

Student Welfare and Support Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to ensure that all current students at the Institute have access to the appropriate academic and welfare support services and information, as and when required.

2. Scope

This policy and procedure applies to all students, and support compliance with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)*, the *Education Services for Overseas Students (ESOS) Act 2000*, and the Department of Home Affairs.

This policy and procedure should be read in conjunction with other Institute policies and procedures. See: Supporting Documents and References, at the end of this policy and procedure.

3. Definitions

Term	Definition
AMS	means the Institute’s Academic Management System
Current Student	Refers to all ELICOS, Institute and Federation University students
Designated contact officer	is the Associate Director, Office of Student Administration and Engagement
Domestic Student	Refers to a current student of MIT who is an Australian Citizen or a Permanent Resident of Australia
Group General Manager	is the person holding the position of General Manager as appointed by the Institute.
International Student	Refers to a current student of the Institute who is not an Australian Citizen or Permanent Resident
Moodle	is the Institute’s Learning Management System
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
OSSE	is the Institute’s Office of Student Services and Engagement.

Warning: uncontrolled when printed.

Reviewed by Policy Committee:

Approved by the Executive Management Committee (EMC):

Endorsed by the Board of Directors (BOD):

Current version

Review Date:

11 April 2019

14 April 2019

10 May 2019

10 May 2019

09 May 2024

Term	Definition
PRISMS	Provider Registration and International Student Management System
Student Handbook	A web based publication produced by the Institute outlining current information, for students on support services, policies and procedures.
Welfare	For the purpose of this policy ‘welfare’ refers to all matters pertaining to the physical, mental and wellbeing of students.

4. Policy Statement

The Institute is committed to providing a safe, secure and stimulating learning environment, where risk of harm is minimised and students feel physically and emotionally secure, thereby allowing them to reach their full potential. The Institute seeks to motivate and support students by:

- providing responsive identification of individual student needs and early intervention;
- fostering student independence in their learning experience; and
- promoting positive behaviours.

5. Procedure

5.1. Staff that interact with international students are required to maintain currency with ESOS training. This training is available through their personal Moodle account. See: <http://moodle.mit.edu.au> . Staff with access to the PRISMS must undertake the PRISMS training and keep abreast with changes in PRISMS, as applicable.

5.2. Designated contact officers are available for international students on each campus, at the time of orientation, enrolment and at any other time. They will provide information on the available welfare and support services and assistance.

5.3. The Institute has in place strategies and procedures to:

- identify students who require additional support to achieve their academic potential;
- support the mental health and well-being of its student body through a range of educational and support initiatives;
- encourage students with academic or personal support needs to access support from relevant internal and external support services;

Warning: uncontrolled when printed.

Reviewed by Policy Committee:

11 April 2019

Approved by the Executive Management Committee (EMC):

14 April 2019

Endorsed by the Board of Directors (BOD):

10 May 2019

Current version

10 May 2019

Review Date:

09 May 2024

- improve staff understanding in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support;
- support the appropriate disclosure of information about students with academic or personal support requirements, that complies with Privacy legislation;
- effectively deal with student incidents. See: *Critical Incident Policy and Procedure*;
- effectively address student and staff complaints and grievances. See: *Student Complaint Policy and Procedure*;
- ensure students receive feedback and that their feedback is acted upon. See: *Feedback Policy and Procedure*.

5.4. The Schools will implement processes for the monitoring of the progression of students, considering matters such as:

- class participation and attendance, where required;
- progression, retention and completion rates, including comparison with previous rates;
- previous failure to complete units;
- failure to complete unit assessment;
- non-submission of assessments;
- allegation of academic misconduct including cheating, plagiarism, etc.; and
- allocation of consulting time to students by teaching staff in each trimester, via AMS or Moodle.

5.5. The Institute will seek to ensure that students feel psychologically safe on campus by:

- promulgating student awareness of policies and procedures that address discrimination, bullying and harassment, and of the complaint processes for redressing intimidation or discriminatory behavior;
- providing access to appropriate services to those students who may be experiencing mental health difficulties; and
- providing access to students with a disability to allow them to participate in education on the same basis as other students.

6. Responsibilities

6.1. The Institute is responsible for:

Warning: uncontrolled when printed.

Reviewed by Policy Committee:

Approved by the Executive Management Committee (EMC):

Endorsed by the Board of Directors (BOD):

Current version

Review Date:

11 April 2019

14 April 2019

10 May 2019

10 May 2019

09 May 2024

- ensuring appropriate and effective mechanisms are in place to provide students with additional support to achieve their full academic potential;
- provision of mental health and wellbeing initiatives through a range of educational and support resources;
- informing students of Institute support services and ensuring they can be readily accessed;
- appointing a designated contact officer on each campus;
- ensuring academic related matters are directed to Course Coordinators, and unit related enquiries are discussed by the students' lecturers either in class or by email; and
- effective procedures for dealing with student incidents.

6.2. Staff are responsible for maintaining strict confidentiality and safeguarding information relating to vulnerable students (e.g. those with mental health, personal and/ or cultural adjustment issues).

6.3. The Group General Manager is responsible for oversight of the effectiveness of this policy and procedure.

7. Implementation and communication

7.1. The Institute will communicate student welfare and support services with students directly and through email, social media, telephone, SMS, the MIT website, via the Academic Management System (AMS) portal, Moodle, and face-to-face interaction.

7.2. This policy and procedure will be implemented and communicated through the Institute via:

- Announcement on the Institute's webpage;
- Staff professional development;
- Student orientation programs.

Supporting documents and References

Government legislation:

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)

The Education Services for Overseas Students (ESOS) Act 2000,

Warning: uncontrolled when printed.

Reviewed by Policy Committee:

11 April 2019

Approved by the Executive Management Committee (EMC):

14 April 2019

Endorsed by the Board of Directors (BOD):

10 May 2019

Current version

10 May 2019

Review Date:

09 May 2024

Institute documents:

Student Engagement Plan
Student Charter
MIT Student General Misconduct Policy and Procedure
MIT Student Complaint Policy and Procedure
MIT International Student Handbook
MIT Social Media Policy
MIT User Account, Email and Internet Guidelines
MIT Critical Incident Policy and Procedure
MIT Privacy Policy
MIT Support for Victims of Domestic Violence Policy and Procedure
MIT Equity and Diversity Policy and Procedure
Safety and Evacuation Procedure MIT Campuses
White Ribbon Domestic Violence Guidelines
Alcohol and Drug Policy and Procedure
Enrolment Policy and Procedure
ELICOS Policy and Procedure
Academic Progress Policy and Procedure
Academic Appeal Policy and Procedure
InSPIRE (Improving Student Performance thru Intervention and Risk Evaluation) Program
Flow chart of Academic Progress Procedure
Plagiarism and Academic Misconduct Policy and Procedure
Records Management Policy and Procedure
Continuing Professional Education for Academic Staff 2016-2019 document
Continuing Professional Development for Professional Staff
Assessment Policy and Procedure.

Amended Student Welfare and Support PP V4 (SWSP)

Minor Editorial change to include the applicable designated officer and deletion of the date under the wording Student Engagement Plan was considered and accepted by the PC and resolved”

Resolution 21/5/4: (Moved: Austin Kijagulu and seconded by Dr Rowena Coutts) Recommended: That the minor amendments be accepted and the policy be republished on MIT website.

Warning: uncontrolled when printed.

Reviewed by Policy Committee:

11 April 2019

Approved by the Executive Management Committee (EMC):

14 April 2019

Endorsed by the Board of Directors (BOD):

10 May 2019

Current version

10 May 2019

Review Date:

09 May 2024