



**RTO CODE: 40749**

**ABN: 42 163 146 978**

# Student Support and Welfare Policy and Procedure

## 1. Purpose

The purpose of this policy and procedure is to outline the principles Headway Education will adhere to in providing support to students to ensure their welfare, safety, wellbeing and security to maximise their experience.

## 2. Scope

This Policy and Procedure applies to all students and relevant staff at Headway Education.

## 3. Policy

Headway Education views a student's welfare as their physical, emotional, mental, intellectual, cultural and social wellbeing. Headway Education has a duty of care to ensure the welfare of all students and to ensure that they are safe and secure while on campus. Headway Education also provides support and advice to enable students to maintain their welfare, safety, wellbeing and security when they are not on campus.

Headway Education acknowledges and embraces the diversity of students and understands that different students require various levels of support and assistance. Headway Education provides support to students to allow them to achieve success in their academic endeavours.

To ensure the best possible support for the welfare of students, Headway Education will provide:

### **Academic support which includes:**

- Direct support from trainers and assessor in form of one-on-one session
- Language, literacy and numeracy support
- Early intervention for students who need support

### **Administrative support which includes:**

- Orientation
- Information and resources in relation to support services
- Assistance with enrolment

### **Technology support which includes:**

- Access to internet and network
- IT and software support for resources provided by Headway Education

### **Personal support which includes:**

- Counselling support
- Health issues
- Welfare and disability support

**Disability support which includes:**

- Reasonable adjustment to training and assessment for students with disability
- Reasonable adjustment to facilities for students with disability

All staff will be educated on regular basis by the Compliance Manager to encourage students with academic or personal support needs to access support from relevant internal and external support services. These processes will be outlined in the Student Support and Welfare Procedure.

## 4. Procedure

The Student Support and Welfare Procedure sets out the following key areas of support that will be provided to students:

- Academic support
- Administrative support
- Technology support
- Personal support
- Disability support

### a) Privacy

In providing support to students, they may disclose personal or private information to Headway Education. The student's Privacy will be respected, and the information will be handled in accordance with the *Privacy Policy*. Student information will remain confidential except where the information is required to be provided by law, or where the student's or someone else's health, safety or security are at immediate risk.

### b) Identification of Individual Student Needs

Headway Education will monitor various aspects of each student's engagement to identify students who require support. This monitoring will be both formal and informal. Headway Education, at a minimum, will use the following methods to identify students who may require support:

- Student academic performance reporting
- Staff observations of student behaviour
- Student progression data
- Student attendance and absenteeism reporting
- Complaints from students or staff
- Students approaching staff requesting support for themselves or other students

Once Headway Education identifies that a student requires support, the nature of the type of levels of support will be outlined. This will be communicated with the student to ensure that they understand what support is being offered, and what outcomes Headway Education expects with the provision of the support.

Were required, more than one support mechanism may be offered to a student at the one time. This may be due to the different factors which have led to the student requiring support and may include a combination of academic and non-academic support. Headway Education wants to take a holistic approach to ensure that students overall needs are being met.

### **c) Academic Support**

Headway Education will offer academic support to students if the need is identified. Academic support includes the following, but not limited to;

- One on one sessions with trainers and assessors
- Language, literacy and numeracy support
- Early intervention for students identified as at risk

Headway Education trainer and assessors will provide academic support to the student outside of the normal scheduled class times. If required, and where reasonable, Headway Education may seek external assistance to provide specialist academic support to a student.

Academic support may be provided on a one to one basis, or where appropriate, in a group setting.

### **d) Administrative and Technology Support**

Headway Education will offer administrative and technology support to all students requiring it. This includes the provision of information or services prior to students encountering difficulties. Headway Education wants to be proactive in support services offered to students to reduce remedial actions at a later stage. Examples of administrative and technology support that Headway Education will offer to students includes, but not limited to, the following:

- Orientation services
- Information and resources in relation to support services
- Assistance with enrollment
- Access to internet and network
- IT and software support for resources provided by Headway Education

### **e) Personal Support**

Headway Education will seek to identify students requiring personal support, ensuring that early intervention is provided to protect the welfare and wellbeing of the student. Staff and students are encouraged to be alert to students who are consistently disruptive, aggressive, intimidating or may be in breach of the Code of Conduct.

A student may be identified as requiring personal support and intervention where their physical or mental welfare and wellbeing is at risk. This may be linked to academic performance, but poor academic performance alone should be dealt with the relevant policy

and procedure.

If a student is identified as requiring personal support, staff (within the limits of their personal and professional experience or training) will need to assess the student's individual needs. Where support is available internally, Headway Education staff will provide support to the student. Where Headway Education staff do not possess the skills to adequately provide support to the student, Headway Education will obtain external specialist support to protect the welfare and wellbeing of the student.

Personal Support available to students will include:

- Counselling for non-academic matters
- Assistance for students transitioning into their course
- Assistance with health issues
- Welfare and disability support
- Providing information regarding specialist services such as accounting and legal

All staff will be responsible for monitoring student behaviour and identifying incidents or students which require Headway Education's to provide personal support. Once Identified, the Compliance Manager will be responsible for ensuring that identified students receive the appropriate support services.

#### **f) Disability Support**

Headway Education wants to ensure that students who have disability are afforded every opportunity to succeed in their academic endeavours. Reasonable adjustments will be made for students who have been identified as requiring disability support.

During the enrolment process, students are asked if they have disabilities or a long-term medical condition that may require additional support from Headway Education. Students identified as requiring additional disability support will be consulted to determine what reasonable adjustments Headway Education can provide to the student.

Where a student has been identified as requiring additional disability support, it will be the responsibility of the Compliance Manager to assess whether Headway Education would be able to provide the required support to the student.

Reasonable adjustment for a student with a disability could include:

- Reasonable adjustment to the training and assessment
- Reasonable adjustment to facilities for students with a disability
- Assistance in obtaining education materials in alternative formats

All staff will be instructed to encourage students with academic or personal support needs to access support from relevant internal and external support services.

## **5. Complaints and Appeals**

Students have the right to lodge a formal complaint if they are not satisfied with the support and welfare services offered at Headway Education. All complaints must be made in writing or by a different method as agreed between the applicant and Headway Education.

Students have the right to appeal a decision if they are not satisfied with the outcome finalised by the Headway Education in relation to their complaint.

All appeals must be made in writing or by a different method as agreed between the applicant and Headway Education.

For more information about how your appeals are handled, please refer to the relevant Staff Complaints and Appeals Policy and Procedure and Student Complaints and Appeals Policy and Procedure.

## **6. Review**

This policy and procedure will be reviewed once every two years or earlier, if required.