

# **Student Wellbeing and Support Policy and Procedures**

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## 1. PURPOSE

Barton Business School ("BBS") is committed to ensuring that appropriate advice and support services are provided to assist students to complete their studies and attain their academic goals.

This policy and these procedures aim to help (a) all commencing and continuing students to undertake their studies effectively and efficiently, and (b) international students to adapt to and live successfully in Australia.

This policy and these procedures align with the requirements of the [Higher Education Standards Framework \(Threshold Standards\) 2021](#), the [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 \(National Code\)](#).

## 2. SCOPE

This policy and these procedures apply to all students at BBS and all staff involved in providing support services to students at BBS.

## 3. DEFINITIONS

Refer to BBS's *Glossary of Terms*.

## 4. POLICY

For all students,

- a. BBS must provide appropriate academic and wellbeing support services.
- b. BBS must also support students in adjusting to campus study.
- c. BBS must support international students to adjust to life in Australia and to help with their achieving satisfactory academic progress and their individual learning goals.

### 4.1. POLICY PRINCIPLES

The primary principles that underpin this policy are:

- a. BBS must comply with the standards of the *Higher Education Standards Framework (Threshold Standards) 2021* and the requirements of the *ESOS National Code 2018 Standard 6*.

- b. BBS's values must be embedded within all aspects of BBS's life, including academic and extracurricular pursuits in events and activities.
- c. BBS must not tolerate bullying, discrimination, harassment, sexual misconduct, defamation, violence, or any behaviour that puts the wellbeing or safety of BBS's students or staff at risk.
- d. Advisory and support services must be aligned, including counselling, interpreter services, and security services, while respecting students' rights to privacy and confidentiality.
- e. Commencing students must attend a compulsory orientation program that provides essential information about study, work, and life in Australia.
- f. BBS must ensure that staff are available to respond to the support needs of students.
- g. *Student Wellbeing Officers*, as well as staff who deal directly with students, must be trained in relation to the ESOS framework, its obligations, and the possible implications for students based on these obligations.
- h. BBS's Board/Committee members must be informed of the advisory and support services available to BBS students.
- i. BBS's Board/Committee members must respond in a respectful, supportive, and sensitive manner when they are made aware of information regarding misconduct by a BBS student.
- j. BBS must provide the following student support services:
  - i. Wellbeing support including but not limited to emergency, legal, health, and referrals to external providers.
  - ii. Academic support including but not limited to study advice, language assistance, and ways to meet course requirements.
- k. BBS must:
  - i. Regularly review and update support services, so students have access to high-quality support services.
  - ii. Maintain up-to-date information and advice on its website about support services as well as complaints and appeals policies and procedures.

## 5. WELLBEING AND SUPPORT SERVICES PROVIDED BY BBS

### 5.1. INTERNATIONAL STUDENTS-ARRIVAL IN AUSTRALIA

- a. On arrival to Australia, BBS must provide transport advice and assistance to international students.
- b. International students must be provided with information regarding accommodation, arrival procedures, and adapting to life in Australia.

### 5.2. ORIENTATION PROGRAM

- a. Commencing students must attend an orientation program before the commencement of their first week of study at BBS.

- b. During the orientation program, students must be informed of the wellbeing and support services available throughout the campus, their hours of availability, and relevant contact details.
- c. Details about this orientation program must also be included in the *International Student Orientation Policy and Procedures*.
- d. A signed record of a student's attendance and participation in the orientation program, in the form of an induction checklist, must be kept on a student's file.

### 5.3. STUDENT HANDBOOK

- a. In their first week at BBS, a Student Handbook must be provided to each student outlining current information for students about wellbeing and support services and relevant policies and procedures.
- b. The Student Handbook must contain the following information:
  - i. Services, facilities, and resources available to students.
  - ii. Visa requirements for international students.
  - iii. Relevant BBS Policies and Procedures.
  - iv. Other relevant information for international students to help them to adjust to life and study in Australia.

### 5.4. ACADEMIC SUPPORT

- a. BBS must provide academic, language, and learning support to assist students with their academic progress.
- b. Students identified as not progressing satisfactorily in their studies must be provided with academic skills or English language support (refer to *Academic Progression and Student At Risk Policy and Procedures*).
- c. Lecturers have primary responsibility for providing academic support to students.
- d. BBS must ensure that the teaching staff are accessible to students seeking individual assistance with their studies for one (1) hour per week during their study period.
- e. Students must be encouraged to seek assistance with academic communications skills, academic integrity and referencing, research skills, content revision, time management, and examination preparation.
- f. A Course Coordinator must also advise students on general academic issues, timetabling, study skills, and learning strategies.
- g. As required, a Student Wellbeing Officer must support lecturers, tutors, and the Course Coordinator by providing additional support for students.

## 5.5. STUDENT SERVICES SUPPORT

- a. *Accommodation*: At no charge, a Student Wellbeing Officer and other staff must assist students with options and providers. Outside BBS, students are responsible for any costs incurred with external providers.
- b. *Complaints and appeals processes*: Information on complaints and appeals processes must be available on the BBS website and in the Student Handbook.
- c. *Counselling*: At no charge, a Student Wellbeing Officer and other staff must assist students who need support in relation to academic and/or personal difficulties. If additional support is needed, students should be referred to external counselling services. Students must be informed, however, that they are responsible for any costs of counselling outside BBS.
- e. *Facilities and resources*: In accordance with the *International Student Orientation Policy and Procedures*, a Student Wellbeing Officer and other staff must provide information about facilities and resources during the orientation program and campus tour.
- d. *Health*: A Student Wellbeing Officer and other staff must provide information about health services during orientation. In an emergency, students must be told that they are to call 000 immediately and then to inform a Student Wellbeing Officer of the emergency as soon as possible.
- e. *Legal services*: At no cost, a Student Wellbeing Officer and other staff must refer students who need legal advice to legal practitioners. Students must be told that they are responsible for any costs for legal advice obtained outside BBS.
- f. *Visa conditions*: Information on visa conditions and student requirements must be outlined during the orientation program and in the Student Handbook.
- g. *Work*: A Student Wellbeing Officer and other staff must assist students with resume writing and job search.
- h. *Workshops*: BBS will arrange workshops to support student academic success. These may include sessions on academic writing, digital skills, research techniques, study strategies, and guidance on preparing Recognition of Prior Learning (RPL) applications. Additional workshops may be introduced based on student needs and course requirements.

## 5.6. SPECIAL NEEDS SUPPORT

- a. If a student self-identifies with a special need, a Student Wellbeing Officer must determine what reasonable adjustments can be made to assist the student with their study.
- b. Special needs support may include (but is not limited to) large print materials, specialised furniture or seating arrangements, extra time for assessments (including examinations), and oral or sign interpreters.

## 5.7. FIRST NATIONS STUDENTS SUPPORT

- a. BBS acknowledges the systemic underrepresentation of First Nations students in higher education.
- b. BBS must provide assistance to First Nations students in relation to orientation activities, access, participation, and advancement to complete their studies.
- c. BBS must arrange free academic workshops for First Nations students to improve their research, academic writing, examination preparation, and time-management skills.
- d. Academic staff must be available to provide extra support for First Nations students.
- e. BBS must consider any special circumstances, including the cultural and domestic backgrounds of First Nations students and, if appropriate, adjust assessment requirements.
- f. As a systematic approach to improving services to First Nations students, BBS must regularly monitor their participation and completion data to identify and address potential problems.

## 6. PROCEDURES

- a. A Student Wellbeing Officer must be the main point of contact for students seeking wellbeing and support services.
- b. A Student Wellbeing Officer must be responsible for the following aspects of student wellbeing and support:
  - i. Answering queries relating to a student's progress, course requirements, academic progress, and unit attendance.
  - ii. Providing general advice and direction regarding accommodation or general wellbeing issues.
  - iii. When appropriate, referring students to professional wellbeing assistance.
  - iv. Recording details of a student's use of support services on the student's file.
  - v. As required, referring queries to relevant staff members or professional assistance.
- c. Students not making sufficient academic progress must be identified and contacted by the Course Coordinator and offered academic counselling by the Student Wellbeing Officer.
- d. Lecturers/tutors are responsible for reporting to the Course Coordinator any concerns for immediate follow-up about changes in a student's behaviour, attitude, health, or general demeanour.
- e. If a student requires personal counselling and this service is unavailable on campus, a Student Wellbeing Officer must assist the student to obtain help through an outside agency. The Student Wellbeing Officer must provide a referral and support to make arrangements with the outside agency. The Student Wellbeing Officer is also responsible for updating the student's files and following up appropriately with the student and other relevant staff.
- f. Students seeking additional external support can refer to various support services by The Victorian Government. Information is available at the following website:  
<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre/support-services-at-smssc>

- Free service:
  - Phone: 1800 056 449 (free call from landline phones)
  - E-mail: [info@iscs.vic.gov.au](mailto:info@iscs.vic.gov.au)
  - Drop-in to the office: 599 Little Bourke Street, Melbourne 3000
- g. Based on advice from the Dean and Course Coordinators, the Chief Executive Officer (CEO) must ensure that wellbeing and support services are reviewed regularly and updated appropriately.

## 7. PRIVACY AND CONFIDENTIALITY

- a. BBS must ensure that all staff respect the rights of all students to privacy and confidentiality, especially those students with special needs or seek counselling or advocacy support.
- b. In accordance with BBS's *Privacy Policy*, students' personal information must be secured against unauthorised access or disclosure.

## 8. COMPLAINTS AND APPEALS

Complaints and appeals about this policy and these procedures must be made in accordance with the *Student Complaints and Appeals Policy and Procedures*.



## 9. VERSION CONTROL

Document title	Student Wellbeing and Support Policy and Procedures	
Approved By	Board of Directors (BoD) and Academic Board (AB)	
Date of Review	This document is to be reviewed every two years at a minimum from the date of final approval.	
Related Documents	<ul style="list-style-type: none"> <li>• Academic Progression and Student At Risk Policy and Procedures</li> <li>• Student Orientation Policy and Procedures</li> <li>• Student Handbook</li> <li>• Diversity, Equity and Inclusion Policy</li> <li>• Critical Incident Management Policy and Procedures</li> <li>• Discrimination, Bullying, Harassment and Sexual Misconduct Policy</li> <li>• Student Complaints and Appeals Policy and Procedures</li> <li>• Privacy Policy</li> </ul>	
Related Legislation and References	<ul style="list-style-type: none"> <li>• <a href="#"><i>Higher Education Standards Framework (Threshold Standards) 2021</i></a></li> <li>• <a href="#"><i>Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</i></a></li> <li>• <a href="#"><i>Education Services for Overseas Students Act 2000 (ESOS Act)</i></a></li> <li>• <a href="#"><i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)</i></a></li> <li>• <a href="#"><i>Higher Education Support Act 2003</i></a></li> <li>• <a href="#"><i>Higher Education Provider Guidelines 2023</i></a></li> </ul>	
Version	Notes	Date Approved
1.0	<ul style="list-style-type: none"> <li>• Minor changes were made by the LTC in section 5.5 and the addition of the ESOS Act hyperlink.</li> </ul>	
2.0	<ul style="list-style-type: none"> <li>• Document approved subject to minor changes in sections 4.1.h, 5.1, 6.c, and rename of policy to Student Wellbeing instead of Student Welfare.</li> </ul>	31/03/2023
2.1	<ul style="list-style-type: none"> <li>• Addition of clause 5.4d – One (1) hour per week assistance available for students seeking individual assistance. This update includes the recommendations by the external reviewers.</li> </ul>	13/10/2023
2.1	<ul style="list-style-type: none"> <li>• BoD approved the document approved with no further changes.</li> </ul>	30/10/2023
3.0	<ul style="list-style-type: none"> <li>• Section 5.5 (h) was added to the document approved by AB.</li> </ul>	07/02/2025
	<ul style="list-style-type: none"> <li>• BoD approved the document approved with no further changes.</li> </ul>	17/02/2025