

IEFT STUDENT WELFARE AND SUPPORT POLICY

PURPOSE

This purpose of this policy is to ensure that IEFT staff members provide a consistent and supportive response to the welfare needs of prospective and enrolled students in IEFT's accredited higher education courses, and that students are provided with information on how to access appropriate welfare, disability, health, legal, advocacy, accommodation and academic support services when needed. IEFT is committed to providing all members of the IEFT community with a safe and secure teaching and learning environment and ensuring that students with disabilities are provided with the opportunity to fully participate and succeed in their study.

This policy aligns with Standard 2.3 Wellbeing and Safety in the Higher Education Threshold Standards Framework (2015).

SCOPE

This policy applies to all prospective and enrolled students in IEFT's higher education courses, and to all staff members.

DEFINITIONS

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.

Reasonable Adjustment means an action taken to ensure equal opportunity for students with a disability.

RESPONSIBILITIES AND AUTHORITIES

All **IEFT staff members** are responsible for **identifying and referring** students who may need additional support to the Dean (Emotionally Focused Therapy) or to the Academic Director, as appropriate.

The **Course Co-ordinator** is responsible for **active follow up** with students who fail to attend class regularly and/or who fail to submit assessment tasks on time, and for encouraging students to contact IEFT's preferred support services as needed.

The **Academic Director** is responsible for responding to the wellbeing and safety needs of students who have a conflict of interest or dual relationship with the Dean (Emotionally Focused Therapy).

The **Dean (Emotionally Focused Therapy)** is responsible for

- overseeing the compilation of, and approving, the Arrival Guide, Orientation program and Student Handbook;
- the currency and accuracy of the content of the Arrival Guide and Student Handbook;
- ensuring the Student Handbook is up to date and available on the IEFT website;
- promoting student attendance at Orientation activities and following up with enrolled students who do not attend, or who arrive late;
- 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, accommodation and/or health assistance to IEFT's preferred suppliers of support services;

- ensuring staff are aware of IEFT's preferred support services for students and competent in encouraging students to seek support;
- assisting students with disabilities with reasonable accommodation in their study and a campus access plan, and ensuring that IEFT operates within the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

POLICY

General Principles

1. IEFT is committed to providing students with an exceptional student experience. Every student will feel that IEFT staff members genuinely care about their welfare and safety and are able to respond positively to their identified needs.
2. Students will be provided with up to date information on how to access counselling, welfare, medical, legal and other support services via the following mechanisms:
 - the Student Handbook, available on the IEFT website; and
 - the Arrival Guide and Orientation program.
3. Involvement in the Orientation program is compulsory for new students. The program content ensures that all students are appropriately prepared for study at IEFT.
4. IEFT staff members provide guidance on avenues of support and referrals for students. Students are referred to professional counselling, welfare, legal advice, accommodation advice, advocacy and health services provided by external specialists with the appropriate qualifications, registration and expertise. The Dean (Emotionally Focused Therapy) and the Academic Director are qualified to discuss the health, mental health, safety, welfare and/or emotional concerns that may arise for students during their studies with IEFT.
5. IEFT recognises that some students may not achieve the academic results of which they are capable, and staff ensure students have access to additional academic support as required.
6. IEFT has monitoring mechanisms in place via the Faculty Committee to enable the Dean (Emotionally Focused Therapy) to engage with students who are experiencing difficulties in a timely manner.
7. Support for students with disabilities: Prior to formalising enrolment, or when disabilities arise during enrolment, students are asked to provide the Dean (Emotionally Focused Therapy) with information about disabilities that may affect their study or course progress, so that reasonable adjustment can be made. Information about disability provided by students is kept confidential.
8. Students have access to a range of support strategies, academic and social, to assist them with their studies and promote wellbeing and a balanced lifestyle.
9. Staff-student communication systems are flexible and diverse, and students have multiple opportunities to engage with key staff.
10. All student records are managed according to IEFT's Privacy Policy and Student Records Management Policy.

RELATED

Student Welfare and Support Procedure

Students at Risk Policy

Students at Risk Procedure

Academic Integrity Policy

Academic Integrity Procedure

Student Records Management Policy

Privacy Policy

Grievance Complaints and Appeals Policy

Grievance Complaints and Appeals Procedure

Critical Incident Policy

Critical Incident Procedure

Version Control

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