

1.0 Purpose

- 1.1** This policy and procedure is designed to ensure that Brighton institute of Technology (BIT) acts responsibly in the provision of student services and provides welfare support when needed.

2.0 Responsibility

- 2.1** BIT as an organization is committed to creating awareness and access to a variety of student support services and ensuring that International students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.
- 2.2** The Student Support Officer, Student Administration Manager and Training Manager are responsible for the implementation of this policy.
- 2.3** Every member of BIT Staff will execute the procedural aspects of this policy. With specific matters dealt by specialized personnel.

3.0 Requirements

- 3.1** BIT will ensure that an age and culturally sensitive orientation programme is delivered and will include information regarding:
- legal services
 - emergency and health services
 - facilities and resources
 - complaints and appeals processes; and
- 3.2** BIT must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.
- 3.3** BIT will help students access study support and welfare-related services.
- 3.4** A contact officer or officers will be appointed as the official point of contact for students. The students will be informed about the contact officer on the day of the orientation.
- 3.5** BIT shall organise various student support activities (such as workshops, LLN support, Excursions, Field Trips). A three (3) year 'student support plan' will be developed and must be reviewed every year.
- 3.6** There must be a written critical incident policy and procedures that include follow-up action required in the event of a critical incident. Refer to P14. Critical Incident Policy and Procedure.

4.0 Support Provided at BIT

4.1 Orientation and Transition period

All students are required to participate in an Orientation Session on the first day at BIT.

The Orientation Session involves;

- Campus facilities etc.
- A tour of BIT campus
- Details of the course, timetable, staff members contact details

- Welfare and Academic issues
- Details of other Student Services and Support available in International Student Handbook
- Information provided about the first point of contact (contact officer) for student support.
- Information on other support available e.g. Legal, emergency and health services
- Student safety
- A copy of Student Handbook
- When a student completes orientation, they are asked to sign a student induction checklist, which is filed in the student's file.

4.2 Student Handbook

All students are provided with information on the link to the BIT website of the Student Handbook during their Orientation Session. The Student Handbook provides information on:

- Student support services available to them
- Services, facilities and resources available to students
- Assessment
- Recognition to Prior Learning
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Policies and Procedures

4.3 First class orientation

At the commencement of a student's, first class the BIT Trainer and Assessor will detail and explain the following:

Learning and assessment program
OH&S
Facilities and equipment
Assessment requirements
Attendance requirements
Questions

5.0 Facilities

Brighton Institute of Technology provides students with the range of facilities to enhance and support their learning experiences, Such as:

Staff and participants have access to:

- Learning resources (supplied to each participant)
- internet access
- Learning and assessment material and tools (supplied to all trainers/assessors)
- Equipment including computers, Microsoft Office, digital projectors, whiteboards, flip charts
- Simulated office environment at the institute
- Access to simulated documents as normally found in a workplace

P13. Student Support and Welfare Services Policy and Procedure (Domestic Students)

- Students are provided with a student handbook prior to enrolment in the course
- Spacious common room
- Kitchen facilities with Fridge, microwave, toaster, basic utensils and eating area.

For each unit a complete resource package is available for trainers, these consist of:

- Unit outline
- Mapping
- Session Plans
- Assessment and marking guidelines
- Assessment tools
- Trainer's guide

The Bourke Street facilities comprise:

- Three (3) theory rooms with overhead digital projectors operated by the trainer from a static desktop computer
- Two (2) computer labs with 34 desktop computers networked with full internet access
- Two (2) large reception areas
- Simulated café environment with an attached commercial kitchen

6.0 Student Support Services

- 6.1.1** The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from students.
- 6.1.2** BIT has a Student Services team designated to support students. Reception is open daily from 9.00am – 5.00pm Monday to Sunday.
- 6.1.3** Students are free to approach any BIT staff member for any help or make general enquiries, for example: directions, public transport and other day-to-day needs, banking, access to other services.
- 6.1.4** Students requiring additional assistance will be referred to the appropriate Institute staff, e.g. Student Administrator, Training Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- 6.1.5** There are also other staff members available to support students. Their contact details are available in the Student Handbook.

7.0 Academic, Language and Learning Support

7.1 Academic support is the responsibility of the trainers/training manager. Students are advised to approach their trainers, Course Coordinator, Student Support Officer or the Training Manager if they need assistance in meeting course requirements. The mentioned personnel can assist with the following;

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues

- LLN Support - Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.

8.0 Student Welfare Services

BIT has a designated Student Support Officer to provide a basic counseling service to all students. This service assists students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The student support officer is available to students to help them access study support and welfare-related services such as;

- Legal Services – BIT can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
- Facilities and Resources – At orientation students are given a guided tour of the campus and all BIT facilities. At this time, they will be given an explanation of all available resources.
- Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website www.bit.edu.au and made available from administration upon request.
- BIT can also refer students to external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

9.0 Student social activities and excursions

9.1 Students are given the opportunity to participate in a range of social activities organised by Institute.

10.0 Job search and career advice

10.1 Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

11.0 BIT has a documented P14. Critical Incident Policy and Procedure that outlines the action to be taken in the event of a critical incident.

Procedure

A. Student Support Requests

- a. All requests for student support/welfare services must be made in writing at the reception or with the student support officer. The written request must be made using the 'Student Support Request Form'.
- b. The contact officer will assign the responsibility to the nominated staff member.
- c. The nominated staff member will address the request within 7 working days, contact the student and make an appointment.
- d. Once the student support request has been addressed, the student provides final feedback in the section provided in the 'student support request form'.
- e. The completed form is handed back to the student support officer. The student support officer lodges a corresponding entry into the 'student support services register.'

B. Student Support Activities

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Policy and Procedure (Domestic Students)**

- a. The Student Support Officer organises or allocates the various activities as mentioned in the Annual Student Support Plan.
- b. In case of organising a workshop, the nominated staff member will be responsible for preparing the workshop handouts and delivery of the session. The staff member must maintain an attendance at the workshop and seek feedback from the participants at the end of the workshop. All the templates for the above documents shall be provided by the student support officer.
- c. Where a field trip/excursion is organised, the nominated member must fill in an 'excursion approval form' and each participant student must fill in a 'medical authorisation form'. The students' attendance must be monitored by the nominated staff member.
- d. The student support officer must maintain a record of all the activities and student support services provided in a year for at least another year after the occurrence of the activities

END

Related Documents

P14. Critical Incident Policy and Procedure
Student Support Plan
Student Support Register

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