Student Support Services Policy and Procedure

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Policy Statement	
Purpose	Glencoe Institute of Higher Education ('the Institute') *Student Support Services Policy and Procedure* ('the Policy') provides a framework for student support services provided at the Institute, to promote an environment for student success and wellbeing.
Scope	This Policy applies to all current students and staff at the Institute.
Definitions	For definitions, please refer to the *Dictionary of Terms.*

1. Policy Principles

The Institute recognises the importance of providing an inclusive and equitable learning environment, where a diverse student body can influence and enrich the student experience and outcomes. A diverse student body encompassing cultural and religious diversity, age diversity and gender and sexual diversity necessitates various support and other strategies to accommodate the needs of all students and provide a safe and welcoming learning space for all.

The Institute:

a) Complies with all relevant Commonwealth and Western Australian legislation, including the *Higher Education Standards Framework (Threshold Standards) 2021 (HESF 2021)*, *Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)*, *Education Services for Overseas Students Act 2000 (ESOS Act)*, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*, to ensure the provision of high-quality, compliant, and student-focused support services;
b) Aims to have a safe and supportive environment to optimise student achievement and outcomes;
c) Expects all staff to be involved in student support and will provide the necessary training to achieve this;
d) Conducts a comprehensive new student orientation program to prepare all students to study at the Institute;
e) Supporting international students for orientation programs and helping to assist students in adjusting to their life in Australia and their studies in the Institute;
f) Monitors students' academic progress regularly to identify and address support needs promptly;
g) Prioritises equal access to opportunities and support services while tailoring services to individual needs and the requirements of the course of study;
h) Ensures all student support services are accessible to students across all approved delivery locations and modes offered by the Institute, consistent with the Institute's current face-to-face delivery scope;
i) Ensures all support services are inclusive and accessible for students with disabilities, in line with relevant disability legislation;
j) Commits to culturally safe and responsive support for international and culturally and linguistically diverse (CALD) students to support their wellbeing and integration, noting that targeted support for Aboriginal and Torres Strait Islander students is addressed within *Section 2(b)(vi)*;
k) Maintains open communication, by keeping students informed about support services and policy changes.

2. Student Support Services

The Institute provides the following free support services:

a) New Student Orientation Program

i. The Institute provides a comprehensive and structured *New Student Orientation Program* organised by the Institute's Student Support Manager;
ii. All commencing students are required to complete the orientation program, which is held one week prior to the start of each study period. All late-commencing students must also complete the compulsory orientation program *as soon as practicable after enrolment;*
iii. During orientation, students will be given information about the Institute, the academic course, and the student support services, facilities, and resources;
iv. Students will also be introduced to key academic, support and administrative staff and informed about the Policies and practices at the Institute.;
v. Demonstrations of access and use of the learning resources, email and student portal are provided;
vi. Students are provided detailed information on academic integrity related matters;
vii. International students are also given presentations, information and general advice on settling into life and study in Australia.

b) Academic Support

The Institute recognises that while all students meet the minimum entry requirements to commence the course, the skillset distribution across the student body will vary. The Institute will provide the following support services:

i. Library and Learning: The Institute provides a range of learning resources and workshops are scheduled throughout the year to assist students to effectively navigate the resources, physical and digital, and databases to become proficient users. Staff are also available to provide one-on-one assistance where required as per the *Library Services and ICT Usage Policy and Procedure*;
ii. English Language Development: All students enter the Institute by satisfying the minimum English Language requirements. The Institute supports students to further develop their English proficiency throughout their enrolment by specific curriculum design and assessment practices, providing workshops for developing reading, writing and speaking English skills and giving students the opportunity to practice their skills and build confidence in English. For further details, please refer to the *English Language Policy and Procedure*;
iii. Numeracy Skills Development: The Institute will provide mathematical and numeracy competency workshops for those students wanting to revise, consolidate or advance their understanding of mathematic and numeracy application to the curriculum:
iv. Academic Writing and the Academic Integrity Module (AIM): The *Academic Integrity Module* is an interactive learning module informing students of correct academic writing practice. All students are required to successfully complete the *AIM* in the first semester of study at the Institute. The *AIM* can be re-accessed at any time during enrolment. Academics and academic support staff will provide academic skills workshops to assist new and continuing students at the beginning of each semester and when required;
v. Student Consultation: The Institute is committed to providing opportunities for students to consult with staff to assist with student with both academic and non-academic matters:
    a. Subject and course requirements;
    b. Assessment requirements and/or strategies;
    c. Assisting students with content for any class that may have been missed due to exceptional circumstances;
    d. Application for extensions;
    e. Providing feedback on performance;

f. Providing professional or general career advice.

vi. Aboriginal and Torres Strait Islander Students: Support services provide tailored assistance to First Nations students, including tutoring, mentoring, and learning support to enhance their access to educational opportunities and optimise opportunities for success. This commitment is reflected through:
   a. Providing culturally responsive guidance and support;
   b. Offering academic tutoring services tailored to the specific needs of Aboriginal and Torres Strait Islander students;
   c. Ensuring equitable access to essential learning resources;
   d. Providing scholarships, cultural, and social wellbeing support;
   e. Offering emotional and social support;
   f. Advocating for the educational and personal needs of Aboriginal and Torres Strait Islander students within the Institute.

vii. Reasonable Adjustment for Students with Special Needs: Any student who has entered the Institute with confirmed specific needs will receive a tailored, individual *learning support session*, and attend regular meetings scheduled with the Academic Success Coordinator. The adjustment will be discussed for each subject with the lecturer involved. Please refer to the *Assessment Policy and Procedure*;

viii. The Institute ensures that all students have access to learning support services appropriate to their course of study, mode of delivery, and individual learning needs, including academic skills support, language and literacy assistance, and access to resources for both on-campus and off-campus students. The Institute maintains regular communication and support mechanisms for students studying off campus to ensure continued engagement, access to services, and academic success, including access to online resources and remote support where required.

c) Non-Academic Support – Mental Health and Wellbeing

i. Personal Counselling: First stop counselling services will be available for students to support mental health and wellbeing. This free and confidential service assists student facing a range of personal challenges. The Institute will refer matters outside staff expertise to external counselling or crisis-response services:

External Support Contacts (Western Australia)	
Lifeline Australia	13 11 14 *(24/7 Crisis Support)*
Beyond Blue	1300 224 636 *(Mental Health Support)*
Mental Health Emergency Response Line (MHERL – WA)	1300 555 788 *(24/7 Specialist Mental Health)*
WA Sexual Assault Resource Centre (SARC)	1800 199 888

   a. External services complement the Institute's internal counselling services and ensure access to immediate support when required;
   b. All staff must escalate urgent welfare and mental health concerns in accordance with the *Critical Incident and Emergency Management Policy and Procedure*. Procedures are covered in staff induction and student orientation to ensure awareness and preparedness;
   c. For urgent mental health or welfare concerns, staff must follow the escalation pathways outlined in the *Critical Incident and Emergency Management Policy and Procedure*.

ii. Student Administration: Staff will provide enrolment counselling, advice on academic progression rules, student policies and procedures, and general advice on student rights, obligations, concessions and requirements;
iii. Career Advice: Staff will offer general guidance and resources to support students in developing career readiness through seminars, resources, and career development workshops;
iv. Student Life: Staff are available to provide general advice on health and safety, wellbeing, and social aspects of living in Australia, and information on student engagement opportunities within and outside the Institute.

3. Campus Facilities and Security

a) Campus Facilities Overview

The Institute is committed to providing a safe, secure, and accessible environment for all students, staff, and visitors. The Institute's campus facilities are designed to support the academic, administrative, and recreational needs of students and staff, ensuring compliance with relevant legislative and regulatory frameworks, including the *HESF 2021* and the *National Code*.

The Institute's campus is located at **Level 2, 100-104 Murray Street, Perth, WA 6000**, a modern and spacious facility designed to foster an inclusive, dynamic learning environment. The campus includes state-of-the-art teaching spaces, student support services, library facilities, and recreational areas to ensure a comprehensive educational experience. Key facilities include the Classrooms, Dean's Office, Student Common Area, Library, IT Lab, Counselling Room, Student Support Office, Academic Staff Room, Discipline Coordinator's Office, Kitchenette, and Reception.

b) Teaching and Learning Spaces

The Institute provides modern classrooms, seminar rooms, and laboratories equipped with the latest audio-visual technology, designed to support diverse teaching methods and enhance the learning experience. These spaces are regularly reviewed to ensure they meet the needs of students and staff, supporting a range of academic activities from lectures to group projects and practical sessions. The main teaching and learning areas include Classrooms and Academic Staff Room, which are equipped to foster collaborative and interactive learning.

c) Student Support Services and Administration

The campus features dedicated spaces for student support services and academic advising. These areas are designed to provide essential administrative support and student guidance, helping students manage their academic and personal development. The Student Support Office serves as a central hub for this support. Additionally, there are spaces for extracurricular activities and student social events, fostering a well-rounded student experience.

Student support staff are available to assist students with a variety of needs, from academic guidance to personal well-being. They are trained to provide initial support during incidents and emergencies, in line with the Institute's *Critical Incident and Emergency Management Policy and Procedure*. In non-critical situations, they act as the first point of contact for students requiring assistance. For more severe or critical incidents, support staff will escalate matters to the Critical Incident Team (CIT) to ensure an appropriate and effective response

d) Library and ICT Resources

The Institute's library provides access to a comprehensive range of academic resources, including physical books, e-books, journals, and databases. The library also includes dedicated spaces for group study and individual learning. The *Learning Management System (LMS)* is integrated into the

library services, providing students with access to course materials, assignments, and academic communication.

The Institute's ICT resources, including computer labs and high-speed internet, support the academic and administrative needs of students and staff. These facilities are equipped with essential software for all academic disciplines, ensuring that students have access to the tools required to succeed in their studies.

e) Hours of Operation

Campus facilities are available to students and staff in accordance with published operating hours. Specific facility hours (e.g., library, learning spaces, student services) are communicated via official Institute channels and may vary based on course schedules and academic requirements. The main facilities of the campus is open for business from Monday to Friday, 08:30 – 17:30. These include key areas such as the Library, IT Lab, Student Support Office, and Reception.

f) Sustainability and Resource Management

Aligned with the Institute's commitment to sustainability, campus facilities are designed with energy-efficient features. Space allocation is regularly reviewed to ensure efficient use of resources, and the Institute implements environmentally friendly practices across its operations to support sustainability targets. Waste management facilities, recycling bins, and energy-saving devices are incorporated into the campus infrastructure.

g) Campus Security

The Institute prioritises the safety and security of students, staff, and visitors. The following measures are in place to maintain a safe environment:

i. The Institute ensures secure access to campus facilities by restricting entry to sensitive areas. All students and staff are issued identification cards during the orientation process. These cards are used to verify identity and grant access to authorised areas of the campus, such as the library, IT Lab and student services. This practice ensures that only authorised individuals can access campus facilities during designated hours;

ii. The Institute recognises the important role that student support staff play in fostering a safe campus environment. These staff members are trained to provide immediate assistance during incidents, emergencies, or other student-related concerns. They act as the first point of contact for students, assisting with academic and non-academic support needs. In cases where the situation requires further attention, student support staff will escalate more severe or complex incidents to the CIT, ensuring that appropriate actions are taken and necessary resources are mobilised. This approach aligns with the Institute's *Critical Incident and Emergency Management Policy and Procedure*;

iii. The Institute has established clear protocols for responding to emergencies such as fires, medical incidents, or natural disasters. These protocols are regularly reviewed, and emergency drills, including fire evacuations, are conducted to ensure that all staff and students are prepared to respond to emergencies effectively. This approach aligns with the *Critical Incident and Emergency Management Policy and Procedure*, which requires well-defined emergency management structures and preparedness activities to be in place;

iv. The Institute may introduce surveillance measures, including CCTV, to enhance campus security as part of its ongoing commitment to ensuring a safe environment for students, staff, and visitors. The specifics of any such surveillance systems will be determined based on operational needs and in accordance with security protocols;

v. In line with the *Critical Incident and Emergency Management Policy and Procedure*, the Institute follows established procedures for managing critical incidents. If an incident exceeds the immediate capacity of student support staff, the CIT is activated to provide support, coordination, and emergency services. The CIT follows a structured response protocol to

ensure that incidents are managed effectively and that all involved parties receive the support they need;

vi. The *Campus Floor Plan* and *Evacuation Plan* are readily available to all students, staff, and visitors to ensure safe navigation of the campus. Key information about the location of exits, fire exits, and evacuation assembly points are clearly marked and integrated into emergency drills. These plans are displayed prominently within campus facilities, and copies are available for review through Student Support Services.

h) Incident Reporting and Support

The Institute encourages all students and staff to report incidents or security concerns promptly. The Institute provides multiple channels for reporting incidents, including:

i. Incident Reporting Form: Accessible via the student portal for non-urgent issues;
ii. Student Support Staff: For immediate concerns, students and staff should contact student support staff, who are trained to manage and respond to incidents effectively. In the case of critical incidents, the matter will be escalated to the CIT.

Reports will be reviewed, and appropriate action will be taken to ensure the safety and well-being of all individuals on campus. The *Critical Incident and Emergency Management Policy and Procedure* provide guidelines for responding to various types of incidents, ensuring that all affected individuals receive appropriate support and assistance.

4. Student Feedback and Evaluation

The Institute values student voice in decision-making and will seek individual and anonymous student feedback on student services to assess their effectiveness and appropriateness. Feedback will also be sought from the Student Association and the student representatives on the Teaching & Learning Committee, noting that the Student Association will be formally established once the Institute is operational.

5. Appeals

Students are actively encouraged to share feedback on the delivery of the Institute's support services. If the students are dissatisfied with the extent of support services or the procedures outlined in this Policy, they can appeal in accordance with the *Student Grievance Management Policy and Procedure.*

6. Quality Assurance

The Institute is committed to continuous quality improvement and actively seeks feedback from various stakeholders regarding this Policy. It monitors the availability, accessibility, utilisation, and effectiveness of student support services, with an annual report presented to the Academic Board. Feedback and reports from the Student Association and Teaching & Learning Committee inform ongoing enhancements to student support services and are incorporated into scheduled policy reviews. Where necessary, services will be adjusted to meet the evolving needs of the student body, thereby enhancing student welfare, experience and outcomes.

All records of student support interactions are maintained in accordance with the Institute's *Records Management Policy and Procedure*, the *Privacy Act 1988 (Cth)*, the *State Records Act 2000 (WA*) and the *Freedom of Information Act 1992 (WA)* to safeguard confidentiality and ensure compliance with legislative requirements. Support records must be maintained confidentially and stored separately from all other student records, consistent with regulatory expectations and in recognition of the sensitive nature of student wellbeing information.

7. Review and Evaluation

This Policy will be reviewed at least every two years, or earlier if required due to changes in legislation, regulatory requirements, technological developments within professional and industry sectors, or institutional priorities, to ensure its ongoing relevance, accuracy, and effectiveness.

Version Control

Version	Date of Approval	Approved By	Related Documents
1.2	15 April 2026	Academic Board	Critical Incident and Emergency Management Policy and Procedure Records Management Policy and Procedure Student Grievance Management Policy and Procedure Assessment Policy and Procedure English Language Policy and Procedure
Benchmarking Institutions			MINT International College Holmes Institute La Trobe College Australia Australian College of Skills and Education Crown Institute of Higher Education
Policy Owner			Dean
Legislations			Higher Education Standards Frameworks (Threshold Standard) 2021 (Cth) (HESF 2021) Tertiary Education Quality and Standards Agency Act 2011 (Cth) (TEQSA Act) Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) (National Code 2018) Disability Discrimination Act 1992 (Cth) Disability Standards for Education 2005 (Cth) Equal Opportunity Act 1984 (WA) State Records Act 2000 (WA) Freedom of Information Act 1992 (WA) Privacy Act 1988 (Cth)
Higher Education Standards Framework (Threshold Standards) 2021(Cth)			Standard 2.1; Standard 2.3; Standard 2.4 Standard 3.2; Standard 3.3 Standard 6.2; Standard 6.3; Standard 7.2; Standard 7.3.