



STUDENT SUPPORT, WELLBEING AND SAFETY POLICY AND PROCEDURES

Purpose

The purpose of this policy is to ensure that all students at Lincoln Institute of Higher Education Australia (LIHE) are provided with a safe and supportive environment with access to support from academic and non-academic staff and services to assist in the adjustment to study and life in Australia.

POLICY

Scope

This policy applies to current students and recent graduates.

Principles

General

LIHE is committed to providing a supportive learning environment for all domestic students and those international students transitioning to a new culture and life in Australia.

Student Support

LIHE has a student experience team offering on-campus advice, information and a referral service designed to meet the needs of the student body with counselling, financial matters, legal issues, work rights, health, welfare and accommodation.

LIHE's academic staff also offer student's support in their academic studies, outside of timetabled class sessions.

The NSW Government also provides various support services to international students. For more information on these services, visit <https://www.service.nsw.gov.au/guide/support-international-students>

Transition

The first year of study for students can present challenges, particularly for international students, as they may face major changes in language, culture and the learning environment.

LIHE aims to facilitate a positive and successful transition to study for commencing students including providing encouragement and academic and non-academic resources and services



for students to remain enrolled and to complete their course within the expected duration of their Confirmation of Enrolment.

LIHE's transition programs commence at pre-enrolment stage, to orientation moving into the students' first year of study.

Orientation

All commencing students are required to attend orientation, which is held one week prior to the commencement of term.

Orientation is managed by the Student Experience Department and is a structured program to support commencing students' transition to studying at LIHE. The program includes:

- An introduction to LIHE's academic and administrative services including support services;
- Campus facilities and resources, including learning resources; and
- An opportunity to be introduced to key academic and administrative staff and meet fellow students.

Academic English Language Support

LIHE shall provide academic and English language support to assist students in their academic progress.

Students identified as not progressing satisfactorily in their studies may be recommended to seek academic or English language support as they are potentially at risk of having their enrolment cancelled.

Advocacy Support

LIHE recognises the need to provide students with access to advocacy support in regard to their academic progress, experience on and off campus, and LIHE's complaints and appeals process.

Aboriginal and Torres Strait Islander

LIHE makes the following commitments in relation to Aboriginal and Torres Strait Islander Peoples' education:

- Providing LIHE admission pathways to Aboriginal and Torres Strait Islander students as stipulated in the *Admissions Policy and Procedures*;
- Ensuring the LIHE's campuses and study locations are welcoming, respectful, supportive, non-discriminatory and free of harassment for Aboriginal and Torres Strait Islander students, and provide Aboriginal and Torres Strait Islander students with study spaces where they feel culturally safe; and



- Promoting understanding and appreciation of Aboriginal and Torres Strait Islander traditional and contemporary perspectives, knowledge, spirituality, skills, values and culture across the LIHE.

Career Assistance

LIHE offers a career-assistance support service available to current students and recent graduates. The service aims to equip them with practical skills and knowledge towards gaining employment, such as:

- Resume preparation;
- Interview skills and preparation;
- Career coaching and planning;
- Job seeking workshops.

Students With Special Needs

LIHE is committed to ensuring that students identified with special needs (disability, mental health, learning difficulty, injury or ongoing medical condition etc.) have access to an inclusive education in a safe and supportive environment free from harassment and victimisation.

LIHE shall endeavour to make all reasonable adjustments to a student's education program, which may involve, but is not limited to, teaching and learning strategies, or adjusting learning resources or the campus environment to address the needs of individual students.

Students with special needs shall be offered the same assessment standards as those applied to all other students. No concessions are made regarding the assessment criteria in order to uphold the academic standards and integrity of LIHE and its courses.

Students aware of their special needs shall disclose their requirements during the admission process by completing a Long-Term Special Needs Request Form so an assessment and adjustment can be made to accommodate, where possible, the students' learning.

LIHE may refuse to admit a student with special needs if LIHE is not able to make available reasonable adjustments on campus for the student's special need or enrolling the student would pose a safety risk to the student, other students or staff at LIHE.

Wellbeing and Safety

A safe environment is promoted and fostered by advising students and staff on actions they can take to enhance their safety and security on and off campus and online.

LIHE is committed to ensuring all students are advised of the actions they can take, the



staff they may contact, and the support services available if their personal circumstances are having an adverse effect on their studies. Furthermore, in such circumstances and in accordance with LIHE's *Assessments Policy and Procedures*, students can apply for the opportunity to complete assessment tasks at a later date.

LIHE's *Critical Incident Management Plan* outlines the immediate actions to be taken in the event of a critical incident and any follow up as required.

Sexual Harassment and Sexual Assault

LIHE is committed to educating staff and students on respectful relationships, sex and consent, as well as making clear to all staff and students LIHE's no-tolerance stance on harassment and assault. Through these measures, LIHE shall build a culture that actively discourages sexual harassment and assault.

LIHE takes a 'zero tolerance' approach to sexual harassment and assault by students and / or staff.

Privacy and Personal Information

LIHE shall ensure that the rights of all students to privacy and confidentiality are respected by all staff, including those with special needs or those who seek counselling or advocacy support.

PROCEDURES

These procedures outline LIHE processes for the provision of student support, wellbeing and safety information available to all students.

Orientation

Orientation is coordinated by the Student Experience Manager. The Student Experience Manager shall email all new students a reminder of the time and day of orientation at least one week prior. Any student who does not attend shall be contacted directly by LIHE and through their agent. Students who have not been able to attend shall be given an opportunity for orientation at the earliest possible time through the Student Experience Manager.

Orientation Program

The orientation program includes:

- Registration.
- A welcome from a senior manager or academic leader of LIHE.
- Verification of the student's Confirmation of Enrolment.
- Presentations explaining the student's course structure and content, study and living in Australia, and introduction to:

- o academic staff, Student Experience Manager and Student Wellbeing Team
- o Overseas Student Health Cover
- o the facilities and resources available on campus and online, including the library and computer labs
- o LIHE's Learning Management System (LMS) and the student email system
- o policies and practices to prevent and respond to sexual assault and sexual harassment
- o emergency services
- o complaints and appeals processes
- o student visa conditions relating to course progress
- o wellbeing and safety on campus and in Australia
- o international students' work rights in Australia.
- Academic Integrity Module
- Timetabling.
- Verification of the student's financial status.
- Credit exemption (advanced standing) check.
- Processing of the student's ID card.

Access to Academic Support

LIHE provides students with academic support from academic staff, consisting of one-to-one academic skills assistance including:

- academic communications skills
- academic integrity and referencing
- research skills
- content revision and time management
- exam preparation.

Academic staff are available to meet with students:

- face-to-face via the consultation hours posted in the LMS for each unit, on a 'drop-in' basis, or by appointment; and
- online via the online forums on the LMS or email.

Advocacy Support

Students (local and overseas) can access advocacy support that includes counselling, legal, advocacy service, and associated services via LIHE's responsible person and/or external agencies (outside of LIHE).

Student Support Services



LIHE provides information regarding the services available to its students including student support, student representation, wellbeing and safety by the:

- LIHE website
- Student Handbook
- Orientation
- LIHE policies and procedures
- Learning Management System
- Information bulletins and posters on campus
- Communications to the student's LIHE email address.

Sexual Assault and Sexual Harassment

LIHE provides a range of services including counselling and referrals to external services for students making a complaint regarding sexual assault or sexual harassment incidents.

Upon making a complaint under the *Sexual Assault and Sexual Harassment Policy and Procedures*, the LIHE Counsellor shall be responsible for ensuring the provision of available support services to the student. See also LIHE's *Student Counselling Policy*.

Special Needs

If a student self-identifies with a special need during the admission process, the Admissions Officer shall:

- Request the student completes the Long-Term Special Needs Request Form
- Request relevant medical documents
- Seek referral through the Student Wellbeing Team if further external assessment or documentation is required
- Interview the student and/or education agent if required.

After assessment of the student's needs, the Admissions Officer shall refer the student to the Student Experience Manager and the Academic Dean to discuss and identify what 'reasonable adjustments' LIHE can arrange to assist the student with their studies. Special needs support that can be arranged may include:

- Large-print class materials
- Specialised equipment or furniture
- Access to lecture rooms, library or other facilities
- Counselling support
- Extra time for completion of assessment tasks including examinations
- Seating at the front of a lecture room
- Oral or sign interpreters etc. (at the expense of the student).

LIHE shall make reasonable adjustments to assessment methods to allow students with special needs to be assessed against the unit learning outcomes. However, alternative



assessment methods shall be arranged with approval from the student's lecturer, subject coordinator and the relevant Course Coordinator. A request for an alternative assessment task shall be submitted for each assessment task in each unit for which the student is enrolled.

Students who develop a special need after enrolment should contact the Student Experience team to identify options to reduce the impact of their disability on their studies. The Student Experience team shall then meet with the Dean or delegate and the Registrar to discuss the possible range of support or reasonable adjustment that LIHE can provide to assist the student.

For further details, see LIHE's *Reasonable Adjustment Policy*.

Aboriginal or Torres Strait Islander (ATSI) Students

LIHE recognises the systemic under representation of ATSI students in higher education and is committed to provide equal opportunity of access, participation and advancement. LIHE also acknowledges Australian ATSI cultures and traditions.

Indigenous Participation

LIHE is committed to ensuring that enrolled ATSI students studying at LIHE have the necessary assistance they require to complete their studies by improving academic and personal support.

Academic Support

LIHE provides ATSI students with a welcoming environment that embraces all cultures and every space is made safe for all students regardless of their backgrounds. Additionally, there is also free access to computers and printing facilities, common rooms, and kitchen facilities to assist ATSI students in getting the most out of their study at LIHE.

Academic staff are also available for face-to-face and online consultations during consultation hours. LIHE also organises free academic workshops for ATSI students to refine and improve their research skills, academic writing skills, exam preparation and time management skills.

LIHE and its academic staffs may also, in their discretion, make reasonable adjustments to assessment methods to ATSI students with learning difficulties. However, students shall obtain approval from the student's lecturer, unit coordinator and the relevant Head of Discipline.

LIHE may take into consideration any special circumstances, including cultural and domestic backgrounds, in making such an adjustment. Students may provide evidence to support their application.

Non-Academic Support



LIHE also offers free counselling services for issues relating to academic performance and where relevant, referrals to external counselling services when a psychological or psychiatric issue is identified. Additionally, ATSI students have access to advocacy support to promote awareness and representation of their community.

LIHE acknowledges the cost of pursuing higher education and recognises the burden it might impose on ATSI students and their respective families. Thus, LIHE provides opportunity for ATSI students to negotiate a payment plan to ease the potential financial burden.

These payment plans are to be considered individually by the Chief Executive Officer or delegate as it is stated in the Fees, Charges and Refunds Policy.

Continual Improvement

LIHE is committed to improve its services to ATSI students and it shall monitor ATSI student participation and completion data to identify and address gaps.

Responsible person for support

Student Experience Manager is responsible for providing academic, advocacy and students supports with the support of LIHE academic staff and other professional staffs including admission officer, international student support officer, academic support officer. However, LIHE is not responsible for any external supports provided by the agencies outside of LIHE.

Record Keeping

Admissions and student experience staff shall upload medical and other relevant documentation to the student's file in the Student Management System, as appropriate.

Privacy and Personal Information

LIHE collects student's personal information in accordance with its *Privacy Policy* and the *Data and Records Integrity Policy & Procedures*.

All personal information is held in the LIHE Student Management System and is appropriately secured against misuse, interference, loss and unauthorised access, modification or disclosure. Once the information is no longer required it shall be appropriately destroyed.

Policy Implementation and Monitoring

The Academic Board delegates responsibility for the day-to-day implementation of this policy to the Student Experience Manager.



The Academic Board shall review all periodic reports from relevant committees and staff members.

Additionally, the Academic Board shall review all relevant student complaints, concerns raised by staff members, and instances of student or staff misconduct on an ongoing basis.

Based on these monitoring activities, the Academic Board shall provide a report to the Corporate Governance Board and ensure that findings are taken into account in planning, quality assurance and improvement processes

Compliance

All staff and students at LIHE are required to comply with this policy and its procedures, and with related policies and procedures. Non-compliance may result in disciplinary action.

File Number	LEA-GEN-COR-70059-D
Responsible Officer	Chief Executive Officer
Contact Officer	Student Experience Manager
Legislative Compliance	• <i>Higher Education Standards Framework (Threshold Standards) 2021</i> • <i>Privacy Act 1988 (Commonwealth)</i> • <i>Tertiary Education Quality and Standards Agency Act 2011</i>
Supporting Documents	• <i>Academic Integrity and Misconduct Policy</i> • <i>English Language Entry Requirements Policy</i> • <i>Student Learning Support Policy and Procedures</i> • <i>Anti-Discrimination Policy and Procedures</i> • <i>Course Development and Approval Policy and Procedures</i> • <i>Information for Students Policy and Procedures</i> • <i>International Student Services Procedures</i> • <i>IT Resources and Online Conduct Policy</i> • <i>Orientation Program Policy and Procedures</i> • <i>Student Counselling Policy</i> • <i>Sexual Harassment and Assault Policy and Procedures</i> • <i>Student Grievances, Complaints and Appeals Policy</i> • <i>Assessment Policy</i>
Related Documents	
Superseded Documents	
Effective Date	23 Feb 2023
Next Review	3 years from the effective date

Definitions

Academic Board: Governing body responsible for academic matters, including learning and teaching, course approval, workforce planning, academic staff appointments, research and



professional development, academic policies and procedures, overseeing student grievances and appeals processes.

Corporate Governance Board: Governing body responsible for oversight of all higher education operations, including the ongoing viability of LIHE and the quality of its higher education delivery. The Corporate Governance Board guides the Executive Management team and delegates responsibility for academic matters to the Academic Board.

Course Coordinator: Senior academic staff member responsible for the delivery, planning and development of a course at LIHE, particularly subject curriculum information, and works in conjunction with other senior academic staff.

Learning support services: Support services LIHE offers students to help them effectively read, understand, write and engage with academic language and learning. This includes workshops, seminars and one-on-one consultation sessions.

Orientation: On-campus scheduled program of activities prior to the beginning of each semester that provides students with opportunities to meet staff and other students, tour the campus, enrol in academic workshops and seminars, engage in social activities, learn more about LIHE and the services on offer, learn more about their rights and responsibilities as students, and access other important information.

Student Experience Officer: A non-academic member of LIHE staff responsible for providing students with information regarding support services. A Student Experience Officer can refer students to academic staff, counsellors, general practitioners, and other health services.

Review Schedule

This policy shall be reviewed by the Academic Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Academic Board	13/08/2020	New policy
1.1	Academic Board	17/01/2023	Responsible person and advocacy support added
1.2	Academic Board	22/02/2023	TEQSA and CRICOS requirements incorporated
1.3		20/05/2025	Replace outdated 'HESF 2015' references with correct 'HESF 2021' references.