

Student Support and Welfare Policy

Version 2.2



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STATUS, DETAILS AND SUMMARY OF CHANGES

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VERSION CONTROL AND SUMMARY OF CHANGES

Version	Date	Description of Changes
1.0	01.06.2022	Introduction of the policy
2.0	01.06.2023	New version highlighting precise guidance on attendance and progress monitoring procedures along with legislative and regulatory references
2.1	04.10.2023	Update the face of the policy and procedure document and update scope
2.2	05.08.2024	Updated the footer



Purpose

The purpose of this policy is to outline the support services available to students at APSLEY College, ensuring their well-being, academic success, and overall satisfaction during their studies.

Scope

This policy applies to all students enrolled at APSLEY College, including international and domestic students across all courses and study modes.

Policy Statement

APSLEY College is committed to providing a supportive learning environment that enhances the academic, social, and emotional well-being of its students. The College recognizes the importance of a holistic approach to student welfare, offering a range of support services designed to assist students in managing both academic and personal challenges.

Key Support Services:

1. Academic Support:

- **Tutoring Services:** Additional tutoring is available for students who require extra help with their coursework.
- **Study Skills Workshops:** Workshops on time management, exam preparation, and research skills are offered throughout the semester.
- **Academic Advising:** Academic advisors are available to help students plan their course schedules, set academic goals, and navigate any academic difficulties.

2. Personal and Social Support:

- **Counseling Services:** Confidential counseling services are available to assist students with personal issues, including stress, anxiety, and other mental health concerns.
- **Student Mentorship:** Senior students or staff members are available to mentor new students, helping them adjust to college life and offering peer support.
- **Health Services:** Information and referrals to medical services are provided to ensure students have access to appropriate healthcare.

3. Welfare Support:

- **Financial Assistance:** Students facing financial difficulties can seek advice and support, including information on scholarships, payment plans, and emergency funds.



- **Accommodation Assistance:** Help is available for students seeking accommodation, including advice on finding suitable housing and understanding rental agreements.
- **Cultural and Social Activities:** The College organizes various cultural and social events to foster a sense of community and belonging among students.

4. International Student Support:

- **Orientation Program:** A comprehensive orientation program for international students covers important information about living and studying in Australia.
- **Visa and Legal Advice:** Assistance with understanding visa conditions and accessing legal support if needed.
- **Language Support:** English language assistance is provided for students who need help improving their language skills.

5. Crisis Support:

- **Critical Incident Management:** APSLEY College has a critical incident policy in place to respond to emergencies, ensuring the safety and well-being of students during such events.
- **Emergency Contacts:** Students are provided with emergency contact details for immediate assistance in crisis situations.

Procedure for Accessing Support Services

- Students can access support services by contacting Student Services or their academic advisor.
- Information about available services is provided during orientation and is also available on Moodle and the College website.
- Students are encouraged to seek support as early as possible to prevent issues from escalating.

Confidentiality: All student interactions with support services are treated with the utmost confidentiality. Information is only shared with relevant parties when necessary and with the student's consent, unless there is a risk of harm to the student or others.

Monitoring and Review: The effectiveness of the Student Support and Welfare Policy is regularly reviewed by the College's administration to ensure it meets the evolving needs of students. Feedback from students is encouraged and used to improve support services.



Responsibilities:

- **Student Services:** Responsible for coordinating and delivering student support services.
- **Academic Staff:** Responsible for identifying students in need of support and referring them to appropriate services.
- **Students:** Responsible for seeking help when needed and engaging with the support services offered.

Related Documents:

- Student Handbook
- Critical Incident Policy
- Academic Integrity Policy
- Complaints and Appeals Policy

Contact Information: For further information or to access support services, please contact Student Services at studentservices@apsley.nsw.edu.au

Review History

Revision	Date	Modification
1	March 2019	Original
2	January 2020	Updated of policy in accordance to standards. New Template with College branding.
3	March 2023	Reviewed and suggested to uplift the face
4	August 2024	Updated Footer

