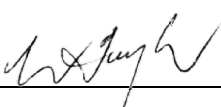


<b>Policy Name</b>	<b>STUDENT SUPPORT SERVICES POLICY</b>
<b>Policy Number</b>	<b>G018_PO (Governance)</b>
<b>Purpose</b>	<p>This policy of the Whitehouse Institute of Design, Australia (Whitehouse) relates to all staff who deal with matters concerning teaching, learning and ELICOS.</p> <p>The purpose of this policy is to acknowledge the right of students to be able to access support services relevant to achieving success in the course they have enrolled.</p>
<b>Scope</b>	<p>This policy applies to all students, employees and contractors involved in the provision of teaching and learning in accredited courses at Whitehouse.</p>
<b>Policy Statement</b>	<p>This policy supports the ESOS Act 2000 and The National Code 2018, Standard 6.</p> <p>This policy also supports the Standards for RTOs 2015 - Standard 1, 4 and 5.</p> <ol style="list-style-type: none"> <li>1. Whitehouse is committed to supporting students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.</li> <li>2. Whitehouse assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:             <ol style="list-style-type: none"> <li>2.1. student support services available to students in the transition to life and study in a new environment</li> <li>2.2. English language and study assistance options</li> <li>2.3. legal services</li> <li>2.4. emergency and health services</li> <li>2.5. facilities and resources</li> <li>2.6. complaints and appeals processes, and</li> <li>2.7. any student visa condition relating to course progress and/or attendance as appropriate.</li> </ol> <p>Whitehouse has an extensive orientation program devoted to providing comprehensive information about available student support services and support staff to meet the needs of all students enrolled within our organisation. This service is at no additional cost to the student.</p> </li> <li>3. Whitehouse provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.</li> <li>4. Whitehouse requires all overseas students to have achieved a minimum English Language requirement of IELTS 6.5 with no band score lower than 6.0 upon making application to study with Whitehouse – refer to <a href="#">English Language Proficiency Policy</a>. The Sydney and Melbourne campus librarians are available for English Language Support and Academic Research and Writing Support. If any overseas student requires advanced English language support beyond the Institutes on campus resources, the institute will initiate a support referral with Impact English. This is available at no additional cost to the student.</li> <li>5. Whitehouse provides the opportunity for students to access external welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If Whitehouse refers the student to external support services, Whitehouse will not charge for the referral.</li> </ol>

	<ol style="list-style-type: none"> <li>6. Whitehouse has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. Our G002 Critical Incident Policy ensures the interests of the student are managed appropriately and shows that Whitehouse is prepared for such incidents and has a clear protocol to follow in what can be challenging circumstances. See G002 Critical Incident Policy and Procedure.</li> <li>7. Whitehouse designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of Whitehouse’s support services.</li> <li>8. Whitehouse provides enough student support personnel to meet the needs of the students enrolled with the College.</li> <li>9. Whitehouse ensures that its staff members who interact directly with students are aware of Whitehouse’s obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.</li> <li>10. Whitehouse: <ul style="list-style-type: none"> <li>• provides appropriate and well-informed support services including study and learning advice and help, language assistance for meeting and dealing with course requirements, attendance, and welfare issues</li> <li>• maintains and delivers up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources</li> <li>• makes accessible to students’ information on institutional complaints and appeals procedures</li> <li>• regularly reviews and delivers a comprehensive orientation program that includes all of the above as well as information on course progress and attendance Visa conditions</li> <li>• provide welfare-related internal support services at no cost to the students including referrals to any external services.</li> </ul> </li> </ol>
<p><b>Relevant Legislation</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2015</a></li> <li>• <a href="#">ESOS Legislative Framework</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000 (ESOS)</a></li> <li>• <a href="#">Standards for Registered Training Organisations (RTOs) 2015</a></li> <li>• <a href="#">2016 Higher Education Support Act (2003)</a></li> <li>• <a href="#">Commonwealth Register of International Courses for Overseas Students (CRICOS)</a></li> <li>• <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> <li>• <a href="#">Department of Fair Trading (Victoria) (NSW)</a></li> <li>• <a href="#">Administrative Appeals Tribunal</a></li> </ul>
<p><b>Key Related Documents</b></p>	<p>Student handbook</p> <p>Privacy Policy</p> <p>Privacy Procedure</p> <p>Student Grievances and Complaints Resolution – Non-Academic Policy</p> <p>Student Grievances and Complaints Resolution – Non-Academic Procedure</p>

	<p>Critical Incident Policy</p> <p>Critical Incident Procedure</p> <p>Code of Conduct</p>
<b>Responsible Officer</b>	Executive Directors
<b>Approval Authority/ Authorities</b>	<p>Board of Governors</p> <p>Academic Committee</p>
<b>Date Approved</b>	02/05/2019
<b>Date of Commencement</b>	03/05/2019
<b>Date for Review</b>	02/05/2022
<b>Documents superseded by this Procedure</b>	<p>005 Student grievances and complaints resolution non-academic policy and procedure January 2013</p> <p>008-001 Student Grievances Policy</p> <p>008-001 Student Grievances Procedure</p>
<b>Amendment History</b>	<p><b>02/2019</b></p> <p>Formatting, English Language Requirements and Assistance Available</p> <p><b>05/2018</b></p> <p>Re-branding – Header &amp; Footer only</p> <p><b>12/2016</b></p> <p>Policy and Procedures separated. Updated formatting and minor amendments</p> <p>Hyperlinks updated</p> <p><b>12/2013</b></p> <p>Changed formatting - included procedure and policy in one document</p> <p>Changed title</p> <p>Major adjustments and inclusions to policy wording</p> <p>Material changes have been made. Delete ACPET</p> <p>Add external agencies</p> <p><b>25/1/2013</b></p> <p>Approved</p> <p><b>19/09/20 12</b></p> <p>Prior Approval</p>

<b>Signed and dated for Whitehouse Institute Pty Ltd</b>		<u>Leslie Taylor</u>	<u>2/5/19</u>
	<b>Signature</b>	<b>Name</b>	<b>Date</b>

INFORMAITON FOR PUBLISHING ON POLICY REGISTER	
<b>Category</b>	Governance
<b>Stakeholders</b>	Academic Board Executive Management Academic Staff Administration Staff Students