

Student Welfare and Support Policy

Navitas Professional Institute

Document

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Version Control

Issue Date:	Summary of Changes	Review Date
21 October 2015	Initial Approval	October 2020
25 January 2016	Minor template technical amendments	October 2020

Student Welfare and Support Policy

1. Purpose and Scope

The purpose of this policy is to outline the welfare and support services the College provides for its students.

This policy adds to a culture of integrity, equity and social justice which are an integral part of the College's mission.

This policy applies to all students of the Colleges that form Navitas Professional Institute.

2. Policy

The College is committed to supporting students in reaching their academic goals. To this end the College provides a variety of services which support students academically and personally.

The College offers:

- a free and confidential counselling service to all current students,
- an AccessAbility Service which supports students with disabilities,
- Learning Support which provides a range of services in the academic skilling of students,
- a Placement service which provides contact details of organisations available to students for placement,
- an orientation service for International students to help in adjustment to the country and College.

2.1 Statement of commitment

The College is committed to the [Australian Human Rights Framework](#) and State and Territory Human Rights codes and legislation including the Charter of Human Rights and Responsibilities Act 2006 (VIC);

and including those other policies/services in place at NPI to support student human rights (see <https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets>);

The College is committed to the principles of equality of opportunity and, therefore, is committed to assisting students with disabilities to follow their educational and vocational aspirations.

The College recognises the sensitivity surrounding the disclosure of an individual's information and respects the right to confidentiality of information related to a person's access to welfare and support services. However, in rare cases where an incident occurs that threatens the safety of the individual or other members of the College community, the College may disclose information to ensure the safety of the individual or others is maintained in accordance with its Privacy of Student Personal Information Policy.

3. Grievances and Appeals

Students who believe that they have been treated unfavourably or unfairly or have been subject to discrimination should use the Non Academic Grievances and Appeals Policy and Procedure.

4. Responsibilities

The College executive, administration and academic staff are responsible for assisting in ensuring the effectiveness of the implementation of this policy.

College staff are responsible for offering appropriate assistance, support and promote the welfare of students or prospective students.

Academic, teaching, support and administration staff must liaise with the AccessAbility Service for matters concerning students with disabilities.

5. Definitions

Unless the contrary intention is expressed in this policy, the following words (when used in this policy) have the meaning set out below:

Academic staff / teaching staff refers to permanent and casual employees engaged in teaching and assessment of courses at the institution.

Disability is defined by the *Disability Discrimination Act 1992* (DDA) to include:

- physical
- intellectual
- psychiatric
- sensory
- neurological
- learning disabilities
- physical disfigurement and
- the presence in the body of disease-causing organisms

Discrimination The DDA makes it unlawful to discriminate against a person because of their disability. This includes people who are associates (e.g. relatives, friends), and carers of people with a disability. It is generally categorized into two types: either direct or indirect.

Institution (the)/College (the) means the Navitas Professional Institute and its colleges (see registration information below).

International student/ Overseas student means a student required to hold a student visa for study in Australia.

Reasonable adjustments are measures which an institution or teaching staff implements to enable the student with a disability to undertake the inherent requirements to meet the academic standards of their course of study.

Unit means a unit of study in a higher education course or a unit of study, subject, module and/or unit of competency in a vocational education and training course.

7. Review

This policy is reviewed at a minimum of every 5 years by the policy owner (or designate) to ensure alignment to appropriate strategic direction and its continued relevance to Navitas' current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

8. Records

In association with this policy the following records management apply:

- records will be kept in accordance with the College's Records Management Policy and Records Retention and Disposal Schedule,
- privacy of student personal information policy will be applied,
- The AccessAbility Advisor is responsible for keeping original medical documentation,
- Students registering with a disability will have a coding on Edupoint to alert staff to a students with special needs, and
- Schools will keep a register of reasonable adjustments requested & made.

- Accessibility and Student Welfare and Support Officers are required to forward data collected to the Registrar's Office for benchmarking and metrics purposes.

9. Related Documents

Privacy of student personal information policy, PACFA Code of Ethics, APS Code of Ethics, ANMAC standards, APAC Standards; and the Community Services Workers Standards.

10. Related Legislation

The [Australian Human Rights Framework](#), and State and Territory Human Rights codes and legislation including the Charter of Human Rights and Responsibilities Act 2006 (VIC); and, including those other policies/services in place at NPI to support student human rights (see <https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets>; Disability Discrimination Act (1992), amended 2005; Disability Standards for Education 2005; the Disability Discrimination Act 1992 and the relevant State or Territory anti-discrimination legislation; Higher Education Support Act 2003; Tertiary Education Quality and Standards Agency Act 2011; National Vocational Education and Training Regulator Act 2011; Education Services for Overseas Students (ESOS) Act 2000 and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007; and associated Commonwealth and State legislation; Australian Qualifications Framework.

Registration information

The Navitas Professional Institute is a group of colleges in the Navitas Professional and English Programs (PEP) Division of Navitas Limited the colleges being the Australian College of Applied Psychology (ACAP), Navitas College of Public Safety (NCPS), Health Skills Australia (HSA), and the Australian TESOL Training Centre (ATTC) with respect to ATTC's 39296QLD Graduate Certificate in TESOL and 39297QLD Graduate Diploma in TESOL courses. Navitas Professional Institute Pty Ltd (NPI Pty Ltd), ABN 94 057 495 299, National CRICOS Provider Code 01328A, TEQSA HE Provider Registration Code 12009, RTO 0500. Health Skills Australia Pty Ltd ABN 53 123 479 201, RTO 21646.