



## Student Wellbeing Support and Counselling Services

### Policy and Procedure

#### Purpose & Scope

This policy has been developed to ensure IIB has appropriate support services available to all enrolled students to assist them in achieving their learning goals and satisfactory academic progress, and to ease their transition into life and study with IIB and in Australia. This includes providing additional educational or personal support to students with special needs.

This policy applies to:

- students enrolled in IIB courses
- all IIB staff members involved in the promotion, recruitment, admission, academic delivery, management, and administration of students.

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code 2018
- ELICOS Standards 2018

#### Procedure

##### 1. Student support services and wellbeing counselling personnel

###### Designated Wellbeing Team

At IIB, the Student Services Officer (SSO) is the designated member of staff to be the official point of contact for students. The SSO maintains up-to-date details of the college's support and welfare services. All staff members are bound by their duty of care to assist students by referring them initially to the Student Services Officer. The Student Services Officer will determine the necessary person in the college's management staff who is the most appropriate to provide the student with the advice and support required. The SSO will make an appointment for the student to meet with that person.

In addition to the Student Services Team, the Academic Manager and the Wellbeing Counsellor(s) are responsible for the provision of advice and support services to students. Students will be referred to external counselling services as required.

IIB also provides all students with access to Wellbeing Counsellor(s), who will be available for professional, free of charge, confidential one-on-one support sessions in person or via phone/email as needed by students who face difficult issues in their personal lives such as illness, bereavement, relationship issues, or adjusting to a new lifestyle. During orientation students are made aware of this service, who the individual counsellor is, and the process for booking an appointment. In case of urgency, IIB will have Wellbeing Counsellor(s) available for students as needed and wherever possible meet students request for a specific counsellor.



IIB Wellbeing Counsellor provides independent support services with appropriate certificates in counselling or psychology and has a compiled up-to-date catalogue of relevant services in Sydney from which to provide referral to relevant internal and external services.

All requests for bookings can be made in person at the student services reception desk or be emailed to student services. Students can also make an appointment with counsellor directly so that confidentiality can be respected.

### Sufficient student support personnel

IIB ensures that sufficient student support services personnel are employed to meet the needs of enrolled students, which presently include:

- Reception staff that are available to assist with enrolment and general enquiries
- Student Services staff who provide advice on student welfare matters
- Wellbeing counsellors who provide emotional and practical support such as referral and information on services to students with psychological difficulties
- Wellbeing counsellors who investigate the reasons for a student's attendance problems, and make recommendations designed to improve student's attendance.
- Academic Managers and Education team that assist with academic issues including intervention strategies
- Teachers who are a primary contact for students, governing all student academic performance and consulting Education Managers when students are at risk of not meeting academic progress requirements
- Education Manager who oversees complaints and appeals, intervention strategies, academic compliance and governance, student welfare, critical incidents, and any regulatory student reporting requirements
- Finance division, who can assist with fee schedules and payment plans
- Student Services Officer, who is available to assist students with accommodation information and placements

## 2. Assisting students in adjusting to study and life in Australia

IIB requires that all students attend an orientation session upon commencement of their studies with IIB. Orientation provides age and culturally appropriate information that assists students in adjusting to life in Australia and study with IIB.

An introduction to Student Support Services staff in orientation and in the *Student Handbook* ensures all students are aware of the support available throughout their study in Australia.

All enrolled students are provided with the name and booking details of designated Wellbeing Counsellor, and the professional, confidential, and free of charge counselling services the counsellor is offering.

Student Support Services are available to discuss and assist with issues that may arise, including:



- understanding and adapting to Australian culture
- coping without student's friends and family - homesickness
- issues with accommodation
- course progress and attendance requirements
- language problems
- relationship problems on campus or socially
- coping with pregnancy and support available
- becoming the victim of a crime or having an accident
- violence at home or in a relationship
- cultural diversity
- childcare concerns
- religious issues
- complaints process
- referring student to the wellbeing counselling services provided by IIB, and how to book an appointment
- making students aware of workshops offered by Wellbeing Counsellor: employee's rights, mental health, motivation, harassment etc.

These services are provided at no additional cost to the student. Where Student Services are not qualified or when it is not appropriate to assist a student, a free referral will be provided to external support services.

### **Additional support provided by student services**

- Medical support: Student Support Services maintain a current list of medical professionals within proximity to the campus.
- Accommodation support: IIB can assist with information and placement in short-term and long-term accommodation and airport transfers.
- Legal support: While SSO can provide some advice and guidance, where it is appropriate for students to gain professional legal advice SSO will assist with a referral to professional legal services. Students may be entitled to free legal advice through the International Student Legal Services NSW ([rlc.org.au/our-services/international-students](http://rlc.org.au/our-services/international-students)), however generally students will incur a cost for professional legal services.
- Migration support: IIB cannot and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

### **3. Assisting students in meeting expected learning outcomes**

IIB provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. IIB students are also monitored and supported throughout their studies.



To help students meet expected learning outcomes IIB strongly encourages students to access academic support services including but not limited to:

- Learning skills
- English support classes

Academic Manager will work closely with SSOs and teachers to identify and support all students at risk of not meeting academic progress and/or attendance requirements. This includes:

- contacting students who have been absent for more than five consecutive days without approval
- referring students to the Wellbeing Counsellor to help identify if the academic progress or attendance issues are due to psychological difficulties in their personal lives such as illness, bereavement, relationship issues, or adjusting to a new lifestyle
- intervention strategies and action plans for students who are at risk of course failure.

#### 4. Assisting students in meeting expected attendance requirements

According to National Code 2018 Standard 8, all registered providers must monitor overseas student's attendance, identify, and offer support to those at risk of not meeting attendance requirements. IIB provides Wellbeing counsellors who offer attendance counselling services to all IIB students.

The role of the Wellbeing counsellor:

- Enforce college attendance through legal action according to National Code 2018.
- Investigating upon referral the reasons for a student's attendance problems, and making recommendations designed to improve student's attendance.
- Counselling students who have attendance and psycho-social problems.
- Preparing and maintaining confidential reports and records.
- Liaising and advocating between Education Department and Student Services and providing consultation to Academic Manager or Principal Administrator on intervention strategies and plans.

The earlier the referral, the better the chance for student success. Early identification of students with potential attendance issues can help to prevent future problems at IIB. A referral should be made to the Wellbeing counsellor when:

- A student is absent five or more days in a row without a good reason
- A pattern of absence begins to show (Monday or Friday absence, being late, skipping class, etc.)
- A student has received the first and second attendance warning letters, but the overall attendance has not improved, and is about to receive the third warning letter
- A student receiving ITR
- Absent begins to affect academic progress



- Attempts by the college to contact the student have been unsuccessful
- Attendance becomes a problem due to chronic illness/stress without a doctor's note
- A recommendation for assistance is made from a class teacher

IIB advocates and foster the inclusion of all students in reaching their full learning potential through respectful collaboration within the students, student services officers, wellbeing counsellor, and education department.

## 5. Booking procedures

### General welfare counselling:

1. Students may ask a Student Services Officer to help make a booking at the reception desk or email a SSO for help.
2. SSO will decide who is the best person that the student should be speaking to and check preferred schedule and staff availability.
3. SSO will send booking confirmation email to student and Counsellor.
4. Student may also contact the Wellbeing Counsellor directly by calling **02 8072 7651** or **0451 604 021** or emailing [studentservice@iib.edu.au](mailto:studentservice@iib.edu.au) or [counsellor@iib.edu.au](mailto:counsellor@iib.edu.au).
5. Students will sign the *Wellbeing Counselling Personal Information Consent Form* with the Wellbeing Counsellor before the first meeting.
6. Wellbeing Counsellor will meet and record the meeting details on the *Wellbeing Counselling Meeting Record*, which will be kept confidential in the Counselling folder on SharePoint.
7. Wellbeing Counsellor will decide if a follow-up session is necessary.
8. SSO will record the counselling meetings in Student profile in the Student Management System (RTOM).

### Attendance or academic progress counselling:

1. Referrals regarding poor attendance are made to the Wellbeing Counsellor by Academic Manager or Student Services Officer, the record of attendance is attached.
2. SSO to check preferred schedule and counsellor's availability.
3. SSO will send booking confirmation email to student and Counsellor.
4. Student may also contact the Wellbeing counsellor directly to discuss any concerns related to attendance or progress by calling **02 8072 7651** or **0451 604 021** or emailing [studentservice@iib.edu.au](mailto:studentservice@iib.edu.au) or [counsellor@iib.edu.au](mailto:counsellor@iib.edu.au).
5. Students will sign the *Wellbeing Counselling Personal Information Consent Form* with the Wellbeing Counsellor before the first meeting.
6. Wellbeing Counsellor will explain the student visa conditions to the student and read the *Attendance Counselling Statement* to the student. Student will sign the *Attendance Counselling Statement* with Counsellor at the end of the session. A copy of the signed statement will be given to the student.



7. Wellbeing Counsellor will record the meeting details on the *Wellbeing Counselling Meeting Record*, which will be kept confidential together with the signed *Attendance Counselling Statement* in the Counselling folder on SharePoint.
8. Wellbeing Counsellor will decide if a follow-up session is necessary.
9. SSO will record the counselling meetings in Student profile in the Student Management System (RTOM).

## 6. Staff obligations regarding legislation

All staff members who interact directly with students are required to undertake relevant and appropriate training to ensure IIB's obligations under the ESOS framework and National Code 2018 are met. Staff awareness and training includes:

- position descriptions which include reference to ESOS Act and knowledge of ESOS Act as both a job requirement as well as desirable criteria in the selection of applicants
- induction training and checklist on the ESOS Act and National Code, staff sign off confirming understanding of legislative requirements
- all staff employed in Training and Assessment, Student Support Services, Administration and Marketing undertake the IIB annual internal training and tutorial and demonstrate their understanding of the National Code 2018
- emails and discussions at staff meetings to communicate the ESOS framework.

### Staff Role

IIB employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

### Student Role

Students are expected to attend all orientation sessions and to familiarise themselves with information contained in the Student Handbook. Students are also expected to avail themselves of services offered and to seek assistance in a timely manner.

This policy will be reviewed this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa. The *Student Wellbeing Support and Counselling Services Policy and Procedure* is made available via the IIB SharePoint internally and externally on the IIB website.

## 7. Related Documents

1. Student Handbook
2. Wellbeing Counselling Meeting Record
3. Wellbeing Counselling Personal Information Consent
4. Wellbeing Appointment Booking Form
5. Attendance Counselling Statement