

Procedure Title	Student Support, Wellbeing and Safety Procedure
<p><b>Procedure</b></p>	<p>This procedure outlines CIC Higher Education (CIC) processes in the provision of student support, and wellbeing and safety information available to all students.</p> <p><b>1. Orientation</b></p> <p>1.1. Orientation is coordinated by the Chief Executive Officer and the Student Experience Department. Student Experience Officers will email all new students a reminder of the time and day of orientation at least one week before the event. Any student who does not attend will be contacted directly by CIC and through their agent. Students who have not been able to attend will be given an opportunity for orientation at the earliest possible time through the Student Experience Department.</p> <p>1.2. <b>Orientation Program</b></p> <p>a. The orientation program includes:</p> <ul style="list-style-type: none"> <li>• Registration</li> <li>• A welcome from a senior manager or academic leader of the College</li> <li>• Verification of the student’s Confirmation of Enrolment</li> <li>• Presentations explaining the student’s course structure and content, study and living in Australia, and introduction to: <ul style="list-style-type: none"> <li>○ academic staff, Student Experience Department and Student Wellbeing Team</li> <li>○ Overseas Student Health Cover</li> <li>○ the facilities and resources available on campus and online, including the library and computer labs</li> <li>○ the College’s Learning Management System (LMS) and the student email system</li> <li>○ policies and practices to prevent and respond to sexual assault and sexual harassment</li> <li>○ emergency services</li> <li>○ complaints and appeals processes</li> <li>○ student visa conditions relating to course progress</li> <li>○ wellbeing and safety on campus and in Australia</li> <li>○ international students’ work rights in Australia</li> </ul> </li> <li>• Academic Integrity Module</li> <li>• Timetabling</li> <li>• Verification of the student’s financial status</li> <li>• Credit exemption (advanced standing) check</li> <li>• Processing of the student’s ID card</li> </ul> <p><b>2. Access to Academic Support</b></p> <p>2.1. CIC provides students with peer-assisted learning and academic support from academic staff, consisting of one-to-one academic skills assistance including:</p> <ol style="list-style-type: none"> <li>a. academic communications skills</li> <li>b. academic integrity and referencing</li> <li>c. research skills</li> <li>d. content revision and time management</li> <li>e. exam preparation.</li> </ol> <p>2.2. Academic staff are available to meet with students:</p> <ol style="list-style-type: none"> <li>a. face-to-face via the consultation hours posted in the LMS for each unit, on a ‘drop-in’ basis, or by appointment; and</li> </ol>

- b. online via the online forums on the LMS or email.

### **3. Advocacy Support**

- 3.1. Students can access advocacy support via CIC's Student Experience Department, Academic Staff or Student Experience Officers.
- 3.2. External advocacy and support information is available from the Student Experience Department via the Student Hub.

### **4. Student Experience Information**

- 4.1. CIC provides information regarding the services available to its students including student support, student representation, wellbeing and safety by the:
  - a. CIC website
  - b. Orientation
  - c. CIC policies and procedures
  - d. Learning Management System
  - e. Information bulletins and posters on campus
  - f. Communications to the student's CIC email address.

### **5. Support for Student Complainants under Sexual Assault and Sexual Harassment Policy and Procedure**

- 5.1. CIC provides a range of services including counselling and referrals to external services for students making a complaint regarding sexual assault or sexual harassment incidents.
- 5.2. Upon making a complaint under the Sexual Assault and Sexual Harassment Policy and Procedure, the Student Wellbeing Team and the Chief Executive Officer shall be responsible for the monitoring and the provision of available support services to the student.

### **6. Support for Students with Special Needs**

- 6.1. If a student self-identifies with a special need during the admission process, the admissions officer will:
  - a. request the student completes the Long-Term Special Needs Request Form
  - b. request relevant medical documents
  - c. seek referral through the Student Wellbeing Team if further external assessment or documentation is required
  - d. interview the student and/or education agent if required.
- 6.2. After assessment of the student's needs, the admissions officer will refer the student to the Student Wellbeing Team and the Dean to discuss and identify what 'reasonable adjustments' the College can arrange to assist the student with their studies.
- 6.3. Special needs support that can be arranged may include:
  - a. large-print class materials
  - b. specialised equipment or furniture
  - c. access to lecture rooms, library or other facilities
  - d. counselling support
  - e. extra time for completion of assessment tasks including examinations
  - f. seating at the front of a lecture room
  - g. oral or sign interpreters etc. (at the expense of the student).
- 6.4. The College can also make reasonable adjustments to assessment methods to allow students with special needs to be assessed against the unit learning

outcomes. However, alternative assessment methods must be arranged with approval from the student's lecturer, unit coordinator and the relevant Head of Discipline. A request for an alternative assessment task must be submitted for each assessment task in each unit for which the student is enrolled.

- 6.5. Students who develop a special need after enrolment should contact the Student Wellbeing Team to identify options to reduce the impact of their disability on their studies. The Student Wellbeing Team will then meet with the Dean or delegate and the Chief Executive Officer to discuss the possible range of support or reasonable adjustment that CIC can provide to assist the student.

## **7. Aboriginal or Torres Strait Islander (ATSI) Students**

- 7.1. CIC recognises the systemic under representation of ATSI students in higher education and is committed to provide equal opportunity of access, participation and advancement. CIC also acknowledges Australian ATSI cultures and traditions.
- 7.2. **Indigenous Participation**
- a. CIC is committed to ensuring that enrolled ATSI students studying at CIC have the necessary assistance they require to complete their studies by improving academic and personal support.
- 7.3. **Academic Support**
- a. CIC provides ATSI students with a welcoming environment that embraces all cultures and every space is made safe for all students regardless of their backgrounds. Additionally, there is also free access to computers and printing facilities, common rooms, and kitchen facilities to assist ATSI students in getting the most out of their study at CIC.
- b. The Peer-assisted Learning Program is available to ATSI students in the form of one-on-one or group tutoring. Academic staff are also available for face-to-face and online consultations during consultation hours.
- c. CIC also organises free academic workshops for ATSI students to refine and improve their research skills, academic writing skills, exam preparation and time management skills.
- d. The College and its academic staffs may also, in their discretion, make reasonable adjustments to assessment methods to ATSI students with learning difficulties. However, students must obtain approval from the student's lecturer, unit coordinator and the relevant Head of Discipline.
- e. The College may take into consideration any special circumstances, including cultural and domestic backgrounds, in making such an adjustment. Students may provide evidence to support their application.
- 7.4. **Non-academic Support**
- a. CIC also offers free counselling services for issues relating to academic performance and where relevant, referrals to external counselling services when a psychological or psychiatric issue is identified. Additionally, ATSI students has access to advocacy support to promote awareness and representation of their community.
- b. CIC acknowledges the cost of pursuing higher education and recognises the burden it might impose on ATSI students and their respective families. Thus, the College provides opportunity for ATSI students to negotiate a payment plan to ease the potential financial burden.
- c. These payment plans are to be considered individually by the Chief Executive Officer or delegate as it is stated in the Fees, Charges and Refunds Policy.
- 7.5. **Improvements**

	<p>a. CIC is committed to improve its services to ATSI students and it will monitor ATSI student participation and completion data to identify and address gaps.</p> <p><b>8. Record Keeping</b></p> <p>8.1. An Admissions &amp; Student Payment Officer and the Student Wellbeing Team will upload medical and other relevant documentation to the student's file in the Student Management System, as appropriate.</p> <p><b>9. Privacy and Personal Information</b></p> <p>9.1. The College collects student's personal information in accordance with its Privacy and Personal Information Policy.</p> <p>9.2. All personal information is held in the CIC Student Management System and is appropriately secured against misuse, interference, loss and unauthorised access, modification or disclosure. Once the information is no longer required it will be appropriately destroyed.</p>
<b>Related Documents</b>	Attendance and Academic Progress Policy Attendance and Academic Progress Procedure Critical Incident Policy Critical Incident Procedure Fees, Charges and Refunds Policy Fees, Charges and Refunds Procedure Long-Term Special Needs Request Form Privacy and Personal Information Policy Privacy and Personal Information Procedure Special Consideration Policy Special Consideration Procedure Student Support, Wellbeing and Safety Policy Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Student Complaints and Appeals Policy Student Complaints and Appeals 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>	Chief Executive Officer
<b>Approved Date</b>	July 2020
<b>Review Date</b>	March 2022 (to align with the Student Support, Wellbeing and Safety Policy)
<b>Definition/s</b>	See <a href="#">CIC Glossary of Terms and Acronyms</a>

### Version History

Version No.	Approval Date	Amendment/s
1.	November 2015	First iteration <ul style="list-style-type: none"> <li>Approved by Chief Executive Officer</li> </ul>
2.	August 2017	Review <ul style="list-style-type: none"> <li>Approved by Chief Executive Officer</li> </ul>
3.	April 2018	Major amendment and review <ul style="list-style-type: none"> <li>Merging the Student Support Procedure and Students with Special Needs Procedure with addition of Wellbeing and Safety</li> <li>Inclusion of information from previous procedures substantially revised removing duplication</li> <li>Section 5: Support for Students with Special Needs substantially revised from previous procedure including: <ul style="list-style-type: none"> <li>Section on 'Special provisions which may be provided' removed.</li> <li>What to do if a student self-identifies with a special need during the admission process</li> <li>What to do after the assessment of the student's needs and identifying what reasonable adjustments CIC can arrange to assist the student with their studies</li> <li>What to do if a student develops a special need after enrolment</li> </ul> </li> <li>NEW Section 6: Record Keeping</li> <li>NEW Section 7: Privacy and Personal Information</li> <li>Approved by Chief Executive Officer</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.	January 2019	Major amendment and review <ul style="list-style-type: none"> <li>Added section 6 to demonstrate special consideration given to Aboriginal and Torres Straits Islander Students</li> <li>Updated numbering</li> <li>Approved by Chief Executive Officer</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.	September 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	Minor amendment <ul style="list-style-type: none"> <li>Added reference to the Sexual Assault and Sexual Harassment Policy and Procedure</li> <li>Approved by Chief Executive Officer</li> </ul>
9.	July 2020	Review <ul style="list-style-type: none"> <li>Applied consistency with naming of Student Experience Department</li> <li>Approved by Chief Executive Officer</li> </ul>
10.	September 2020	Minor amendment <ul style="list-style-type: none"> <li>Reference to long-term special needs added to section 6.1</li> <li>Approved by Executive Director, Governance and Quality Assurance</li> </ul>



11.	May 2021	Minor amendment <ul style="list-style-type: none"><li>• Removed reference to Student Handbook</li><li>• Approved by Executive Director, Governance and Quality Assurance</li></ul>
12.	June 2021	Minor amendment <ul style="list-style-type: none"><li>• Removed reference to Executive Director, Governance and Quality Assurance and General Manager</li><li>• Replace General Manager with Chief Executive Officer</li><li>• Added Chief Executive Officer as Contact Officer</li><li>• Approved by Executive Director, Governance and Quality Assurance</li></ul>