

Student Wellbeing and Welfare Support Policy

Document

Document Name	Student Wellbeing and Welfare Support Policy
Brief Description	The Student Wellbeing and Welfare Support Policy outlines the welfare support available to all students at Sydney Institute of Business and Technology (SIBT).
Responsibility	Director of Student and Academic Services
Delegated Approver	Senior Management Team
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Version Control

Date Approved	Version No.	Summary of Changes	Approver
21/12/2023	1	Initial	Senior Management Team
14/03/2024	2	Strengthened responsibilities. Added Review	Senior Management Team

Related Documents

Name	Location
Admissions Policy	SIBT Website
Child Protection Policy	SIBT Website
Discrimination, Harassment, Victimisation and Bullying Policy	SIBT Website
Equity and Diversity Policy	SIBT Website
International Students Under 18 Policy	SIBT Website
Mental Health and Wellbeing Response and Management Policy	SIBT Website
Program Progress Policy	SIBT Website
Reasonable Adjustment Policy	SIBT Website
Sexual Harassment Prevention and Response Policy	SIBT Website
Sexual Assault Prevention and Response Policy	SIBT Website
Special Consideration Policy	SIBT Website
Support for Students Policy	SIBT Website

Name	Location
Support for Student Procedure	SIBT Website
Higher Education Support Act 2003	https://www.legislation.gov.au/
Higher Education Standards Framework (Threshold Standards) 2021	https://www.legislation.gov.au/
Education Services for Overseas Students Act 2000	https://www.legislation.gov.au/
National Code of Practice for Providers of Education and Training to Overseas Students 2018	https://www.legislation.gov.au/

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1. Purpose

- a) The purpose of the Student Wellbeing and Welfare Support Policy is to outline the approach of SIBT relating to the:
 - i. Management of wellbeing, welfare, and counselling support for its students;
 - ii. Provision of a safe, inclusive, and diverse learning environment.

2. Definitions

Term	Meaning
Counsellor	A trained and appropriately registered professional who works with people experiencing a wide range of emotional and psychological problems to help them bring about effective change and/or enhance their wellbeing.
Wellbeing	It is a positive state of being comfortable, healthy, and/or happy. Wellbeing is determined by social, economic, and environmental conditions.
Welfare Support	Provision of support, information, and advice on emotional, financial, educational, recreational, health, housing, and other social welfare matters, and assisting to evaluate and coordinate appropriate support.

3. Application

- a) The Student Wellbeing and Welfare Support Policy applies to all SIBT staff and students.

4. Policy Statement

- a) The welfare and overall wellbeing of SIBT students is paramount to its vision, purpose and values.
- b) SIBT is committed to ensuring students are given opportunity to develop relevant skills, attributes, and attitudes that will enable them to resolve problems in academic, psychosocial/educational, emotional, and social contexts.
- c) SIBT endeavours to create a supportive and confidential learning environment and provides access to counsellors for students to discuss their welfare and well-being needs.

5. Principles

- a) The following principles underpin the SIBT's approach to the management of student wellbeing and support:
 - i. **Safety and Security is a right!** Students have a right to a safe, secure, and comfortable learning (and work) environment that is characterised by a respectful, diverse, and inclusive community.
 - ii. **Confidentiality is an absolute!** SIBT recognises and upholds students' right to confidentiality regarding their personal information, academic records, and any private matters disclosed during their educational journey, ensuring that such

information is handled securely and disclosed only with student's explicit consent or as mandated by law.

- iii. **Barriers will be removed!** Barriers to seeking and/or accepting support will be addressed through education and early interventions delivered in a respectful and caring manner.
- iv. **Services will be easily accessible!** Students will not need a referral to source free, readily available, trauma sensitive and easy to access counselling services and support.
- v. **Diversity is welcome, Equity is a must!** The psychosocial, general wellbeing and learning needs of students are diverse but the College has committed to providing Reasonable Adjustment in order to minimise obstacles to enable students to progress and flourish.
- vi. **Just-in-time support is critical!** Early prevention, identification and intervention enables hurdles to progress and wellbeing to be minimised.
- vii. **Sensitive support is a priority!** The College prioritises safety and recognises the sensitivities involved in dealing with incidents of Sexual Harassment and Assault.
- viii. **Staff training is critical!** Suitably qualified staff are available to handle any reporting of Sexual Harassment and Assault and to ensure students are referred to the most suitable service on a "point-in-time basis".
- ix. **Awareness and access to information is vital!** The College will implement strategies to raise student awareness about maintaining personal safety; information will be readily available through posters, weblinks, social media and drills e.g. fire drills.

6. Responsibilities

- a) The Senior Management Team is responsible for receiving reports on access data (deidentified) to:
 - i. Assess capacity and capability of Counsellors to ensure timely access to all students;
 - ii. Identify any trends or systemic issues for mitigation; and
 - iii. Report student support data to the SIBT Board of Directors.
- b) The Student Learning and Welfare Support Manager is responsible for:
 - i. Reporting to the Senior Management Team on a monthly basis on the number and type of student wellbeing and support activities offered.
 - ii. Ensuring adequate resourcing of counsellors so that a timely response to student requests is assured.
 - iii. Ensuring referral to individuals and/or organisations who are qualified in a chosen area, outside that of the Student Counsellors, is available as required.
- c) SIBT counsellors are available for students to consult for issues related to but not limited to the following:
 - i. Loneliness and homesickness;
 - ii. Adjusting to a new environment;
 - iii. Personal relationships;
 - iv. Harassment and trauma;
 - v. Accommodation;
 - vi. Employment and financial concerns;
 - vii. Health, including sexual health

- viii. legal concerns and legal referrals;
 - ix. Stress and techniques to overcome stress;
 - x. Referrals to other professionals;
 - xi. Medical insurance procedures;
 - xii. Student visa concerns;
 - xiii. Handling conflict
 - xiv. Sexual assault and sexual harassment;
 - xv. Anxieties and stress.
- d) The counsellors also work closely with the SIBT Student Learning Advisors, academic staff, and other SIBT personnel to assist students achieve success in their studies.
- i. In some cases, the counsellors may require further expert assistance to manage some issues.
 - ii. These issues may be referred to individuals and/or organisations who are qualified in a chosen area, for example, lawyers, medical doctors/other qualified medical professionals, and others as deemed suitable by the counsellors or Student Learning and Welfare Support Manager.
- e) Confidential appointments to see a counsellors can be made:
- i. In person through the SIBT Administration located on Level 4, 255 Elizabeth Street, Sydney NSW, 2000;
 - ii. Via phone: 02 9964 6555;
 - iii. Via email: studentservices@sibt.nsw.edu.au;
 - iv. Both in person and online appointments can also be made via <https://calendly.com/student-services-teams>

7. RASCI

- a) A RASCI is used for clarifying and defining roles and responsibilities and is an acronym derived from the five key responsibilities most typically used: responsible, accountable, consulted, supporting and informed.

The role distinctions are:

Responsible - Does the work to complete the task.

Accountable - Delegates work and is the last one to review the task before it's deemed complete.

Supporting - Resources which play a supporting role in implementation.

Consulting - Provides input on the task based on how it will impact their area.

Informed - Needs to be kept in the loop on task completion and is not involved in the details of every task.

Responsibility	CDP	AD	C	DSAS	PC	SMT
Maintain currency of policy				R		A
Monitor registers that relate to Student Welfare.			R	S		A
Meet with students at requested time			R	S		
Refer students appropriately	A		R			
Correspond with academic staff where appropriate		C	R	A	C	C
R = Responsible, A = Approve, S = Supporting, C = Consulting, I = Informed. CDP = College Director & Principal, AD = Academic Director, C = Counsellor, DSAS = Director of Student & Academic Services, PC = Program Convenor, SMT = Senior Management Team						

8. Reporting

- a) The Student Learning and Welfare Support Manager reports to the Senior Management Team on a monthly basis on the number and type of student wellbeing and support activities offered.

9. Review

- a) This Policy is reviewed annually, in line with the Support for Student Policy, and at the time of any changes to the regulatory compliance requirements, legislation, regulation, and guidelines.