

## STUDENT SUPPORT POLICY

### 1. Purpose and Objectives

- 1.1 Le Cordon Bleu Australia (LCBA) is committed to ensuring its students are provided with the academic and/or non-academic support and resources required to assist them to be successful in their studies.
- 1.2 This policy overarches all academic and non-academic policies which outline how LCBA will identify students who are at risk of not successfully completing their units of study and the support available to students to assist them with successfully completing their units of study, including the LCBA's processes for ensuring that students are aware of these support options.
- 1.3 This policy is published in accordance with the LCBA's obligations under the Higher Education Support Act 2003 (Cth).

### 2. Scope

- 2.1 All students and staff of LCBA, and Co-Delivery Partners in all learning environments, including on campus, online and off campus.

### 3. Legislative Context

- National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act 2003
- Competition and Consumer (Cth) Act 2010 (CCA)
- The Australian Competition and Consumer Commission (ACCC)

### 4. Policy Statement

- 4.1 The LCBA will ensure that academic and/or non-academic support is available to students to assist them with successfully completing their units and that students are made aware of these support services throughout their study.

### 5. Policy

- 5.1 LCBA is committed to provide continuous support to its students with a view to positive academic progress and success.
- 5.2 Support will be accessible, non-discriminatory and equitable at no cost to the student.

#### **Students At Risk of Not Successfully Completing Subjects**

- 5.3 LCBA will identify students who are at risk of not successfully completing their units of study. Process examples for each risk type can be found in the related policy document. Identification can be made by, but not exclusive to:
  - General and academic staff monitoring student welfare via a number of indicators including attendance and academic progress.
  - Student disclosure of learning support needs on the Student Profile Form or during orientation.
  - Students encouraged to discuss support needs.

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- Students requesting academic support by email or via the message feature in LCBA's learning management system (Engage).
  - Maintaining regular electronic and telephone communication with a student on WIL placement in accordance with the National Industry Engagement.
  - Communication Plan.
  - Conducting welfare visits to students on WIL placement to discuss any personal safety or welfare concerns, workplace issues, as well as learning and general support needs.
  - Receiving reports of sexual harassment and sexual assault and to initiate LCBA's response to experiences of sexual misconduct.
  - Asking students on admission to the program to voluntarily declare any disabilities or impairments requiring learning support to enable timely and appropriate provision of support.
  - Students undertaking on commencement, an activity designed to evaluate literacy, language and numeracy skills. Students are provided with their results and prompted to access support where a possible need is identified.
- 5.4 LCBA will communicate with students identified as at risk to ensure they are aware of support services available to assist them in successfully completing their units of study.

### **Support Services Available to Students**

- 5.5 LCBA offers either directly, through a Co-delivery Partner, or third-party numerous support options for students to assist in successful completion of their units of study, such as but not limited to the following:

#### **Academic Support**

- Library services
- Assessment guides
- Academic Literacy workshops
- Learning Support Team
- Lecturers
- Referral to external workshops and courses

#### **Non-academic support**

- Student Wellbeing services
- On campus counsellors
- External support services

- 5.6 LCBA will publish this Support for student policy as well as more information regarding support for students on its website and any other internal sites as deemed appropriate. LCBA Website, outlines the comprehensive student support services and facilities available at each campus. It includes:
- Student Welfare page, with information about counselling services to provide students with professional general and personal support, counselling, and referral services as necessary.

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- Student Guides, which contain information about academic and learning support services to assist students with academic skills associated with the program they are enrolled.

### 6. Roles and Responsibilities

Roles	Responsibilities
Lecturers	Provide learning support relating to the units they are teaching Refer students to appropriate learning support services Consider requests for, and implement, modified assessments
Academic Committee	Reviews student results, monitors their progress, and refers them to appropriate learning/academic support services
Program Managers	Monitor student progression (including attendance, progression rate and failures) Ensure timely and effective implementation of academic/learning support Approve modified assessments
Admissions	Provide opportunity for students to disclose support needs Facilitate application and assessment of requests for reasonable adjustment
Industry Engagement Managers	Conduct welfare checks Refer the students to appropriate support services
Student Services	Provide opportunity for students to disclose support needs Facilitate access to adequate internal and external support services Facilitate application and assessment of requests for reasonable adjustment Point of contact for welfare and safety matters Provide or coordinate support Keep student records
Learning and Teaching Quality Committee	Monitor HE student learning support needs at cohort and sub-cohort levels Make recommendation for improvement of learning support services
VET Quality Management Committee	Monitor VET student learning support needs at cohort and sub-cohort levels Make recommendation for improvement of learning support services
Campus counsellors	Provide counselling to students
Campus security	Provides assistance with personal security

### 7. Definitions

‘Academic Progress’ means a student’s progress towards successful completion of the academic requirements of the program in which they are enrolled.

‘Co-delivery Partners’ are the third-party providers contracted by LCBA to deliver part or all of a course or its constituent units.

‘Learning Support’ refers to a range of educational strategies provided to students to help them achieve satisfactory academic progress, including assistance to improve literacy, language and numeracy skills.

‘Staff’ refers to a person or person(s) employed or contracted to perform work for LCBA.

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‘Student welfare’ broadly encompasses student wellbeing and safety and relates to student overall wellness and freedom from harm.

*Other applicable definitions may be found in the LCBA’s Glossary of Policy Terms on the LCBA website.*

### 8. Related Documents

- [Academic Progress Policy HE](#)
- [Academic Progress Policy VET](#)
- [Access, Diversity and Equity Policy](#)
- [Assessment Policy HE](#)
- [Assessment Policy VET](#)
- [Assessment Policy and Procedures Manual MIHM](#)
- [Enrolment Policy](#)
- [LCBA Privacy Policy](#)
- [Learning Support Policy HE](#)
- [Learning Support Policy VET](#)
- [Sexual Assault and Sexual Harassment Policy](#)
- [Student Attendance Policy](#)
- [Student Code of Conduct](#)
- [Student Complaints and Appeals Policy](#)
- [Student Critical Incident Policy](#)
- [Student Feedback Policy](#)
- [Student Selection and Admissions Policy](#)
- [Student Welfare Policy](#)
- [Work Integrated Learning Policy](#)

Internal documents

- Student Critical Incident Protocols

### 9. Implementation

9.1 The Registrar is responsible for ensuring that future major changes to this policy will be accompanied by a completed Implementation Plan, counter signed by the Dean and presented with the policy to the Corporate Board.

9.2 The Implementation Plan will include a Communication Strategy that identifies key stakeholders and the requirements for effectively implementing and monitoring this policy.

### 10. Summary of changes since last review

Authored by	Description
Acting Registrar	New Policy