Captain Cook Institute Pty Ltd trading as
George Brown College
Level 4, 56-58, York Street, Sydney NSW 2000
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Student Welfare policy

Purpose

George Brown College's (GBC's) Student Welfare Policy provides a detailed framework for GBC to deal with the welfare of its students. GBC takes the welfare of its students very seriously. This policy is specific to the needs of GBC on Campus students.

Scope

This policy ensures that students are supported to adjust to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course.

This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

GBC is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with GBC.

Student support services will be regularly reviewed through GBC's Continuous Improvement Policy. Services provided by GBC are at no additional cost to the students.

Where external support services may be required, GBC will not charge the students for the referral.

This Policy meets the requirements of Standard 6 of the National Code 2018 and Clause 1.7 of Registration standards 2015. Registered providers to support students to adjust to study and live in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

1. Assessing extra need requirements from the application process.

GBC recognizes that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues or special needs that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Student will be assessed based on the questionnaire given in the application form under Impairment and disability.
Students are required to respond with a "Yes" to a minimum of 10 of the 15. If the student answers include more than 5 "No", an interview with the students' advisor and trainer is conducted to whether the student need to be transferred to a different course.

An individual support plan is established, describing educational support measures to be used to support students learning.

Students will need to meet with the students' advisor fortnightly to monitor progress. During these meetings, the student will be continuously re-assessed. Educational support measures will be used until the student demonstrates that can independently perform all tasks listed in the questionnaire.

Those students that answer "No" to 1-4 of the tasks included in the questionnaire, will meet with their trainer to establish an individual support plan, including measures to be used to support students learning.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student. These services to students are provided at no additional cost
The trainer will re-assess the student periodically, and will continue to provide educational support until the student demonstrates that can independently perform all tasks listed in the questionnaire
All records must be kept on student file.

1. Orientation Program

GBC is committed to ensuring that all students receive support to adjust to life and study. An orientation

program will be compulsory for all students prior to starting their course.

Orientation programs will be conducted one week prior to the start of each Academic Term. Where a student is admitted to the course late, the Student Services Officer or the Compliance SSO will go through the orientation process on an individual basis. The orientation program will include information provided through a Powerpoint presentation on:

a) Details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
b) Legal, emergency and health services
c) Facilities and resources
d) GBC organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals
e) Any student visa conditions relating to course progress

All students will be referred to the Student Handbook.

GBC will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents. The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

2. Learning Support

Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance such as:

a) Mentoring from appropriately qualified trainers;
b) Tutorial support assistance;
c) Computer and technology support;
d) Referral to external support services and or Welfare / Wellness Officers;
e) Literacy and Numeracy Support.

Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the GBC Course Progress Policy. These services are provided to students at no additional cost.

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4. Welfare and Wellbeing Services

Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, health, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Non-Academic support is provided collectively by the Student Services team, Compliance Team, Careers and Internship Consultant and Wellness Counsellors.

The GBC Careers and Internship department provides advice and employment assistance. It is supported by initiatives such as resume writing, professional social media profiles, public speaking skills, whilst also helping to secure internships or job placements for any job-ready students and graduates.

For more information contact internship@georgebrown.nsw.edu.au

GBC recognises that student may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation issues. To that end GBC has a dedicated Welfare and Wellness Support Officers (via telephone or face to face). Information about welfare services available are provided in the Student Handbooks. Students are also informed about these services at course orientation.

Other issues that may be addressed by the Welfare and Wellness Support Officers include dealing with homesickness, managing budget, handling stress and time management skills.

5. Accessing Services

Students wishing to access any support services should discuss this with their trainer or contact Student Services. Contact details for relevant staff are included in the Student Handbook.

6. Free Legal Advice

Living and studying in an unfamiliar country can be challenging, particularly if something unforeseen happens such as being involved in an accident, being unfairly dismissed at work, being unfairly treated by your landlord/ real estate agent, insurance issues, being the perpetrator or victim of a crime etc.

Whatever the case, Australia has flexible but very strict laws designed to protect its people, and as an international student you have access to legal services like any Australian citizen. Please make an appointment with the Student Welfare Counsellor for further advice about these matters or visit NSW Legal Aid (http://www.legalaid.nsw.gov.au) or Community Legal Centres NSW (http://www.clcnsw.org.au) to find the right legal aid according to your need.

7. Student Code of Conduct

Students are required to follow all rules of the College and the instructions from staff representing GBC. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors.

Students are also required to adhere to academic rules and regulations as directed by the College or its representatives. Where a student is found to have acted in a way that the College deems to be misconduct, the College may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the GBC for all students and staff. The Student Code of Conduct applies to all students of the College, across all courses.

Student rights

All students have the right to:

- Be treated fairly and with respect by College staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment to pursue their goals
- Have access to counselling if desired or required. Students are required to make an appointment with the Student Welfare Counsellor.
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur

- Lodge a complaint without fear of retaliation or victimisation

Student responsibilities

All students have a responsibility to:

- Treat other students and College staff with respect and fairness.
- Follow any reasonable direction from a member of the College.
- Refrain from swearing, drinking and eating in classrooms and other learning areas
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the College's or other student's property.
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment, where required, and following both written and verbal directions given by the College staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the College that pertain to them.
- Students are required to pay according to their payment plan. Late payment will incur penalty. Please refer to 'Late payment Policy' given in this Handbook.

Breach of Conduct

- A Student breach of conduct occurs when a student behaves in a manner described below:
- Assaults, attempts to assault or threaten a person on the GBC premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
- Age
- Impairment
- Industrial activity
- Lawful sexual activity
- Marital status

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- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Status as a parent or a carer
- Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the College.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the College.
- Deliberately obstructs any teaching activity, examination or meeting of the College.
- Engages in any conduct or activity prejudicial to the management and good governance of the College.
- Willfully damages or wrongfully deals with any College property.
- Attends the College whilst under the influence of alcohol or affected by drugs
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the College
- Fails to comply with WH&S regulations or willfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language
- Provide misleading documents of information

Also refer to Attachment A – List of Useful contacts.

Attachment A - List of Useful Contacts

Emergency Services Number Ambulance | Fire Brigade | Police	000
Lifeline (24 Telephone Counselling and Referral)	13 1114
Roads & Maritime Services for traffic hazards, information, and driving licences	13 22 13
SafeWork NSW	13 10 50
Health Direct Australia	1800 022 222
International Student Care Service (ISCS)	1800 056 449
Youth Allowance - Centrelink	132 490
Abortion Grief Counselling	1300 363 550
Alcohol and Drug Information Service (24 hour counselling)	1800 177 833
DVline (Domestic Violence support and referral)	1800 811 811
Family Drug Support Information, help and support for families affected by drugs	1300 368 186

Men's Line Australia (for men with family and relationship concerns)	1300 789 978
Poisons Information centre	131266
Pregnancy Counselling Australia (Pregnancy termination counselling)	1300 737 732
Pregnancy Help Line (24 hour counselling and information)	1300 139 313
Quitline 24 hour smoking cessation information and counselling	13 18 48
Salvation Army Salvo Care Line	1300 363 622
Statewide Sexual Assault Helpline	1800 010 120
Literacy and Numeracy Support: National Australian Council of Adult Literacy	03 9469 2950
NSW Adult Literacy and Numeracy Council	1300 655 506

Variations

GBC reserves the right to vary, replace or terminate this policy from time to time.

Document name	Student Welfare Policy
Document owner	General Manager
Document approver	General Manager
Version / Issue date	V.2 / 16 May 2018

This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

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