



Student Support Policy

Policy Area: Academic Governance

Approval: Executive Principal

Signature:

Date:

1. PURPOSE

- To ensure Sheridan Institute of Higher Education meets its responsibilities to provide access to student support services for enrolled students.
- To provide staff and students with clear guidelines regarding the support services provided to enrolled students.
- To ensure compliance with the Higher Education Standards Framework (2015) and the National Code of Practice for Providers of Education and Training to Overseas Students (2018).

2. CONTEXT

Sheridan is committed to provide support to enrolled students to ensure access to learning opportunities, to support students in making academic progress and to enable them to achieve their academic goals. This will involve providing access to support services that could reducing barriers that achieving academic success. For international students this will include supporting them with adjusting to life in Australia.

3. RESPONSIBILITY AND ACCOUNTABILITY

Initial approval of policy and later amendments:	Board of Directors
Amendment of procedures consistent with the policy:	Executive Principal
Distribution of policy:	Executive Principal
Implementation of policy:	Executive Principal, Academic Principal, Director of Student Services
Monitoring and compliance of policy:	Academic Council, Executive Principal, Academic Principal, Director of Student Services
Evaluation and recommendations for amendments:	Academic Council, Executive Principal, Academic Principal, Director of Student Services

4. POLICY PROVISIONS

Orientation

Sheridan will support students in adjusting to study and life in Australia by giving the students information on or access to an age and culturally appropriate orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia

- English language and study assistance programs
- legal services
- emergency and health services
- Sheridan facilities and resources
- Sheridan complaints and appeals processes as outlined in the Student Grievance policy
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

General

Sheridan will provide relevant information or provide referrals as appropriate to students who request assistance in relation to the services and programs outlined above in relation to student orientation, at no additional cost to the student.

Where a student is referred to outside services, students will be notified at the time of referral if there are any charges associate with the service provided by external parties.

Sheridan will offer reasonable support to students to enable them to achieve expected learning outcomes regardless of the course, at no additional cost to the student.

Sheridan will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of student cohorts.

The Director of Student Services is the designated member of staff to be the official point of contact for overseas students and will have access to up-to-date details of Sheridan's support services.

Sheridan will have sufficient student support personnel to meet the needs of the students enrolled at Sheridan.

Sheridan will ensure its staff members who interact directly with overseas students are aware of the obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

Procedures

All Student Support Services are described in the Sheridan *Student Support Services General Information* that is available in the Sheridan Handbook and on the Sheridan website.

5. APPENDIX: DOCUMENT HISTORY AND VERSION CONTROL RECORD

Document Title:	Student Support Policy
Source Documents:	Christian Heritage College Student Support Services for Overseas Students policy National Code of Practice for Providers of Education and Training to Overseas Students (2018)
Associated Internal Documents:	<i>SC Student Support Services General Information</i>

Student Support Policy

Associated External Documents

Authorised Officer: Executive Principal

Approved by: Executive Principal

Date of Approval: 15 April 2019

Next Review Before: April 2021

Version Number	Version Date	Authorised Officer	Amendment Details
1.02	15/04/2019	Executive Principal	Compliance with ESOS Act and National Code 2018
1.03	27 Oct 2020	Executive Principal	References to "Sheridan College" changed to "Sheridan Institute". Update of logo to "Sheridan Institute of Higher Education" logo.