

Student Support Procedure

1. Purpose

- 1.1 This procedure outlines the process for ensuring all students at Perth Bible College have access to appropriate student support services, regardless of their place or mode of study.

2. Scope

- 2.1 This policy applies to all staff and students at Perth Bible College.

3. Responsibility

- 3.1 The Principal is responsible for the implementation of this policy.

4. Definitions

<i>Aboriginal and Torres Strait Islander</i>	A person of Aboriginal or Torres Strait Islander descent who identifies as an Aboriginal or Torres Strait Islander and is accepted as such by the community in which he or she lives (High Court of Australia (1983)).
<i>ESOS Legislative Framework</i>	The legislative framework that regulates the responsibilities of education institutions towards overseas students on student visas and includes the National Code.
<i>Formative Assessment</i>	Information collected (generally via a range of formal and informal methods) during a course to determine student progress towards course outcomes or learning goals. Its purpose is to provide feedback in order to adapt or change teaching content or approaches, or to adapt or change student learning and study strategies.
<i>International Student</i>	A student studying in Australia on a student visa issued by DoHA.
<i>Orientation</i>	A program run at the beginning of each study period to provide students who are new to Perth Bible College with relevant information and support to become familiar with, and confident about, College life.

5. Procedure

5.1 Admissions

5.1.1 As stipulated in the *Student Support Policy*, information disclosed during the Admissions process will be used to assess the needs of individual prospective students. If required, an individualised Student Support Plan will be created by the Dean of Students, in consultation with the student, stipulating the following:

- The type of support the student requires (i.e. mental health, learning disability, physical disability, academic support etc.).
- If the support is available internally or externally.
- How the support is provided (i.e. if internally, which staff member should the student contact; if externally, the name of the organisation and contact information).
- A formal referral into support services.

5.1.2 A student who does not disclose information relating to their need for support during the admissions process may still disclose their need at any time. The moment in which a student discloses this, a Student Support Plan will be created as soon as practical by the Dean of Students in consultation with the student.

5.2 Orientation

5.2.1 Orientation is organised by the Receptionist, in conjunction with the Dean of Students.

5.2.2 Students are guided through all aspects of academic and campus life. During Orientation, they receive the following:

- A student handbook
- A tour of the Library
- An IT orientation, guiding students on accessing the WiFi, computers, printers and electronic resources
- An overview of academic requirements
- An overview of pastoral support
- Instructions on accessing PBCOnline
- Handouts relating to IT, the Library, academic misconduct and student support services

5.2.3 Students are presented with information relating to the support services available to them, Perth Bible College's policies and procedures, how to report incidents, and other information as outlined in the *Student Support Policy* under ss. 5.2.3.

5.2.4 All students are also enrolled into an online subject available via PBCOnline termed 'PBC Help'. This includes compulsory online videos regarding academic misconduct and a compulsory module on sexual assault, sexual harassment, and related topics.

5.3 Pastoral Support

- 5.3.1 Chapel occurs weekly and engages students with a small devotional or personal development session. Students are then arranged into small groups in which they are encouraged to connect and discuss the presentation with one another.
- 5.3.2 In addition, pastoral care is available via the Dean of Students, who is available via appointment.
- 5.3.3 If required, a student may be referred on by any staff member to the Dean of Students, who, in consultation with the student, may refer the student to professional services, if deemed necessary.

5.4 Mental Health

- 5.4.1 In the event that a mental health concern is disclosed, the Dean of Students will discuss the relevant options with the student.
- 5.4.2 All mental health disclosures must be followed by a written statement from a health care professional. It is by the discretion of the Dean of Students as to whether this can be from a General Practitioner or if it needs to be from a specialist, such as a psychologist or psychiatrist.
- 5.4.3 Once written confirmation from a professional has been received, the Dean of Students, in consultation with the student, will organise all relevant support mechanisms for the student. This may include:
 - Extensions for all assessment items, as approved by the College Administrator
 - Referral for ongoing professional assistance, such as counselling or to a psychologist or psychiatrist
 - Deferral of units, as approved by the College Administrator
 - Ongoing pastoral support with the Dean of Students
- 5.4.4 All support mechanisms put in place must be recorded in the student's individualised Student Support Plan.
- 5.4.5 If the Dean of Students deems it necessary, a student presenting with mental health concerns may be required to defer their studies entirely, until a future date specified, in order to protect the safety of the student, staff and/or other students at Perth Bible College.

5.5 Academic Support

- 5.5.1 Students may be required to enrol in the Study Ready unit if they are accepted into their course of study on a provisional basis, or if they are identified as 'at-risk' of unsatisfactory course progression under the *Student Course Progress Policy* and accompanying procedure.

- 5.5.2 Students are also provided with a 'Grace Letter,' available via the Student Portal, which allows them an extension of one assessment per semester, without needing any specific reason. Students are required to apply for an extension with their Grace Letter attached.
- 5.5.3 The Study Ready Tutor is available each week for students to book an appointment with.
- 5.5.4 Students have access to the PBC Help unit via the PBCOnline platform, which has all the information given them at Orientation. This includes guides on academic misconduct and referencing requirements.
- 5.5.5 All lecturers are available to assist students. Students may book an appointment with their lecturer via email or the College Receptionist.

5.6 Disability Inclusion and Support

5.6.1 If a student discloses specific health concerns and/or disabilities, the Dean of Students, in consultation with the student, will contact relevant third-party organisations. This may include services such as:

- An interpreter for the hearing impaired
- Learning support for students with a learning disability or difficulty
- A scribe for students who are unable to write during exams

5.6.2 The Dean of Students may also organise other relevant support mechanisms, such as:

- Extensions for all assessment items
- Amendments to assessment conditions, providing academic integrity is maintained
- Referral for ongoing professional assistance relating to their emotional and mental wellbeing, such as counselling
- Deferral of units
- Ongoing pastoral support with the Dean of Students

5.6.3 All support mechanisms put in place must be recorded in the student's individualised Student Support Plan

5.7 International Students

5.7.1 The Dean of Students will ensure information stipulated by the ESOS Legislative Framework is communicated to international students.

5.7.2 The Dean of Students, in consultation with the student, will identify additional needs of the student, ensuring the relevant support mechanisms are put in place. This may include:

- Communication with a third-party organisation regarding interpreting services

- Student accommodation
- Financial assistance, including subsidised fees
- Membership into a local church

5.7.3 All support mechanisms put in place must be recorded in the student's individualised Student Support Plan

5.8 Staff Training

5.8.1 The Dean of Students will identify potential professional development needs of staff, such as understanding the needs of non-neurotypical students, students from diverse cultures and backgrounds, etc.

5.8.2 Once identified, the Dean of Students will organise the training of staff in these areas to ensure all staff are able to respond to students from a position of understanding and compassion.

6. Procedure Information

Date first approved: 19/08/2021	Date of effect: 01/09/2021	Date last amended: 16/08/2021	Date of next review: 16/08/2022
Approved by		Principal	
Authorised Officer		Dean of Students	
Supporting documents, policies & forms of this procedure		<i>Student Support Policy</i> <i>Student Course Progress Policy</i> <i>Student Course Progress Procedure</i> <i>Student Code of Conduct</i> <i>Critical Incident Management Policy</i> <i>Critical Incident Management Procedure</i>	
Related Legislation and Codes of Practice		Higher Education Standards Framework 2015, Part A: Standard 2.3 Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 National Code 2018, Standard 6	
Audience		Public	

7. Version History

Review Table			
Date	Review Type	Summary of Changes	Review person/group
	<ul style="list-style-type: none"> • Scheduled • Policy amendment • Admin update 		
15/08/2019	Policy amendment	New template and amendments made.	Natalie Tierney Capital Review Group consultant

16/08/2021	Major Policy Review	Complete re-do of procedure, in alignment with policy that has been approved by the BoM.	Chris Burton
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