

1. Purpose

To articulate Box Hill Institute's commitment to providing a supportive, inclusive and equitable environment for students to assist them to be successful in their studies.

This Policy outlines the academic and non-academic supports that all BHI students can access.

2. Scope

This policy applies to all Box Hill Institute enrolled students.

3. Policy Statement

Box Hill Institute is committed to supporting students to enable them to reach their potential by providing no cost access to academic and non-academic support services.

This policy also recognises student agency, and that students are responsible for seeking and accepting the support offered, and for their own success.

Box Hill Institute recognises the diversity of its student cohort and is committed to supporting each individual to achieve success by implementing early intervention strategies.

BHI provides the following no cost services to enrolled students:

3.1. Academic Support

BHI provides language, literacy, numeracy, digital and technology use support for students that require these.

- Literacy and numeracy support is provided through a dedicated team and resource aimed at developing learner skills
- Digital and technology supports are provided through the library and training aimed at digital capability to ensure long term success
- Language supports are provided through the English language programs delivered through the institute to prepare students to successfully participate
- Individual learning support plans are developed and implemented to ensure learners are not left behind

3.1.1 Technology Support

Technology support includes support with assistive technology or other equipment, resources and programs, mechanisms designed to increase access, participation and progression in study.

3.2. Non Academic Support

3.2.1 Educational and Personal Counselling

- Support for enrolled students related to mental health, stress, time management, relationships and life transitions using evidence based counselling and related interventions to students in coordination with other Student Life services and other relevant stakeholders

3.2.2 Accessibility Liaison Service

- Support for prospective/enrolled students living with a disability or medical conditions to participate successfully in their course at BHI
- Reasonable adjustment is offered to all students to have access to reasonable adjustment of assessment tasks and the teacher deems it appropriate by determining if the task can be performed in a different way that does not compromise the unit requirement

3.2.3 Student Wellbeing

- Support for prospective/enrolled students with support needs related to their wellbeing and welfare and acting as an advocate for the student as required

3.2.4 Aboriginal and Torres Strait Islander Unit

- BHI has appropriately trained and qualified employees who provide confidential support to students who identify as Australian Aboriginal or Torres Strait Islander heritage

3.2.5 Support for International Students

- Provide confidential support to assist International students with course-related or personal issues that might be impact their studies in coordination with other services

3.2.6 Library

- Provides access to suitable collections of academic resources and supports students in finding and evaluating the academic resources needed for their studies
- Supports students with academic referencing and bibliographies and assists students with technology located in the libraries

3.2.7 Career Counselling

- BHI, through its Jobs and Skills Centre, provides career advice, and referrals for employment support

3.2.8 Financial Counselling

- Support provided for students experiencing financial hardship including a number of scholarships that recognise academic achievement and assist students who need financial assistance to pursue their studies

4. Context and related documents

4.1. External Legislation

- 4.1.1. ASQA Standards for Registered Training Organisations 2015
- 4.1.2. Child Safe Standards 2022
- 4.1.3. Disability Act 2006 (Victoria)
- 4.1.4. Disability Discrimination Act 1992 (C'wealth)
- 4.1.5. Disability Standards for Education 2005
- 4.1.6. ESOS National Code of Practice 2018
- 4.1.7. Information Privacy Act 2000 (C'wealth)
- 4.1.8. Privacy Act 1988 (C'wealth)
- 4.1.9. Privacy and Data Protection Act 2014
- 4.1.10. The Privacy and Data Protection Act 2014 (Vic)
- 4.1.11. Health Records Act 2001

- 4.1.12. Higher Education Standards Framework (Threshold Standards) 2021
- 4.1.13. Higher Education Support Act 2003 (C’wealth)
- 4.1.14. Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
- 4.1.15. Occupational Health & Safety Act 2004 (Vic)
- 4.1.16. Victorian Equal Opportunity Act 2010
- 4.1.17. VRQA Guidelines Non-School Senior Secondary Educational Provider: Minimum Standards for Registration to provide an accredited Senior Secondary Course
- 4.1.18. Work Health & Safety Act 2011 (C’wealth)
- 4.1.19. Sex Discrimination Act 1984 (C’wealth)
- 4.1.20. Gender Equality Act 2020

4.2. Internal

- 4.2.1. BHI Higher Education Student Progression Policy
- 4.2.2. Student Attendance Procedure
- 4.2.3. Assessment Policies and Procedures
- 4.2.4. Enrolment Policy
- 4.2.5. Student Code of Conduct
- 4.2.6. Student Conduct Management Policy
- 4.2.7. Student Commitment Form
- 4.2.8. Students with Disability Policy
- 4.2.9. Students with Disability Procedure
- 4.2.10. Student Diversity and Equity Policy
- 4.2.11. Complaint: Student, Customer, Client and Stakeholder Policy
- 4.2.12. Child Safe Code of Conduct
- 4.2.13. Child Safe Policy
- 4.2.14. Higher Education Assessment Policy
- 4.2.15. Sexual Assault and Sexual Harassment Policy
- 4.2.16. Student Enrolment Policy
- 4.2.17. Higher Education Student Progression Policy
- 4.2.18. International Students Monitoring of Course Progression Policy

5. Definitions

Term	Definition
Student Life	The group of services that provide support to students who identify as living with a disability/ies, needing mental health and welfare support and/or Indigenous.

6. Review

This policy must be reviewed no later than 3 years from the date of 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.

7. Originator

Name/Title	Date Endorsed	Signature
Associate Director, Student Life	01/03/2024	

8. Approval

Name/Title	Date Approved	Signature
Executive Director, Student Experience	01/03/2024	

9. Document Control and Update History

Version	Date	Amended by	Changes made
1.0	03/03/2014	Executive Manager	Initial document
2.0	March 2018	Executive Manager	Update of standards, procedures and guidelines
3.0	20/09/2019	Executive Manager	Purpose section inclusion of ESOS framework. Policy statement, updated the list of student life services.
4.0	05/08/2021	Academic Quality Assurance Officer	Inclusion of Higher Education Standards Framework (Threshold Standards) 2021
5.0	15/12/2023	Associate Director	Inclusion of description of services and additional related documents
6.0	12/02/24	Associate Director	Updated to include all Student Support services at BHI

Is a child-friendly version of this policy required? Yes

Has a Gender Impact Assessment been done? Yes