

Policy Name	STUDENT WELLBEING AND SUPPORT SERVICES POLICY
Policy Number	G018_PO (Governance)
Purpose	To provide clear information on the wellbeing advice and support services available to students to help them succeed in the course they are enrolled in.
Scope	<p>This policy is for all Whitehouse enrolled students at all its campuses.</p> <p>This policy applies to Whitehouse staff involved in the provision of timely and accurate advice on student support services.</p> <p>This policy relates to:</p> <ul style="list-style-type: none"> • The Higher Education Framework (Threshold Standards), 2015, Standard 2.3.1 to 2.3.4 • The Standards for RTOs 2015, Standards 1, 4 and 5, and • the ESOS Act 2000 and The National Code 2018, Standard 6 for international students.
Policy Statement	<ol style="list-style-type: none"> 1. Whitehouse is committed to providing clear information about support for students' wellbeing from the moment of course inquiry to the enrolment application process, transition into adult learning and successful course completion. Whitehouse supports all enrolled students in their adjustment to campus study and, for international students support for adjusting to life in Australia, so they can make satisfactory academic progress and achieve their individual learning goals and course learning outcomes (refer to sections 1 – 3 of the Procedure) 2. All Whitehouse staff are required to follow the relevant ASQA regulations, TEQSA standards and ESOS framework. 3. Whitehouse provides fair and equitable access to quality resources that enable support for student wellbeing during the transition from school, work or life into a new learning environment and culture. These include: <ol style="list-style-type: none"> 3.1 Academic Staff: Teacher / Course Co-ordinator / Academic Director <ol style="list-style-type: none"> 3.1.1 Support student learning 3.1.2 Development of an individual learning plan for students at risk 3.2 Student Administration Staff & Assigned Support Staff (e.g. Welfare Officer under point 5. in the Procedure). The following support services are detailed under point 8. in the Procedure: <ol style="list-style-type: none"> 3.2.1 Campus facilities and resources 3.2.2 Tuition Fees & Loans 3.2.3 Legal & Financial matters 3.2.4 Visa conditions for international students 3.2.5 English language support (section 9 of the Procedure) 3.2.6 Accommodation 3.2.7 Emergency, Health & Wellbeing services (section 6 in the Procedure) 3.2.8 Complaints and resolutions 3.3 Clearly written and up to date policies, procedures, codes and handbook which explain the rights and responsibilities of students and staff, learning and teaching practices, and support for student learning and completion.

	<ol style="list-style-type: none"> 3.4 Clearly written and up to date information about courses, course requirements, assessment criteria, and broader communication with students 3.5 Technology and equipment 3.6 Library & Librarian in each campus 3.7 Online learning management system (Google Classrooms) 3.8 Whitehouse Website and Student Portal 3.9 Orientation day program & regular assemblies. <ol style="list-style-type: none"> 4. Whitehouse students are free to discuss issues that are concerning them and may be impacting their wellbeing, attendance and /or impeding their academic progress with relevant staff in confidence (Refer to section 12. Accessing Support Services – Protocols in the Procedure) 5. Whitehouse ensures that students have information about, and access to relevant external support services to help them address social issues that may impact their wellbeing. These services are listed in points 11 and 12 of the Procedure and on the Whitehouse Website at: https://whitehouse-design.edu.au/student-portal/student under Student Wellbeing Services Note: Privacy, grievance and complaints resolution, and critical incident processes are covered by separate policies and procedures. 6. Whitehouse understands that students will have varied support needs and conducts risk assessments and implements preventative, mitigation or management controls and strategies for the risks identified to student wellbeing. 7. Matters relating to Critical Incidents are dealt with by the <i>G002 Critical Incidents Policy and Procedure</i> which place the interests and wellbeing of the student at the forefront. Refer Whitehouse website at: https://whitehouse-design.edu.au/policies-procedures/ 8. All information disclosed is treated with strict confidence and placed on the student file. 9. The Executive Directors ensure that the student support services are reviewed regularly by the Whitehouse Executive Management Committee (EMC) and corrective actions are applied as appropriate
<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021, Standards 2.3.1 to 2.3.4. TEQSA Guidance Note: Wellbeing and Safety, ver.1.2 https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety • Standards for Registered Training Organisations (RTOs) 2015 • ESOS Legislative Framework • Education Services for Overseas Students Act 2000 (ESOS) • 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 • https://www.education.gov.au/aus-student-wellbeing-framework

Key Related Documents	<ul style="list-style-type: none"> • Code of Conduct • Privacy Policy and Procedure • Access and Equity Policy and Procedure for Students • Student Grievances and Complaints Resolution, Non-Academic - Policy and Procedure • Critical Incident Policy and Procedure • Student Handbook. • Student Wellbeing Support (Form)
Definitions	<p>The following definitions apply for the purpose of this Policy:</p> <p>Support Services – refer to:</p> <p>(i) internal information and advice (using various internal communication forms and media) provided to students by Whitehouse (refer Student Handbook)</p> <p>(ii) internal support services related to the student journey from application to graduation, as detailed in this and related Whitehouse Policies and Procedures</p> <p>(iii) information and advice about support related to external services, as detailed in this and related Whitehouse Procedures.</p> <p>Student Well Being - a sustainable state of positive mood and attitude, resilience, and satisfaction with self, relationships and experiences at school. Student wellbeing is described as pervasive in that it affects most aspects of a student's functioning at school.</p> <p>https://www.education.gov.au/student-resilience-and-wellbeing</p>
Responsible Officer	Executive Directors
Approval Authority/ Authorities	Academic Board Board of Governors
Date Approved	26/05/2020
Date of Commencement	27/05/2020
Date for Review	26/05/2023
Documents superseded by this Procedure	N/A
Amendment History	<p>02/2020</p> <p>Amended title to include ‘wellbeing’, given its primacy by the national regulators</p> <p>Updated Purpose and Scope statements with reference to the relevant legislation. and advice on external support services.</p> <p>Revised and updated Policy Statement with reference to and alignment with the relevant RTO and TEQSA standards.</p> <p>Added URL link to Whitehouse Student Portal of the Whitehouse website for related Policies</p>

and information
 Updated the related legislation and Key Documents sections; checked URL links.
 Added definitions.

02/2019
 Formatting, English Language Requirements and Assistance Available

05/2018
 Re-branding – Header & Footer only

12/2016
 Policy and Procedures separated. Updated formatting and minor amendments
 Hyperlinks updated

12/2013
 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

25/1/2013
 Approved

19/09/2012
 Prior Approval

**Signed and dated
 for Whitehouse
 Institute Pty Ltd**



Leslie Taylor

26/5/2020

Signature

Name

Date

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