

Policy Owner	Academic Director
Contact Officer:	Student Counsellor
Policy Number:	QTDPO016
Approved by:	Senior Management Group
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Related Policies:	Attendance Policy Assessment Policy Assessment Guidelines – Disability and Equity Complaints and Appeals Policy Critical Incident Policy Equal Opportunity Policy Occupational Health and Safety Policy Progress and Graduation Policy Risk Management Policy Underage Student (Minors) Policy
Related Documents:	ECC Brochure ECC Orientation Bag Checklist ECC Student Handbook Pre-departure Guide (https://www.edithcowancollege.edu.au/pre-departure) Web: Documents & Forms (https://www.edithcowancollege.edu.au/documents-and-forms); Web: Policies and Procedures (https://www.edithcowancollege.edu.au/policies)

1. Overview

- 1.1 The purpose of this policy is to ensure that all ECC students have access to appropriate academic and wellbeing support services and information as and when required.
- 1.2 This policy has been developed in line with ESOS Act 2000 and requirements of the National Code of Practice for Registration Authorities and for Providers of Education and Training to Overseas Students.

2. Organisational Scope

- 2.1 This policy applies to all ECC students. The services covered under this policy include the provision of counselling, advice and support regarding academic performance and student wellbeing.

3. Definitions

- 3.1 **ESOS:** Education Services for Overseas Students Act 2000.
- 3.2 **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- 3.3 **Wellbeing:** For the purpose of this policy 'wellbeing' refers to all matters pertaining to the physical, psychosocial, mental and personal health of students.

4. Policy Principles

- 4.1 ECC is committed to providing students with appropriate academic and wellbeing support maintenance services, information, advice and assistance to help them attain academic success and improve their personal well-being whilst undertaking a course at ECC.

- 4.2 Academic and wellbeing support services also aim to assist students to make the transition to living and studying away from home and in a university environment.
- 4.3 ECC recognises diversity of student learning needs and is committed to the wellbeing of all students.
- 4.4 As far as possible, ECC will give the best service we can to our students at the times that students are most likely to be able to consult with us

5. Policy Principles

- 5.1 ECC will provide the following academic and wellbeing support services:

5.1.1 Counselling Services:

Wellbeing Issues:

The Student Counsellor is available to discuss physical, mental, emotional or financial issues that may arise for students during the course of their studies. When appropriate, students may be referred by the Student Counsellor or relevant staff member to medical services available on ECU campus or other external or community services as required.

Academic Issues

Academic staff, the Student Counsellor and administrative staff will be available to support students by providing information, advice and/or guidance in regard to enrolment related issues, administration and procedure; academic progress; educational outcomes or pathways. For information on how students at risk of academic failure are identified and managed, refer to the *ECC Progress and Graduation Policy*.

Academic staff receive training in order to provide appropriate assistance to students. Where staff are unable, or it is not appropriate to provide help, the student will be referred to a relevant person and/or external support service.

The Student Counsellor facilitates and monitors students entitled to Reasonable Adjustment under the *ECC Assessment Guidelines – Disability and Equity*.

5.1.2 Academic Study Skills Support Services:

Current students of ECC have access to support services at no additional cost. The support sessions are aimed at assisting students with:

- English language comprehension, writing and presentation skills;
- Generic Study Skills (eg. time management, library research, essay writing and research);
- Academic Development Unit (ADU100)
- Numeracy Support;
- Course specific support via drop-in or scheduled sessions

- 5.2 *Steps to Success* is an Academic Study Skills one-day program available to all new students at Orientation.

5.3 IT Support

Students have access to IT support in office hours via itservicedesk@edithcowancollege.edu.au

5.4 Key Staff Hours of Availability

5.4.1 Key Staff

The Key Staff have been identified as:

- Welcome Centre staff
- Counselling staff – includes anyone who can give advice on financial matters, academic support, marketing/admissions matters, personal matters or directions on where to get advice for visa issues.

Should a student request a meeting within core time slots, staff will make all efforts to be available. Conversely, should a staff member need to see a student the appointment should ideally be scheduled for these core time slots wherever possible to minimise disruption to the

student's class schedules. Exceptions may apply to academic staff during periods when they are lecturing.

5.4.2 Key Staff Availability

The Welcome Centre opening hours are:

- Joondalup: 8:30 – 4:30pm Monday to Friday
- Mount Lawley: 8:00 – 4:00pm Monday to Friday

Key Staff are available for student consultations at the following core time slots:

- Monday-Friday: 10.00 -10.30am; 12.30 - 1.30pm and/or 3.00 - 3.30pm

5.4.3 Sessional Staff

Sessional academic staff are expected to be available for individual student consultation (on campus) for up to one hour per week per unit taught.

5.4.4 Academic Program Coordinators

Academic Program Coordinators are available for student consultations as scheduled on portal notices.

5.5 Access to Information

5.5.1 Students will be provided with up to date information on ECC's wellbeing, counselling, mental health and support services via the following mechanisms.

- Annual ECC brochure provides a summary and links to support services provided by the college. Most students access this publication prior to application.
- Pre-Departure Guide (for international students) includes information regarding accommodation, arrival procedures and adapting to life in Australia.
- Comprehensive orientation program designed to assist commencing students (domestic and international) with the transition to college and university life. This program includes information on how to access wellbeing and support services and resources available. Special attention is paid to the needs of international students, particularly minors. Refer to the *Underage Student (Minors) Policy*
- *Steps to Success* program at orientation covers goal setting, time management, assignment planning, logging into Moodle and the Student Handbook
- Online Student Handbook reiterates much of the information presented at orientation such as support services available, security/safety and ECC policies and procedures.
- Student leaders are recruited and trained to welcome, support and assist new students.
- Facebook and other Social Media provide information in accordance with Navitas' Social Media Policy.
- Course Planners designed to assist students with enrolment choices are available on the ECC website and are issued during orientation.
- Student Portal includes information on each enrolled unit as well as the Student E-Café which provides selected resources including:
 - Academic Learning Support (including Weekly Planner; Trimester Planning; Academic Resources; ECU Library Guides; Apps; Exam Skills)
 - Referencing and Plagiarism (including What is Academic Misconduct; Penalties for Plagiarism; Tutorials and Videos; Time Management)
 - English Language Support (Listening Skills, Writing and Grammar Skills; Quizzes; Speaking and Pronunciation Skills; IELTS Preparation)
 - Exams
 - Student Wellbeing (Counselling, Health Services and Security)
 - Sponsored Student
 - Living and working in Australia (ECC Online; Daily Living; Employment; Entertainment; Health)

5.5.2 Staff who interact directly with international students undertake relevant training to ensure they are up-to-date with current legislation. All staff are provided with a booklet on cultural awareness. Ongoing staff are also encouraged to undertake regular

professional development in areas including but not limited to: cultural awareness and first aid training (related to both physical and mental health issues).

5.6 Critical Incident Management

ECC has a comprehensive *Critical Incident Policy* to be enacted for any incident which has the potential to, or actually does, impinge upon the wellbeing of ECC students, staff or the college. ECC staff receive training in relation to this policy to ensure that we are alert and responsive to incidents which affect our students. To support this policy a proportion of staff are required to undertake training in Physical and Mental first aid procedures. For full details refer to the *Critical Incident Policy*.

5.7 Student Satisfaction

Surveys are conducted on a regular basis. The survey schedule is held and monitored by the Quality and Compliance Director.

Students may lodge complaints at any time via Complaints and Appeals Process. Formal complaints are dealt with according to the ECC *Complaints and Appeals Policy*.

6. Administrative procedures

6.1 ECC provides a policy library which details policies of particular importance to student life. Students are encouraged to view these at:

- Policies and Procedures (<http://www.edithcowancollege.edu.au/policies>)
- Documents and Forms (<https://www.edithcowancollege.edu.au/documents-and-forms>)

6.2 Any recommendations for process improvement or policy change arising will be forwarded the Senior Management Group for recording and consideration.

6.3 Any changes to this policy and related procedures will be communicated to staff via email. New staff will receive policy information during the induction process where it relates to their position.