

STUDENT WELFARE AND SUPPORT PROCEDURE

1.0 Purpose

The purpose of this procedure is to outline the actions by which CG Spectrum Institute (**CGSI**) ensures a consistent and supportive response to the welfare needs of prospective and enrolled students in its accredited higher education courses. Students are provided with information on how to access appropriate welfare, disability, health, legal, advocacy, accommodation and academic support services when needed. CGSI is committed to ensuring students with disabilities and special needs are provided with the opportunity to fully participate and succeed in their studies.

This procedure is in accordance with the Higher Education Standards Framework 2021 (HES).

2.0 Scope

This procedure applies institute wide to all staff members and prospective and current students.

This procedure is aligned with the *Student Welfare and Support Policy*.

3.0 Definitions

Term	Definition
Disability	refers to any permanent or temporary condition that affects a student's capacity to study and meet course requirements.
Health	means both physical and psychological well-being.
Student Welfare	means any matter that impacts on the physical, mental and emotional wellbeing of students and interferes with their study.
Special needs (or additional needs)	is a term used to describe individuals who require assistance for disabilities that may be physical or psychological.
Reasonable Adjustment	means an action or adjustment taken to ensure equal opportunity for students with a disability.

4.0 Responsibilities

All **CGSI staff members** are responsible for **identifying and referring** students who may need additional support to the Dean Learning and Teaching or Course Coordinator, as appropriate.

The **Dean Learning and Teaching** is responsible for overseeing the work of the **Student Support Manager** to ensure that they are effectively responding to the wellbeing and safety needs of students, by:

- monitoring the general wellbeing and safety of students through consultation with other staff;
- referring students in need of academic study skill development, professional counselling, mental health, welfare, legal, advocacy, and/or health assistance to CGSI's preferred suppliers of support services. If CGSI does not have a preferred supplier in or near the location of the student, the Dean Learning and Teaching shall ensure appropriate enquiries are made to locate reputable support services in that location;
- ensuring staff are aware of CGSI's preferred support services for students and that the Student Support Manager is the overall point of contact for international students; and
- assisting students with disabilities with reasonable adjustments and accommodation in their study and ensuring that CGSI operates within the *Disability Discrimination Act 1992 (Cth)* and the *Disability Standards for Education 2005*.

The **Course Director** is responsible for **active follow up** with students who are showing 'at risk' indicators, including those students who are failing to attend class, log on or access the LMS regularly and/or failing to submit assessment tasks on time.

5.0 Procedure

1. The **Dean Learning and Teaching** shall maintain an up-to-date referral directory of preferred services and practitioners providing academic study skill development, professional counselling, mental health, welfare, legal, advocacy, and/or health assistance. Notwithstanding, it is acknowledged that CGSI provides its courses online to a domestic and international market and where no preferred suppliers and practitioners have been previously identified in or near the location of the student, the **Dean Learning and Teaching** shall ensure appropriate enquiries are made to locate reputable support services in that location.
2. The **Course Director** is responsible for providing new and current students with information on how to access support services via the following mechanisms:
 - the CGSI website;
 - the Learning Management System (LMS);
 - the Student Handbook; and
 - the online Orientation program.
3. The **Orientation program** introduces students to online resources and facilities and provides strategies to promote wellbeing and work/study/life balance.
4. The need for **reasonable adjustment** for students with special needs to enable them to participate and succeed in their studies is evaluated by the **Dean Learning and Teaching** on admission (if voluntarily disclosed), or later should special needs arise

during the course of their studies. Support is arranged on a case-by-case basis.

5. Students may contact and meet with the **Dean Learning and Teaching** or the **Student Support Manager** at any time to discuss their needs and the support available.
6. Information provided by students concerning special needs is kept confidential.
7. **CGSI staff members** are responsible for identifying and referring students in need of support to the **Dean Learning and Teaching** for timely follow up.
8. The **Dean Learning and Teaching** will discuss health, mental health, welfare, legal, or emotional concerns that may arise for students during their studies and will follow up with students after referrals have been made to suppliers of support services.
9. **Reasonable adjustment** for students with disabilities and referrals to support services, are documented confidentially in the students' records. All documentation shall be securely held by CGSI.

6.0 Related

Student Welfare and Support Policy

Students at Risk Policy

Students at Risk Procedure

Academic Integrity Policy

Academic Integrity Procedure

Student Records Management Policy

Privacy Policy

Data Protection Policy

Student Grievance Complaints and Appeals Policy

Student Grievance Complaints and Appeals Procedure

Critical Incident Policy

Critical Incident Procedure

Version Control

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Approved by:	Academic Board/BoD	Date:	Nov 2023
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Version	Change Notes		
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4.1	CRICOS minor adjustments 24/06/2021		
3.0. 3.1	Changes as requested		
2.1	Refinements arising from external review and logo added		