Student Support and Welfare Services Policy

Purpose and Legislative Background

Project Controls Institute, Australia (PCI) ensures all learners have access to industry-relevant resources and environments that reflect real workplace conditions. Learner needs are systematically assessed, and tailored support is provided and reviewed throughout the learner journey to ensure successful progression and completion.

Purpose of the Student Support and Welfare Policy is to nurture an environment which is conducive to effective learning and in which each student feels safe and supported and contributes in a positive manner to Project Controls Institute, Australia community. This policy emphasizes college's commitment to supporting student learning and well-being and promoting a positive learning environment for all involved.

This policy provides a student support mechanism that not only provides academic and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their study.

Scope

This policy applies to all current and prospective students both International and Domestic at (PCI).

Policy

Project Controls Institute, Australia is committed to providing appropriate support and welfare services to students to enable and provide them an environment, in which each student feels safe and supported, and contributes in a positive manner to Project Controls Institute, Australia community.

Project Controls Institute, Australia shall ensure that appropriate student support services are available to assist students in completing their studies and reaching their academic goals.

Project Controls Institute, Australia is committed to providing and maintaining an environment that is without risks to the health, safety and security of Project Controls Institute, Australia employees and students. Project Controls Institute, Australia will achieve this by:

- Developing and implementing a Health and Safety Policy.
- Developing and implementing policies on procedure to prevent and deal with any form of discrimination, harassment, or vilification of college employees and students.
- Upholding the Student Code of conduct.
- Appointing an OHS/WHS representative.
- Appointing a Student Support Officer to address academic support and welfare related services.
- Providing referrals to external counselling services to students to deal with issues that are not within college's expertise, scope, or authority.
- Keeping students abreast of any general security issues or concerns (relevant to international students in particular) as observed in media, or government announcements; and providing relevant information as appropriate.
- Monitoring student course progress and providing academic and administrative support to all the students within college's policy framework to enable them to achieve their academic objectives

Student Handbook

- All current and prospective students will be provided with a Student Handbook containing all the essential information to adjust to life in Australia including external resources for international students, college facilities and resources to help them with their studies.
- A copy of the Student Handbook will also be available on college's website.

Student Support Officer

- Project Controls Institute, Australia will appoint a full-time, on-campus Student Support Officer to provide student support services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management. Student Support Officer will also coordinate learning and academic support services in consultation with the Academic Manager.
- Students will need to make an appointment to meet the Student Support Officer. Urgent matters will be attended to promptly on advice of the front desk (initiated by the student) or college staff members.
- Academic and learning support needs will be referred to the Academic Manager. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities, and will maintain a regular communication with the students to obtain feedback. When needed, Project Controls Institute, Australia shall consider appointing/delegating an academic staff as the Learning Support Office based on the student needs analysis and review of the feedback. This position will dedicatedly assist and support students with academic issues and preparation; including writing, learning, and research skills under supervision of the Academic Manager.
- Counselling services and other external referrals will be arranged if deemed appropriate by the Student Support Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by the students.
- All students are required to attend an orientation day at the beginning of their studies. The Student Support Officer shall discuss the provision or support services and how best the students can avail these services during their studies at Project Controls Institute, Australia.

Academic and Learning Support

- Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their program or completing within the expected duration. Project Controls Institute, Australia will, accordingly, provide an ongoing academic support to students in form of Language, Literacy and Numeracy (LLN) programs or referrals to these programs if needed, course progress intervention and academic support if deemed at risk of not completing the course on time, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties.
- Students can access college's student support services by approaching either the Student Support Officer or any staff member in their immediate contact.
- All students will have an unequivocal access to college resources and an equal opportunity to access college programs, services and resources, including Information Technology (IT), library, course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records

Students with LLN Needs

- LLN needs may be identified through pre-enrolment and pre-training assessments, during student orientation, and/or trainer/assessors' recommendations. Project Controls Institute, Australia will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities over the duration of the program. Project Controls Institute, Australia's Language, Literacy, and Numeracy (LLN) Policy further supports these needs.
- For all learners, LLN are key underpinning skills that will support their vocational learning, the development of their employability skills and their workplace communication skills whatever level of course or training they are doing (The Crux of the Matter, DETT, 2011). Accordingly, Project Controls Institute, Australia will embed LLN principles within its delivery and learning and assessment tasks.
- Project Controls Institute, Australia uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels.
- Project Controls Institute, Australia may refer students to appropriate levels of English language programs within the RTO or external providers depending on the specific needs/requirements of the student.

Students with Disability

- Project Controls Institute, Australia acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disability.
- Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact Academic Manager and bring supporting documents for consideration of disability (e.g. a letter from your treating professional).
- Reasonable adjustments to training and assessment methods are made using the following principles (Ref: ACARA):
    - Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged as a result of disability.
    - The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
    - Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. students with disabilities are still required to demonstrate a pre-determined level of ability in relation to essential competency requirements.

Students Hardship

- The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review their workload or other related matters.

  To make a request, a student will be required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:
    - Financial hardship: Financial documents, pay slips or bank statements which indicate financial status;
    - Medical grounds: Medical certificates stating nature of condition, duration;
    - Family Situation: Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation.
- Student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

Information to Students

Information on student support services, and procedures for accessing these services, including contact details of the Student Support Officer will be made available to all the students through;

- Student Handbook
- Project Controls Institute, Australia Website
- Student Orientation Program

The Student Support Officer shall ensure that up-to-date information is available for student support services and that any contact details provided are current.

Students may access the Student Support Officer directly (e.g. email, phone), by contacting any administrative staff, Academic Manager, or via the front desk. The front desk shall also assist with organising appointments as soon as practicable.

Review and Continuous improvement

In order to ensure that the Project Controls Institute, Australia has support services for students that are appropriate in scope and quality for the capacity of the Project Controls Institute, Australia and mode of delivery of its programs, Project Controls Institute, Australia shall implement a regimen of regular review and feedback from various stakeholders to monitor the efficacy of the availability and accessibility of the support services and action enhancements and improvements where necessary.

Stakeholder Feedback

Regular stakeholder feedback through the use of survey instruments will inform the Project Controls Institute, Australia when reviewing the adequacy of its support services through the following process:

- A survey of students is conducted for selected programs during each study period that will include a section on the quality of the Project Controls Institute, Australia's support services soliciting suggestions on any improvements which might be made to improve the student experience.
- The QA Committee will review the surveys, analyse the feedback and summarize any issues raised in regard to support services and make appropriate recommendations to the CEO.
- The CEO will meet formally and informally with the Student Support Officer to discuss any issues raised and to formulate possible strategies for improvement.
- The Student Support Officer will recommend any improvements to support services to the CEO for action.
- All improvements that have been recommended by the Student Support Officer to the CEO for action will be discussed by the Senior Management Committee and allocated to a responsible person for completion within an agreed timeframe.
- Outstanding actions will be monitored by the Senior Management Committee until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of support services, the CEO will include it in their report to the Board of Directors in conjunction with a request for additional funding.

Ongoing Review

The Senior Management Committee will continuously review the efficacy of support services in their areas of responsibility through the following process:

- Each member of the Senior Management Committee will be required to report at each meeting on any issues related to support services that have arisen since the previous meeting. This will be a standing item on the agenda for meetings of the Senior Management Committee.
- Where improvements to the Project Controls Institute, Australia's support services need to be addressed, any actions required will be decided upon by the Senior Management Committee and will be allocated to a responsible person for completion within the agreed timeframe.
- Outstanding actions will be monitored by the Senior Executive Committee until evidence of completion.
- Where amounts not allocated in the budget are required for the improvement of facilities or resources, the CEO will include it in their report to the Board of Directors in conjunction with a request for additional funding.

Management Action and Responsibility

The Academic Manager (AM) is responsible for planning, implementing, and monitoring learning and academic support services.

Student Support Officer is responsible for the overall implementation of this policy and will be the official point of contact for overseas students. Student Support officers need to report any gaps identified in student support services required by the students and report the same to Operations Manager. Student Support Officer and Academic Manager to organise appropriate support for the student if identified during the LLN assessment.

CEO has overarching responsibility for this policy.

Responsibilities of Project Controls Institute, Australia includes:

i. It should provide complete access to Academic Manager about the support services provided to students;
ii. Should have enough staff to serve the needs of enrolled students.

Student Support and Welfare Services Policy

Definitions

Critical Incident Policy: Critical incident refers to a traumatic event which causes stress, fear or injury to the enrolled student, irrespective of whether such event occurred within or outside Australia and does not include academic misconduct. The detailed compliance requirements for this policy are specified in "Critical Incident Policy and Procedure".

Student: Means a learner, enterprise or organisation that uses or purchases the services provided by an RTO.

Student Support Services: Means the services provided by a RTO to clients in order to assist and support the successful achievement of learning outcomes. Services may include (but are not limited to):

- Study support and study skills programs;
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information technology (IT) support;
- Learning materials

Welfare Related Services: Services which address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations (RTOs) 2025
- Commonwealth Human Rights and Equal Opportunity Commission Act 1986
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Disability Standards for Education 2005
- Equal Opportunity Act 1995