

Procedure Name	STUDENT SUPPORT SERVICES PROCEDURE
Procedure Number	G018_PR (Governance)
Purpose	This procedure details the steps the Whitehouse Institute of Design, Australia (Whitehouse) will take to determine and provide support services to students.
Scope	This procedure has responsibilities and requires actions by the following: <ul style="list-style-type: none"> • Students • Whitehouse Staff and Stakeholders.
Procedure	<p>Support Provided</p> <ol style="list-style-type: none"> 1. Arrival in Australia For international students, Whitehouse can arrange for students to be met at the airport and taken to their accommodation. Each student needs to indicate the need of this service when submitting their enrolment form. 2. Orientation and Transition Support All students go through an orientation program on day one, during their first week at Whitehouse. The orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne/ Sydney. Contents of orientation program include: <ul style="list-style-type: none"> • orientation to Melbourne/ Sydney and a tour of Whitehouse • details of the course, timetable, staff members contact details • welfare and academic issues • details of other student services and support available in the Student Handbook • Information on other support available e.g. Legal, emergency and health services available • a copy of Student Handbook • overseas Students are required to attend an additional orientation which further supports students with adjusting to study and life in Australia, as required in Standard 6 of The National Code 2018. At this overseas student orientation, students are provided with: <ul style="list-style-type: none"> • a copy of International Student Orientation Handbook • a copy of the International Student Support Services fact sheet which covers the required information in Standard 6.1.1 of The National Code 2018. <p>When an international student completes orientation, they are asked to sign a student induction checklist which is filed in the student's file.</p> 3. Student Handbook All students are provided with a copy of the student handbook during their first week at Whitehouse. It contains information on: <ul style="list-style-type: none"> • Services, facilities and resources available to students • Visa requirements for international students • where to access Whitehouse Policies and Procedures • Other relevant information in assisting students to adjust to life and study in Australia.

4. Student Services Support

Whitehouse has staff designated to support students. Reception is open daily from 8:30am –5.00pm Monday to Friday. Students are free to approach any Whitehouse staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.

The official point of contact for students is Reception, where they will be directed to most appropriate staff member and who has access to up to date details of Whitehouse's support services.

For emergency support after hours, students are advised to ring the staff member nominated for Melbourne or Sydney campus nominated for the particular Year. This is updated for each year with their contact details available in the Student Handbook.

5. Academic, Language and Learning Support

Academic support is the responsibility of the Lecturers / Teachers and Librarians. Students are advised to approach their Lecturers, Teachers or Course Coordinators if they need assistance in meeting course requirements.

These staff members can assist students with the following:

- Study Assistance Programs
- Timetables
- Learning Support Strategies
- Academic Questions/Issues
- English Language Support

6. Student Welfare Services

Whitehouse has designated a staff member as student support contact at each campus to provide a basic counselling service to all students. This service aids students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature.

The student support officers are available to international students to help them access study support and welfare-related services such as:

- Legal Services – Whitehouse can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
- Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. Whitehouse will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with Reception as the first point of contact to determine the way forward. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform Whitehouse as soon as appropriate.
- Facilities and Resources – At orientation students are given a guided tour of the campus and all Whitehouse facilities and during that process they will become aware of all the resources available to them.

- English Language Support – At orientation the students are introduced to the campus Library. The campus librarians are available for academic research, study assistance and English Language Support for academic purposes if required.
- Complaints and resolutions processes – The Student Grievances & Complaints Resolution policy and procedure is detailed on the website and made available from administration at any time. The policy is specifically explained both in the Student Handbook and during orientation.
- Any student Visa condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their Visa conditions. Specifically, the expectations for course progress and attendance (for ELICOS students) are laid out in the Student Handbook and explained during orientation.

Whitehouse can also refer students to an external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Whitehouse has an agreement in place with, Counselling in Melbourne, that supports students for 3 free sessions of counselling per student. This is paid for by Whitehouse at no additional charge to the student. If the professional psychologist recommends further treatment, a referral from this external professional is free, but additional counselling services (outside of the 3 free sessions) will be paid for by students.

In addition to the normal support services, international students can be provided with a range of specialist services such as assistance with resume-writing and looking for part-time work through the Whitehouse industry network. Students have access to welfare-related support services to assist with issues that may arise during their study, including program progress, attendance requirements and accommodation. These services are made available to all Whitehouse students.

Whitehouse also has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

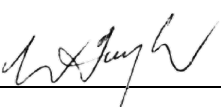
For further information see Critical Incident Policy and Procedure.

Accessing Support Services

1. All students will have access to our student support services through Reception as the first point of contact. The Receptionist will then arrange for the appropriate staff member to liaise with the student. The staff member will have access to available student welfare services available locally.
2. Where the nature of the concern is beyond the staff member's experience and abilities, the student will be referred to an appropriate person for professional assistance
3. The staff member will respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
4. The staff member will assist with accommodation or general welfare issues, through providing appropriate advice and direction. The staff member is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc) as they see fit

	<ol style="list-style-type: none"> 5. The staff member will detail the student support services provided to each student and ensure details of services provided are placed on the students file. 6. Academic counselling is provided by the relevant Course Coordinator or delegate who is responsible for monitoring all aspects of student academic progress. Discussion notes, outcomes and follow up action are recorded in student files. 7. Lecturers / teachers will report to the relevant Course Coordinator any concerns they have about changes in a student's behaviour, attitude, health or general demeanour for immediate follow up. 8. In circumstances requiring personal counselling and where there is no qualified counsellor employed as a staff, the staff member will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. The staff member will ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary. Recommended agencies are listed below: Counselling Referral Agency: Associated Counsellors & Psychologists Sydney Phone; 02 8205 0566 admin@counsellingsydney.com.au Counselling in Melbourne Phone: 0429 139 725 greg.redmond@counsellinginmelbourne.com.au 9. The Executive Directors will ensure that the student support services are reviewed regularly in Academic Committee Meetings and Executive Management Committee Meetings and corrective actions are applied as appropriate.
<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2015 • ESOS Legislative Framework • Education Services for Overseas Students Act 2000 (ESOS) • Standards for Registered Training Organisations (RTOs) 2015 • 2016 Higher Education Support Act (2003) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Department of Fair Trading (Victoria) (NSW) • Administrative Appeals Tribunal
<p>Key Related Documents</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>

Responsible Officer	Executive Directors
Approval Authority/ Authorities	Board of Governors Academic Committee
Date Approved	02/05/2019
Date of Commencement	03/05/2019
Date for Review	02/05/2022
Documents superseded by this Procedure	005 Student grievances and complaints resolution non-academic policy and procedure January 2013 008-001 Student Grievances Policy 008-001 Student Grievances Procedure 003.008 Student Misconduct Policy 003.008 Student Misconduct Procedure Assessment Appeals Procedure
Amendment History	<p>02/2019 Inclusions of support services to overseas students with reference to The National Code 2018.</p> <p>05/2018 Re-branding – Header & Footer only</p> <p>12/2016 Policy and Procedures separated. Updated formatting and minor amendments Hyperlinks updated</p> <p>01/2013 Changed formatting - included procedure and policy in one document Changed title Major adjustments and inclusions to policy wording Material changes have been made. Delete ACPET Add external agencies</p> <p>25/1/ 2013 Approved</p> <p>19/09/2012 Prior Approval</p>

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

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