

STUDENT WELFARE AND SUPPORT POLICY



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1 PURPOSE

- 1.1 CQUniversity provides students with up to date information on a range of welfare and support services. This is available in a variety of modes. The information process commences prior to the formal orientation period, particularly for international students with details regarding accommodation, arrival and settling in services.
- 1.2 Designated Contact Officers are available on each campus for international students - their role includes informing students of the available welfare and support services.
- 1.3 The University provides a comprehensive orientation program (online and face to face) designed to assist the transition of all commencing students, domestic and international, to University life. This program includes information and ways of accessing the welfare and support resources, including those of particular importance to international students, at each campus and online. For more information, please see the [First Year Transition and Orientation Policy and Procedure](#).
- 1.4 Staff who interact directly with international students are required to participate in relevant ESOS training to maintain currency with the regulations, and all staff are encouraged to access training.

2 SCOPE

This policy applies to all CQUniversity students in accordance with the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (the National Code), the [Education Services for Overseas Students \(ESOS\) Act 2000](#), and the [Department of Home Affairs](#).

3 POLICY STATEMENT

- 3.1 CQUniversity is committed to assisting students to persist and achieve in their academic endeavours in order to succeed in their career ambition. The University considers that welfare and support services are important sources of easing students into tertiary life, helping them adjust to their new living environment and enabling them to achieve their academic goal. This policy document has been developed to provide a clear statement on the welfare and support services at the University.
- 3.2 The University is committed to providing students with a variety of support and welfare services. The various business units listed below provide examples of the services provided by the University.

- 3.3 The Student Experience and Governance Division encompasses the following areas:
- the Student Life and Wellbeing Centre is responsible for core support needs of students at all campuses including counselling, equity and disability services, career and employment information, international student support, monitoring academic progress and the widening participation program.
 - the Student Admissions and Advice Centre provides students with a one-stop full-service location for all of their admission and general enquiries including student enrolment, undergraduate and postgraduate admission and study materials tracking.
 - the Course Advice team, located within the Student Admissions and Advice Centre, provides academic program and course advice for students including credit transfer and graduation assessment.
- 3.4 Further support services include:
- [Academic Learning Centre](#) services to assist students with the academic communication, mathematics and statistics, computing and science aspects of their studies are available on most campuses and via distance through online forms and a Moodle site.
 - the [Academic Learning Centre](#) at Australian International Campuses, which are responsible for academic communication skills.
 - the Library offers a range of services to support study and learning. These include access to print and electronic resources; bookable study rooms and a range of study spaces; and phone, online and in-person assistance.
 - the [Information and Technology Directorate](#) offers a range of technical services to students. These include advice on resetting your password.
 - the [Student Ombudsman](#) is concerned with ensuring that the University has complied with University policies and procedures and acts to assist students with queries, concerns, or complaints about CQUniversity.
 - the [Student Representative Council](#) provides students with advocacy services through the Student Advocacy Officer. Student advocacy is a free and confidential information, advice and referral service that provides students with assistance in navigating University policies and procedures and acts to support students seeking guidance on matters such as academic appeals, grievances and complaints.
- 3.5 Information regarding the above web listed functions is also available as a hard copy for International Students. For example, the Rockhampton International Student Guide. The Student Broadcast Email, which is emailed to students fortnightly, provides regular updates on support services.
- 3.6 CQUniversity provides a [policy website](#), which includes policies of particular importance to student life, e.g. [Student Misconduct Policy and Procedure](#), or [Student Feedback – Compliments and Complaints Policy and Procedure](#). Students are strongly recommended to visit the University's [policy website](#) and select and read the applicable policy.
- 3.7 CQUniversity is committed to the wellbeing of international students who may be returning to their country after a long absence and has implemented strategies to ease this transition. The University will:
- conduct going home programs to assist with transition to home country, and
 - encourage alumni association.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The University Secretary is responsible for ensuring compliance of these principles. The Student Life and Wellbeing Centre services are monitored via the Customer Relationship Management system, which is benchmarked against other similar Australian Universities, and reported to the Department of Education. Evaluation of Orientation to monitor attendance and participation, together with the collection of quantitative figures through the Monitoring Academic Progress program, ensures comparison and tracking of improvements and other trends.

Reporting

- 4.2 No additional reporting is required.

Records management

- 4.3 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Education Services for Overseas Students \(ESOS\) Act 2000](#)

[Information Privacy Act 2009](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (the National Code)

[Queensland Government Commission for Children and Young People and Child Guardian](#)

7 FEEDBACK

- 7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Academic Board
Advisory Committee to Approval Authority	Learning and Teaching Committee
Administrator	Director, Student Experience
Next Review Date	16/11/2019

Approval and Amendment History	Details
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Amendment Authority and Date	Updated on 3/09/2009 to include CQUniversity new logo, title and CRICOS code; Reviewed Academic Registrar 20/07/2010; Position titles updated 7/08/2013; Academic Board 16/11/2016; Legislation and Department title updates 5/03/2018.
Notes	This document consolidates and replaces the Student Welfare and Support Policy and Student Welfare and Support Principles.