



Student Welfare & Support Policy

Version 3



1 Document Control

Version	Date	Amended by	Changes Made
1	03/03/2014	Executive Manager Student Life	Initial document
2	March 2018	Executive Manager Student Life	Minor Administration Changes – update of standards, procedures and guidelines
3	20/09/2019	Executive Manager Student Life	Update of policy template. Purpose section inclusion of ESOS framework. Policy statement, updated the list of student life services.

2 Purpose

To articulate Box Hill Institute's approach to providing a supportive environment for students whilst complying with all relevant Commonwealth and State legislation designed to protect students from harm.

Student Life support personnel includes an International Wellbeing Officer who interacts directly with overseas students and are aware of their obligations under the Education Services for Overseas Students (ESOS) framework.

3 Scope

The policy applies to all Box Hill Institute students undertaking studies in Australia.

4 Policy Statement

Box Hill Institute will support the welfare of our students by providing access to Student Life services free of charge to assist those dealing with issues which may have an adverse impact on their studies, including:

- Educational and Personal Counselling
- Welfare Services
- Disability Liaison Services
- Student Wellbeing Officers
- Student Engagement
- Support for Indigenous Students
- Support for International Students
- Group Programs

5 Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Box Hill Institute Code of Conduct for Employees.



All students are expected to conduct themselves in a manner consistent with the Box Hill Institute Student Code of Conduct.

6 Definitions

Term	Definition
Nil	

7 Related Policies and Procedures

The following procedures are linked below:

- Aboriginal and Torres Strait Islander Policy
- Student Conduct Management Policy
- Student Conduct Management Procedure
- Students with a Disability Policy
- Students with a Disability Procedure
- Student Diversity and Equity Policy
- Complaint: Student, Customer, Client and Stakeholder Policy
- Complaint: Student, Customer, Client and Stakeholder Procedure
- Children on Campus Policy
- Child Safe Policy
- Child Safe Procedure

8 Related Operating Guidelines

- Child Safe Code of Conduct
- Disability Action Plan – 2019-2021
- Instructions for Student Illness, Accident and Emergency
- Student Code of Conduct
- Staff Code of Conduct
- Wurreker Implementation Plan BHI

9 Related Forms

- Student Orientation and Induction
- Reasonable Adjustment
- Instructions for Student Illness, Accident and Emergency
- Early Action Kit



- Student Commitment Form
- Application for a formal review of assessment(s)

10 Related Legislation and Registration

10.1 Box Hill Institute

10.2 External

- ASQA Standards for Registered Training Organisations 2015
- Child Safe Standards
- Disability Act 2006 (Victoria)
- Disability Discrimination Act 1992 (C'wealth)
- Disability Standards for Education 2005
- ELICOS Standards 2018
- Victorian Information Privacy Act 2000
- ESOS National Code of Practice 2018
- Health Records Act 2001
- Higher Education Standards Framework (Threshold Standards) 2015
- Occupational Health & Safety Act 2004 (Vic)
- Victorian Equal Opportunity Act 2010
- VRQA Standards for non-school secondary providers
- Work Health & Safety Act 2011 (C'wealth)

11 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures.

Where the privacy of individuals may otherwise be compromised, records will be maintained as confidential.

12 Review

This policy must be reviewed no later than three (3) years from the date of CEO endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

13 Responsibilities

Refer to related procedures and operating guidelines for roles and responsibilities.

Document: **Student Welfare & Support**

Document No.: ACA-ED-POL002

Process Area: Educational Delivery



14 Owner

Owner	Author
Executive Director, Educational Delivery	Executive Manager, Student Life

15 Approval Body

The CEO is the approval body.

Acting CEO	Date of Approval
Jennifer Oliver	25 September 2019