

STUDENT SUPPORT SERVICES AND WELFARE POLICY AND PROCEDURE



7.9. Student Support Services And Welfare - Policy And Procedure

Policy

This policy/procedure supports the requirements to provide student support services to all students. This policy ensures that all students are given support while studying with IBT College. This support includes both support and personal support and the following procedures ensure that students are made aware of the support available.

Purpose

Purpose of the Student Support and Welfare Policy is to foster an environment which is conducive to effective learning and in which each student feels safe and supported and contributes in a positive manner to IBT College community. This policy compliments college's other relevant policies and procedures, and emphasizes college's commitment to supporting student learning and well-being, and promoting a positive learning environment for all involved.

This policy provides a student support mechanism that not only provides and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their study.

Procedure

IBT College is committed to providing appropriate support and welfare services to students to enable and provide them an environment, in which each student feels safe and supported, and contributes in a positive manner to IBT college community. IBT College shall ensure that appropriate student support services are available to assist students in completing their studies and reaching their goals

Student Support Mechanism

Student Support and Safety

IBT College is committed to providing and maintaining an environment that is without risks to the health, safety and security of IBT College employees and students. IBT COLLEGE will achieve this by;

- 1) Developing and implementing a Health and Safety Policy
- 2) Developing and implementing policies on procedure to prevent and deal with any form of discrimination, harassment, or vilification of college employees and students
- 3) Upholding the Student Code of conduct
- 4) Appointing an OHS/WHS representative
- 5) Appointing a Student Support Officer to address academic support and welfare related services

- 6) Providing referrals to external counseling services to students to deal with issues that are not within college's expertise, scope, or authority
- 7) Keeping students abreast of any general security issues or concerns (relevant to international students in particular) as observed in media, or government announcements; and providing relevant information as appropriate
- 8) Monitoring student course progress and providing academic and administrative support to all the students within college's policy framework to enable them to achieve their academic College objectives
- 9) There are many issues that may affect a student's social or personal life. Students will have access to the Student Support Officer to gain advice and guidance on personal, accommodation, or family/friend issues. Where the Student Support Officer feels, further support may be required, a referral to an appropriate external support service will be organized.

Student Handbook

- 1) All current and prospective students will be provided with a Student Handbook containing all the essential information to adjust to IBT College culture / community including external resources for transfer student from different province, college facilities and resources to help them with their studies.
- 2) ▪A copy of the Student Handbook will also be available on college's website.

Student Support Officer

- 1) IBT College will appoint a full-time, on-campus Student Support Officer to provide student support services including (but not limited to) accommodation, counseling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management. Student Support Officer will also coordinate learning and academic support services in consultation with the Academic Principal.
- 2) Students will need to make an appointment to meet the Student Support Officer. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.
- 3) Academic and learning support needs will be referred to the Faculty members. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities, and will maintain a regular communication with the students to obtain feedback. When needed, IBT college shall consider appointing/delegating an academic staff as the Learning Support Office based on the student needs analysis and review of the feedback. This position will dedicatedly assist and support students with academic issues and preparation; including writing, learning, and research skills under supervision of the Academic Director.

Academic and Learning Support

- 1) Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their program or completing within the expected duration. IBT college will, accordingly, provide an ongoing academic support to students in form of Language, Literacy and Numeracy (LLN) programs or referrals to these programs if needed, course progress intervention and academic support if deemed at risk of not completing the course on time, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties.
- 2) All students will have an unequivocal access to college resources and an equal opportunity to access college programs, services and resources, including Information Technology (IT), e- library, course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records.

Students with LLN Needs

LLN needs may be identified through pre-enrolment and pre-training assessments, during student orientation, and/or trainer/assessors' recommendations. IBT College will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities over the duration of the program. IBT College's Language, Literacy, and Numeracy (LLN) Policy further supports these needs.

Student Hardship

- i. The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review their workload or other related matters.
- ii. To make a request, a student will be required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:
 - **Financial hardship:** Financial documents, pay slips or bank statements which indicate financial status;
 - **Medical grounds:** Medical certificates stating nature of condition, duration;
 - **Family Situation:** Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation

Student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

Information to Students

- a) Information on student support services, and procedures for accessing these services, including contact details of the Student Support Officer will be made available to all the students through;
 - i. Student Handbook
 - ii. IBT College Website
 - iii. Student Orientation Program

- b) The Student Support Officer shall ensure that up-to-date information is available for student support services and that any contact details provided are current. Students may access the Student Support Officer directly (e.g. email, phone), by contacting any administrative staff, Academic Manager, or via the front desk. The front desk shall also assist with organising appointments as soon as practicable.

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and it must include the following:

- A tour of the IBT College identifying classrooms, student areas, student administration area, and any other relevant areas within the IBT College camps such as toilets, fire exits, and restricted areas.
- Information on emergency evacuation procedures
- Information on how to access the student support services within IBT College.

Ongoing Review

The Management team will continuously review the efficacy of support services in their areas of responsibility through the following process:

- Each member of the Management will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Management

- . Where improvements to the IBT college's support services need to be addressed, any actions required will be decided upon by the Management and will be allocated to a responsible person for completion within the agreed timeframe.

- Outstanding actions will be monitored by the Academic Committees until evidence of completion.

Responsibility

- 1) The Principal is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.
- 2) The Nursing Officer is responsible for responding to and addressing the mental, physical, social and spiritual well-being needs of students; and making appropriate referrals to external agencies when required.
- 3) The Director Academic and the academic staff members are responsible for identifying and supporting academic needs.
- 4) The Director Academic is also responsible for planning, implementing, and monitoring learning and academic support services.
- 5) The Principal has the overall responsibility for management of these guidelines in consultation with the Management Committee. Staff members in their respective roles are responsible for using these guidelines to plan and enhance support services

Review

This policy and procedure will be reviewed annually by the Governing Council to ensure its effectiveness and compliance with relevant legislation and best practices.