

Student Welfare Policy and Procedure HEPP49

PURPOSE

This policy describes the principles and practices at Southern Cross Education Institute (Higher Education) to ensure the health, safety, and welfare of all students.

SCOPE

This policy applies to all students of Southern Cross Education Institute (Higher Education).

DEFINITIONS

SCEI-HE	Southern Cross Education Institute (Higher Education)
Welfare	Refers to all matters pertaining to the physical, mental and general well-being of students.

POLICY

- SCEI (Higher Education) is committed to providing students with appropriate academic and welfare support services, information, advice, and assistance to help them attain academic success and improve their personal well-being whilst undertaking a course at SCEI-HE.
- The objectives of student welfare support are to:
 - Meet the needs of those students who may be disadvantaged or vulnerable to enable them to achieve success in their studies and personal wellbeing;
 - Provide individualised support to those who require it;
 - Respond to all incidents involving students and staff;
 - Develop partnerships between student support services and community services to provide broader support options for students; and
 - Defend and protect all students against harassment, bullying, victimisation, and racial vilification.
- The Student Welfare Officer plays a vital role in responding to the needs of students. The Welfare Officer assists students with issues relating to many varying topics that may include areas relating to:
 - Disability;
 - Mental Health;
 - Critical Incidents including suicide and self-harm;
 - Drug/Alcohol abuse;
 - Emotional and physical wellbeing;
 - Prevention and health promotion;
 - Referral to professional legal services; and
 - Referral to professional financial advisers.
- Student support involves all staff as well as external support professionals including but not limited to psychologists, mentors, social workers, disability support services, mental health services, legal and financial advisors, and medical support professionals such as nurses and General Practitioners.

PROCEDURE

Southern Cross Education Institute (Higher Education) provides the following student welfare support services.

Counselling Services

- Student Welfare Officers are available to discuss personal, physical, mental, or emotional issues that may arise for students during the course of their studies.
- Where the Student Welfare Officer is unable to provide the student with the support necessary, that student will be referred to an external counselling service as appropriate to their needs.
- Any costs associated with the use of external professional will be borne by the student.

Financial advice

- Students should initially contact the Student Welfare Officer for any financial matters.
- Where students have financial concerns during the course of their studies, they will be referred to the Finance Manager.

Legal advice

- Students should initially contact the Student Welfare Officer for any support on legal matters.
- The Student Welfare Officer will refer students to further sources of legal aid if required.

Academic and Progress Support

- The Academic Director, Course Coordinators and Student Administration Manager are available to assist students with information and advice in regard to enrolment issues, academic progress or educational outcomes or pathways.
- Students seeking academic study skills support should first contact their lecturer or Course Coordinator. If further support is required, academic staff or the Student Welfare Officer will refer them to an internal or external Academic Skills Support Officer.

Support for Students with Disabilities

- Students should advise SCEI-HE in advance and provide documentation of any disabilities that may affect the student's progress prior to commencement of the course.
- Where staff are aware of a disability affecting a student, reasonable adjustments can be made to teaching arrangements, assessment and/or materials and access to assist these students with their learning.

Student Safety

- SCEI-HE will implement strategies to raise student awareness of personal safety risks and issues and what to do in the event of a personal crisis.
- Information will be provided to students on the types of behaviours which are considered unacceptable and what to do if they experience such events.
- SCEI-HE has monitored video security cameras throughout the campus. The video footage can be accessed upon request to the IT Manager in the event of theft, damage, destruction, unacceptable behaviour, emergencies.
- Where incidents are reportable to law enforcement, a copy of video footage of the relevant incident will be provided to relevant law enforcement agencies e.g., Police.
- SCEI-HE has policies and procedures in place to ensure the health and safety of students including to monitor and address any reported or identified hazards, manage critical incidents and emergency situations.

Student Misconduct

- Students reported of academic or general misconduct will be dealt with according to the HEPP47 Student Misconduct Policy and Procedure and the HEPP48 Student Disciplinary Policy and Procedure.

Cultural Awareness

- All staff have access to information and/or training on cultural awareness to build a sensitivity for the issues related to a multicultural environment.
- International students will also receive some information to help assist them to deal with the cultural challenges associated with living and studying in a new country.

Information to Students

- Information to students on welfare and support services provided by SCEI-HE will be communicated via the:
 - SCEI-HE Website
 - Student Handbook
 - Orientation Program
 - Business Development Managers

RELATED DOCUMENTS

HEMIS10 Emergency Response Procedures Manual
HEPP03 Student Complaint and Grievances Policy and Procedure
HEPP26 Occupational Health and Safety Policy and Procedure
HEPP34 Privacy Policy
HEPP47 Student Misconduct Policy and Procedure
HEPP55 First Aid Policy and Procedure
Incident and Injury Register

LEGISLATIVE CONTEXT

Education Services for Overseas Students (ESOS) Act 2000
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018 - Standard 6 (specifically 6.5)

RESPONSIBILITIES

Student Welfare Officer

Responsible for providing welfare support services to students self-referring or referred.

Original Author	
Created	
Updated	February 2019; May 2020; February 2022; March 2024
Approved	Approved by the Academic Board, 10 February 2021
Effective date	
Version	V2.2; V2.3, 2.4
Review date	