

## STUDENT SUPPORT AND WELFARE POLICY

<b>Approved</b>	Council, Academic Board
<b>Approval Date(s) (from most recent)</b>	04/11/2019, 25/02/2019, 07/11/2016, 06/05/2015, 02/2011, 18/02/2009
<b>Date for Review (no more than five years from last approval)</b>	2024
<b>Responsible Officer</b>	Academic Registrar
<b>Author(s) and Role(s) from most recent</b>	D. Speed (Dean), L. Gainer (Academic Registrar)
<b>Related Documents (explicitly cross-referenced)</b>	Higher Education Standards 2015 National Code of Practice 2018 SCD Student Grievance Policy
<b>Higher Education Standards (2021)</b>	2.3, 2.4
<b>National Code (2018) (if directly relevant)</b>	6, 8

This revision of the Student Support and Welfare Policy pays attention to the 2015 revision of the Higher Education Standards and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

In recent years, as well as ensuring the ongoing development and review of student policy and procedure, SCD has:

- instituted a Student Plan as part of its ongoing Strategic Plan: this brings together under one comprehensive and cohesive heading the full range of issues concerned with student support and welfare and associated policies and procedures, identifying key issues for maintenance and ongoing development;
- extended the title and terms of reference of the old Student Administration Committee as the Student Support and Administration Committee: this operates across a wider area and again highlights the prominence of student support and welfare in SCD operational concerns;
- introduced a Student Support Form, replaced in 2019 by a General Student Support Form and an Overseas Student Support Form, for periodic reporting of student support measures by the SCD teaching bodies to the Student Support and Administration Committee: these forms enables the Committee to monitor the situation for appropriate quality; and
- significantly revised and periodically reviewed and updated the Student Grievance Policy and Procedures: this provides detailed guidance and includes the provision of Student Advocacy Officers.

The Points of Policy set out below indicate SCD's acknowledgement of its responsibility to students and the list of Key Related Documents indicates where particular matters are addressed.

For further information, students should consult the appointed student advisors in their respective teaching body or the SCD Academic Registrar based in the Office of the Dean.

### **POINTS OF POLICY**

1. SCD will oversee the appropriate, equivalent support and welfare of all students enrolled in its academic programs, whether in the SCD Korean School of Theology and SCD Graduate Research School or in any of its Member Institutions, and at all campuses of all teaching bodies, including the online campuses.
2. Specific care and consideration will be given to the recruitment, admission, participation and completion of Aboriginal and Torres Strait Islander peoples.
3. SCD will ensure quality support of its students in respect both of the delivery of academic programs and of provisions for the students' general welfare, as set out below.

#### **For the effective delivery of academic programs, in line with the Higher Education Standards:**

1. SCD will monitor accounts of SCD awards and related matters, including costs and refunds, on all associated websites and in printed materials and any other forms of publication to ensure accuracy, clarity, and lawfulness in accordance with SCD policies on communication and advertising.
2. Prior to enrolment and throughout their studies, SCD will ensure that its students are adequately informed about their relationship with SCD in respect of the rights and obligations of both SCD and its students.
3. All students will be advised of the actions they can take, the staff they may contact, and the support services that are accessible if their personal circumstances are having an adverse effect on their education (e.g. emergency services, health services, counselling, legal services, advocacy and welfare services).
4. SCD will use standard admission criteria with a standard, non-discriminatory application for admission form across the SCD.
5. SCD will apply clear and appropriate policies and procedures for granting credit and recognizing prior learning.
6. SCD will ensure reliable processes for recording student progression and completion and approving graduation.
7. SCD will encourage student representation and participation with respect to course developments and academic policies and procedures using means including committee memberships, surveys, and direct communication.
8. SCD will provide approved Tuition Assurance for both domestic and overseas students in the event that either the SCD itself or a Member Institution ceases operations and will provide relevant information to students in this regard.
9. SCD will pursue best practice in learning and teaching support for all students, including:

- (a) satisfactory facilities and resources for both face-to-face and online delivery;
- (b) effective support arrangements for students with disabilities to obviate academic disadvantage;
- (c) appropriately trained and accredited teachers and research-active supervisors;
- (d) insistence on free intellectual inquiry;
- (e) appropriate provision of library and other learning resources including IT assistance;
- (f) learning support including after-hours support (e.g. Studiosity);
- (g) assistance with study skills;
- (h) assistance with English proficiency;
- (i) provision for regular student feedback and staff response;
- (j) staff availability for consultation;
- (k) timely identification of students at academic risk and provision of suitable assistance;
- (l) consistency of assessment in line with assessment policy, taking account of predicated learning outcomes;
- (m) prompt response to queries and return of results;
- (n) provision for academic appeals;
- (o) provision for addressing academic misconduct, in fairness to all students;
- (p) satisfactory record-keeping to safeguard student records and student privacy; and
- (q) appropriate special consideration in circumstances of student illness or misadventure.

**For the general welfare of its students, in line with the Higher Education Standards:**

1. SCD will ensure observation of all Government regulations for delivery sites, including Workplace, Health and Safety matters.
2. SCD will ensure provision of adequate learning and leisure spaces with appropriate equipment.
3. SCD will ensure that there are adequate security arrangements for all its locations and that appropriate advice is offered to students regarding personal safety; campus safety guidelines will be publicized and supported across SCD early in 2019.
4. SCD will maintain and communicate procedures to address critical incidents at delivery sites, including accident, illness, catastrophe, or attack.
5. SCD will promote a safe and inclusive culture with regard to relationships with staff and other students.
6. SCD will ensure satisfactory grievance processing in line with SCD policy;
7. SCD will oversee the provision of counselling and relevant chaplaincy services, and will encourage relevant and viable provision of such other services as may assist students in regard to health and well-being, social services, legal advice, vocations and careers advice, and general living.
8. SCD will, in addition, ensure provision of appropriate services and advice to assist and support overseas students, in respect of such general matters as accommodation, travel, local facilities, living in Australia, and working in Australia.

9. The Dean, the Dean's representative, or another member of Academic Board will make visits to all campuses every year, during orientation periods and Institutional Moderations and on other occasions, to ensure the consistency of student services available with SCD policy and procedures, identify and address issues, and exchange views with staff and students.

### **KEY RELATED DOCUMENTS**

As well as the SCD annual Handbook, student and overseas student handbooks, and other website pages of information:

Academic Misconduct Policy  
 Academic Quality Assurance  
 Accreditation of Academic Faculty Policy and Procedures  
 Advertising Policy  
 Anti-Discrimination Policy  
 Appeals Procedure  
 Application for Admission Form  
 Assessment Policy and Procedures  
 Code of Conduct  
 Code of Ethics Policy  
 Code of Supervisory Practice (Section A.17 in the Research Degree Regulations)  
 Communication Policy  
 Credit Policy  
 Critical Incident Policy and Procedures  
 Cross-Institutional Study Policy  
 Cross-Streaming Policy  
 Deed of Course Assurance between SCD and ACCS  
 Deed of Course Assurance between SCD and ACT  
 Delivery Sites Policy and Procedures  
 Discipline Moderation Policy and Procedures  
 Evaluation of Learning and Teaching Policy  
 Extension Policy  
 Free Intellectual Inquiry Policy  
 General Student Support Form  
 How to Write Academic Writing (Korean)  
 Institutional Moderation Policy and Procedures  
 Library Policy  
 Library Regulations  
 Monitoring Course Progress of Overseas Students Policy  
 Orientation Policy and Procedures  
 Overseas Student Support Form  
 Policy on Credit for Previous Study between English and Korean Courses  
 Recognition of Prior Learning Policy  
 Recognized Prior Learning between English and Korean Courses Policy  
 Record-Keeping Policy  
 Refund and Withdrawal Policy  
 Research Active in the SCD Policy  
 Student Disability Policy  
 Student Feedback on Teaching Survey and Student Feedback on Unit Survey

Student Grievance Policy and Procedures  
Student Result Procedures: Assessment and Monitoring  
Student Self-Assessment of Academic Progress  
Students at Academic Risk Policy and Procedures  
Transferring Between Registered Providers Policy