

14. Student Support Policy

Purpose and scope

LCBNZ aims to ensure that every student has access to guidance and support at all times prior to and during their enrolment into a programme.

Policy Statements

- Quality learning environments nurture and support students to participate fully and effectively and be successful in their studies.
- A range of services is offered to support student wellbeing and success. Students are informed about support services available on and off campus.
- Students are assisted to access the support in order to be successful in their study.
- Students seeking support are shown empathy and respect.
- Career guidance is available, and students are encouraged to prepare for employment.
- LCBNZ acknowledges and complies with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Responsibility


- Students acknowledge their needs and ask for support as required.
- Academic staff members maintain current information on student support services and encourage their students to access the services as appropriate.
- Student support teams evaluate their service in collaboration with LCBNZ to ensure the delivery of professional, student-centred, integrated support services.
- LCBNZ staff promote student support services to students and staff and utilise feedback in on-going self-evaluation and improvement processes.
- LCBNZ provides leadership and direction for support services and allocates sufficient resources to enable the services and facilities to be current, equitable and effective.

Related Legislation

- Education Act 1989 s227

Related Documents

- Support Process Flowchart
- New Zealand – Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

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| Policy Document 14. Student Support Policy QMS | Signed: General Manager  | Date:16/6/22 |
| Prepared by Sue Townshend | Version Date of issue Date of last review 03/09/21 | Page 1 |