.
- 8.4. Any cost associated with an external wellbeing provider is at the student's expense.
- 8.5. The Student Wellbeing Department also provides counselling regarding sexual harassment and/or sexual assault matters and if applicable, CIC will also provide referrals to legal aid services and guide students through the reporting procedures as stipulated in the Sexual Assault and Sexual Harassment Policy and Procedure.

**9. Career Assist**

- 9.1. CIC offers a career-assist support service available to current students and recent graduates. The service aims to equip them with practical skills and knowledge towards gaining employment, such as:
  - a. resume preparation;
  - b. interview skills and preparation;
  - c. career coaching and planning;
  - d. job seeking workshops.

	<p><b>10. Students with Special Needs</b></p> <p>10.1. CIC is committed to ensuring that students identified with special needs (disability, mental health, learning difficulty, injury or ongoing medical condition etc.) have access to an inclusive education in a safe and supportive environment free from harassment and victimisation.</p> <p>10.2. CIC will endeavour to make all reasonable adjustments to a student’s education program, which may involve, but is not limited to, teaching and learning strategies, or adjusting learning resources or the campus environment to address the needs of individual students.</p> <p>10.3. Students with special needs will be offered the same assessment standards as those applied to all other students. No concessions are made regarding the assessment criteria in order to uphold the academic standards and integrity of CIC and its courses.</p> <p>10.4. Students aware of their special needs must disclose their requirements during the admission process by completing a Long-Term Special Needs Request Form so an assessment and adjustment can be made to accommodate, where possible, the students’ learning.</p> <p>10.5. CIC can refuse to admit a student with special needs if the College is not able to make available reasonable adjustments on campus for the student’s special need or enrolling the student would pose a safety risk to the student, other students or staff at CIC.</p> <p><b>11. Wellbeing and Safety</b></p> <p>11.1. A safe environment is promoted and fostered by advising students and staff on actions they can take to enhance their safety and security on and off campus and online.</p> <p>11.2. CIC is committed to ensuring all students are advised of the actions they can take, the staff they may contact, and the support services available if their personal circumstances are having an adverse effect on their studies. Furthermore, in such circumstances and in accordance with CIC’s Special Consideration Policy and Procedure under compassionate and compelling circumstances, students can apply for the opportunity to complete assessment tasks at a later date.</p> <p>11.3. CIC also has a Critical Incident Policy and Procedure to cover the immediate actions to be taken in the event of a critical incident and any follow up as required.</p> <p><b>12. Privacy and Personal Information</b></p> <p>12.1. CIC will ensure that the rights of all students to privacy and confidentiality are respected by all staff, including those with special needs or those who seek counselling or advocacy support.</p>
<p><b>Related Documents</b></p>	<p>Attendance and Academic Progress Policy  Attendance and Academic Progress Procedure  Critical Incident Policy  Critical Incident Procedure  Long-Term Special Needs Request Form  Privacy and Personal Information Policy  Privacy and Personal Information Procedure  Sexual Assault and Sexual Harassment Policy  Sexual Assault and Sexual Harassment Procedure</p>



	Special Consideration Policy Special Consideration Procedure Student Complaints and Appeals Policy Student Complaints and Appeals Procedure Student Support, Wellbeing and Safety Procedure
<b><i>For Administrative Use Only</i></b>	
<b>Responsible Officer</b>	Chief Executive Officer
<b>Contact Officer/s</b>	Chief Executive Officer
<b>Approved by</b>	Board of Directors
<b>Approved Date</b>	March 2020
<b>Review Date</b>	March 2022
<b>Definition/s</b>	See <a href="#">CIC Glossary of Terms and Acronyms</a>

### Version History

Version No.	Approval Date	Amendment
1.	November 2015	First iteration <ul style="list-style-type: none"> <li>• Approved by Board of Directors</li> </ul>
2.	August 2017	Minor amendments <ul style="list-style-type: none"> <li>• Review</li> <li>• Approved by Board of Directors</li> </ul>
3.	April 2018	Major amendments <ul style="list-style-type: none"> <li>• New policy developed with the merging of the Student Support Policy and Students with Special Needs Policy with addition of Wellbeing and Safety</li> <li>• NEW Section 1.1 Transition</li> <li>• NEW Section 2: Students with Special Needs – CIC can refuse to admit a student with special needs if the College is not able to make available reasonable adjustments on campus for the student's special need or enrolling the student would pose a safety risk to the student, other students or staff at CIC</li> <li>• Approved by Board of Directors</li> </ul>
4.	October 2018	Minor amendment <ul style="list-style-type: none"> <li>• Update logo and position titles</li> <li>• Approved by Chief Executive Officer</li> </ul>
5.	March 2019	Minor amendment <ul style="list-style-type: none"> <li>• Replaced "Team" with "Department": to ensure consistency</li> <li>• Approved by Executive Director, Governance and Quality Assurance</li> </ul>
6.	June 2019	Minor amendment <ul style="list-style-type: none"> <li>• Corrected punctuation errors</li> <li>• Approved by Executive Director, Governance and Quality Assurance</li> </ul>
7.	August 2019	Minor amendment <ul style="list-style-type: none"> <li>• Applied consistent formatting across all policies and procedures</li> <li>• Approved by Executive Director, Governance and Quality Assurance</li> </ul>
8.	March 2020	Review <ul style="list-style-type: none"> <li>• Added statement regarding CIC's statement of support on Aboriginal and Torres Strait Islander students</li> <li>• Approved by Board of Directors</li> </ul>
9.	September 2020	Minor amendment <ul style="list-style-type: none"> <li>• Reference to long-term special needs added to section 10.4</li> <li>• Approved by Executive Director, Governance and Quality Assurance</li> </ul>
10.	May 2021	Minor amendment <ul style="list-style-type: none"> <li>• Change of nomenclature from "term" to "study period"</li> <li>• Approved by Executive Director, Governance and Quality Assurance</li> </ul>
11.	June 2021	Minor amendment Removed reference to Executive Director, Governance and Quality Assurance and General Manager Added Chief Executive Officer as Contact Officer