

1. Purpose

This Policy seeks to ensure that all students have access to appropriate, timely and effective student consultation services with respect to both academic and non-academic matters.

This Policy has also been developed in support of Australian School of Accounting’s (ASA) commitment to the welfare and well-being of its students.

2. Principles

ASA is committed to ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals and that students are made aware of the support available.

As part of this commitment, all staff at ASA are required to understand their responsibilities in providing students with support and where necessary, referral for appropriate advice.

3. Scope

This Policy applies to all students and staff of Australian School of Accounting (ASA).

4. Definitions

Term	Definition
Academic Matters	Any issue relating to assessment or learning.
Consultation	Refers to a time for students to seek face-to-face contact with a member of staff in order to raise any issues that they may have which may be adversely affecting their performance in a unit or course.
Non-Academic Matters	Any matter not of an academic nature. This includes administrative issues and personal problems which have an adverse effect on a student’s ability to learn or progress, including and not limited to, serious injury, life-threatening illness, drug, or alcohol overdose, sexual and/or physical assault, domestic violence or crime-related incidents, stress, and mental health issues (see section titled ‘Student Mental Health’ later in this document for further clarification).

5. Policy

Student Administration will ensure that student support services have accurate, up-to-date information and accurate contact details.

All students have access to Student Administration during normal business hours to be directed to the appropriate advice, guidance and where necessary, referral to outside services, regarding issues of concern.

5.1 Academic Matters

All academic staff must be available for appropriate student consultation times each week during designated study periods in which their teaching occurs, in addition to the associated examination period for that study period. Set times will be conveyed to students during Orientation, be prominently displayed throughout ASA and on the Learning Management System and published in unit outlines and timetables.

Depending on the nature of the matter, students may be referred to an academic skills session or similar. Additionally, the Academic Dean is available to discuss any academic, attendance or other related issue and can provide advice, guidance or referral where required.

Academic staff will advise the Course Coordinator of their consultation hours at the beginning of each semester. All academic staff must have a consultation time of at least two (2) hours per week during teaching weeks.

When the teaching is online, and especially during the Covid-19 pandemic, the consultation time must be used proactively. During this time, academic teachers must use the allocated consultation time to contact the students in their unit or units. Efforts must be made to contact every student.

All students' progress is monitored, and guidance and support provided where non-satisfactory results or issues related to academic literacy and English language proficiency are identified. English language support for students of up to one hour per week is available. There is learning support assistance available for all students.

5.2 Non-Academic Matters

There are many issues that may affect a student's ability to progress in their course and meet academic goals. Student support services may include but are not limited to:

5.2.1 Study Support Services

Students may make an appointment to see a member of staff for advice on matters which may be affecting their study, such as:

- a. time management issues;
- b. setting and achieving learning goals;
- c. motivation;
- d. ways of learning;
- e. managing assessment tasks;
- f. self-care.

5.2.2 Hardship

Australian School of Accounting recognises that the requirements of study may present some students with hardship owing to economic, social or other difficulties. Where genuine

hardship exists, a student may make an application seeking permission to review their workload or otherwise modify their study arrangements.

To make an application for recognition of hardship, a student is required to provide a letter to the Student Administration Office outlining the nature of their hardship. Such applications must be supported with relevant documentary evidence; for example, government benefit paperwork, medical certificate and/or statutory declaration. Applicants must be Australian Citizens, permanent residents, holders of Australian permanent humanitarian visas or holders of temporary protection visas. International students are ineligible.

5.2.3 Special Needs

Students with special needs should:

- a. advise their lecturer of any disabilities that may affect their learning (e.g. hearing difficulties); and
- b. notify the Course Coordinator. ASA will make all reasonable adjustments possible in order to optimise learning and assessment opportunities for students with special needs.

5.2.4 Accommodation

Australian School of Accounting is able to refer students to appropriate accommodation services and staff are available to discuss any issues or concerns a student may have with their accommodation arrangements. All international students are encouraged to have accommodation organised prior to arrival in Australia. If not arranged, Student Administration can refer students to appropriate accommodation services.

5.2.5 Orientation

All students are required to attend an orientation day at the beginning of their studies with ASA. Orientation will include a tour of ASA and the provision of the Student Handbook. The Handbook includes information about international student visa conditions, grievance procedures and how to access student support services.

5.2.6 Continuous Monitoring

In order to ensure that support services provided to students are accessible, consistent and appropriate in scope and quality, services are subject to ongoing review. Feedback is regularly sought from various stakeholders across a range of areas and analysed with a view to identifying areas for monitoring.

Overseen by the Campus and Student Learning Support Manager, ASA's response will be adapted, within the parameters of this policy to meet the needs of each non-academic matter brought to its attention.

5.2.7 Student Mental Health

Mental health issues consist of a broad spectrum of experiences that the average person encounters in their lifetime. These experiences may be affected by biological, psychological, social, cultural, and historical factors, which in turn impact the thoughts, emotions, and behaviour of an individual in response to life's situations. Common conditions for students are:

- anxiety
- depression

- extreme worry (e.g., due to financial concerns, family or relationship issues, study etc.)
- grief-related stress

International Students may arrive with pre-existing conditions or experience mental health challenges after arriving in Australia. Some other typical mental health concerns faced by students include (but are not limited to):

- social withdrawal
- panic attacks
- suicidal thoughts
- domestic violence
- internet or gaming addiction
- substance abuse

ASA is committed to facilitating positive mental health and wellbeing by providing a safe, healthy, and supportive environment which allows students to reach their full academic potential and assists them in coping with the normal stresses of study, maintain healthy relationships, and better assimilate into their local environment.

ASA will promote positive mental health and respond to the needs of students requiring assistance in this area by:

- promoting understanding, recognition and prevention of mental health issues by incorporating awareness, education and training;
- providing students experiencing mental health challenges with access to internal support services and referral to external services when required, so that they may realise their full academic potential to successfully complete their course of study; and
- providing training and guidance to staff and students for appropriate responses to those experiencing mental health difficulties.

Students experiencing mental health difficulties:

- are to be treated fairly, with respect to their confidentiality and sensitivity of their conditions;
- should be made to feel safe to declare their support needs to a member of staff at the earliest opportunity, in a supportive, non-stigmatising and non-judgemental academic environment; and
- will be provided with clear information on the extent of internal and external support available to them.

5.2.8 Counselling Services

External counselling services will be employed to deal with matters considered to be outside the expertise of the study support team. Appointments will be made for students to see an external counselling service. A list will be kept of counsellors and/or organisations specialising in counselling in a range of fields, to whom referrals could be made.

6. Specific Related Documents

Student Handbook

Staff Handbook

7. Related Documents

Diversity Equity and Reasonable Adjustments Policy

Student Code of Conduct Policy

Critical Incidents Policy and Procedure

Student Progression and Student at Risk Policy

8. Relevant Legislation

Higher Education Standards Framework (Threshold Standards) 2021

National Code of Practice for Providers of Education and Training to Overseas Students 2018

9. Version Control

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	2.1		2.0	Online and Covid addition	
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	1.5		1.4	Amendments by Academic Board	
	1.4		1.3	Review by Council	
	1.3		1.2	Style review	
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	1.1		1.0	Styling and logo	
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	0.3		0.2	Academic Board review	
	0.2		0.1	Policy and procedure separated	
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