



Student Welfare and Support Services

Purpose

This policy ensures that students are supported to adjust to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course.

This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

DELLA is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with DELLA. Student support services will be regularly reviewed through DELLA Continuous Improvement Policy. Services provided by DELLA are at no additional cost to the students. Where external support services may be required, DELLA will not charge the students for the referral.

Policy

Orientation Program

- 1.1 DELLA is committed to ensuring that all students receive support to adjust to life and study. An orientation program will be compulsory for all students prior to starting their course.
- 1.2 Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Compliance Manager will go through the orientation on an individual basis.
- 1.3 The orientation program will include information provided through a power point presentation on:
 - (a) details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
 - (b) legal, emergency and health services
 - (c) facilities and resources
 - (d) organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
 - (e) any student visa conditions relating to course progress
- 1.4 DELLA will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents.
- 1.5 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

Learning Support

- 2.1 Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance such as:
 - a) Mentoring from appropriately qualified trainers including their phone and email contact details.
 - b) Tutorial support assistance.
 - c) Support and exercises for some courses.



- d) Computer and technology support.
- e) Referral to external support services
- f) Literacy and Numeracy Support

2.2 Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the DELLA Course Progress.

Additional Support Services

- 3.1 DELLA recognizes that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.
- 3.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.
- 3.3 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Welfare Services

- 4.1 Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, health, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues. This is an external service known as "Life Resoultion"
- 4.2 Services will be provided without cost to the student.
- 4.3 DELLA recognises that student may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation issues.
- 4.4 Information about welfare services available are provided in the Student Handbook, International Student Prospectus and Website. Students are also informed about these services at orientation.

Informing Students

- 5.1 Students are advised of the support services available to them in the international prospectus and on the website.

Accessing Services

- 6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call our office. Contact details for relevant staff are included in the Student Handbook, International Student Prospectus