

STUDENT WELFARE AND SUPPORT POLICY

Document Name	ACAP_1_A_POL_Student_Welfare_181012	
Date of Next Review	21 October 2020	
Approved by	Executive Committee	21 October 2015
Responsible Person	Director of Operations	
Related Documents	Navitas Privacy Policy, PACFA Code of Ethics, APS Code of Ethics, ANMAC standards, APAC Standards; and the Community Services Workers Standards.	
References and 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 ACAP 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 2018; and associated Commonwealth and State legislation; Australian Qualifications Framework	

1. Purpose:

The purpose of this policy is to outline the welfare and support services the Australian College of Applied Psychology (ACAP) 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.

2. Scope:

This policy applies to all ACAP students.

3. Definitions:

Term	Definition
<i>Academic staff / teaching staff</i>	Permanent and casual employees engaged in teaching and assessment of courses at the institution.
<i>College (the)</i>	The Australian College of Applied Psychology (ACAP).
<i>Disability</i>	defined by the Disability Discrimination Act 1992 (DDA) to include: <ul style="list-style-type: none"> ▪ physical ▪ intellectual

Term	Definition
	<ul style="list-style-type: none"> ▪ psychiatric ▪ sensory ▪ neurological ▪ learning disabilities ▪ physical disfigurement and ▪ the presence in the body of disease-causing organisms
<i>Discrimination</i>	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.
<i>International student/ Overseas student</i>	A student required to hold a student visa for study in Australia.
<i>Reasonable adjustments</i>	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.
<i>Unit</i>	A unit of study in a higher education course or a unit of study, module and/or unit of competency in a vocational education and training course.

4. 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.

4.1 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 ACAP 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.

4.2 Grievances and Appeals

Students who believe that they have been treated unfavourably or unfairly or have been subject to discrimination should use the College’s Grievances, Complaints and Appeals Policy and Procedure.

4.3 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 student 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 Office of the Director of Operations for benchmarking and metrics purposes.

5. Document Management Control

Date	Summary of Changes	Author
21/10/2015	Policy Established	Director of Student Services
25/01/2016	Minor template technical amendments	Director of Student Services
30/06/2017	Administrative update to business and academic titles and roles	Director of Student Services
12/10/2018	Change of template	VET Compliance Manager