



Student Services

Student Welfare Policy & Procedure

Policy Purpose

This policy aims to:

Provide a structure for identifying particular student needs as they arise, whether these requirements relate to academic, language, health, or other.

Provide a comprehensive orientation program, whether online or physical, designed to assist the transition of all domestic students who are commencing studies at Mayfield Education.

Provide information and ways of accessing the welfare and support resources, including those that are particularly important to international students, such as English Language support programs.

Ensure that strategies are put in place to reduce vulnerabilities, build student connectedness and to increase academic and life coping mechanisms.

Establish action plans relating to student welfare.

Policy Scope

This policy applies to all students and staff at Mayfield Education.

Definitions and Terms

Welfare: In the context of this policy, welfare means ensuring the well-being of all students enrolled at Mayfield Education. This includes students' emotional, physical, intellectual, cultural and social wellbeing.

Integrity: Integrity refers to the quality of being truthful, honest, and straightforward, as well as generally having strong moral values (in the realm of moral integrity).

Policy

Student Handbook

Mayfield Education will make a Student Handbook available to all current and prospective students. This Handbook will include resources available to students regarding facilities, safety and welfare policies and procedures, study help and any relevant external resources for domestic students. This Handbook will include a Student Code of Conduct clarifying behavioural expectations and support services contact information.

Student Safety

The safety of all Staff Members, visitors and students at Mayfield Education will be met by undertaking the following: the identification and assessment of any workplace hazards; the implementation of steps to review and control any hazards that cannot be eliminated; train and educate Staff Members on health and safety issues as necessary; and promote activities and initiatives providing support to students. Mayfield Education will comply with current safety and health legislation and initiate a Health and Safety Policy.

Student Support

Mayfield Education strives to create a supportive environment for all students. Supporting students is accomplished through the following: initiating policies for harassment, discrimination and bullying; utilising a Student Code of Conduct; directing the students to their relevant course coordinators to address any welfare needs students may have; provide referrals to counselling services, medical issues, mental health, crisis intervention services, disability issues, accommodations, tutoring, legal questions, financial matters, stress management and any other issues that is outside the scope of the Mayfield Education's resources; monitor student progress with the purpose of providing academic support when necessary.

Mayfield Education will specify if a student must schedule appointments with the course coordinator, or if drop-in questions are allowed. In the event that a student is referred to an external service, the student is responsible for any costs associated with those appointments.

Academic Support

Mayfield Education will provide academic support for students with a learning difficulty or a disability. These additional support services may include referrals to external resources, progress intervention for at-risk students, and academic support through the relevant Course Coordinator. All students will have equal access to resources provided by Mayfield Education. These resources may include the following: programs, learning materials, library, and access to Staff Members. A clear method for resolving student complaints is available to students through the Student Handbook and Complaints and Appeals Policy.

Disabled Students

Mayfield Education has an obligation to meet the Disability Discrimination Act 1992 and the Disability Standards for Education 2005. This legislation protects the right of a student with a disability to participate in a course study or a program. Students who require an adjustment to assessment or teaching must meet with the Course Coordinators and provide documentation from a treating professional. Mayfield Education will make reasonable adjustments on a case-by-case basis for students who can demonstrate that a disability brings a disadvantage. Any adjustments made for students must equalise and not provide a competitive advantage against other students. The fundamental measures of an assessment must remain unchanged. Students with a disability must meet a pre-determined level of ability on an assessment.

Procedures

Reports and Investigations

The comprehensive report and investigation of complaints is critical to the achievement of a safe environment for Staff Members, students and visitors. All Staff Members have the responsibility to maintain a safe work environment. Any student complaint must be filed in writing with the Education Manager. The Education Manager will review the complaint and take any steps necessary to investigate and ameliorate the issue. Should a complaint against a Staff Member be substantiated through investigation and documentation, the Education Manager may choose to take disciplinary steps. The Education Manager will document any disciplinary procedures taken against a Staff Member in that Staff Member's permanent file. Any frivolous or vexatious complaint will be dismissed and may be subject to disciplinary action.

Roles and Responsibilities

Course Coordinators are responsible for ensuring that their students at Mayfield Education have a healthy and safe workplace, as far as is reasonably practicable. Course Coordinators must also understand operations at Mayfield Education and any associated risks or hazards of those operations and conduct audits of measures to manage hazards and other processes related to health and safety issues that may impact Student Welfare. The Academic Board holds the responsibility for providing safety leadership to all Staff Members, visitors and students at Mayfield Education and they must maintain current knowledge of any health and safety management processes or issues. Mayfield Education will provide processes for the identification and resolution of welfare issues and will maintain records to meet legislative requirements. Mayfield Education will provide training for all Staff Members in the skills necessary to meet safety and welfare responsibilities. This training may be included in new Staff Member orientation or professional development.

Emergency Response Plans

Mayfield Education will formulate, review and practice Emergency Response Plans to manage emergencies or critical incidents for the preservation of the health, welfare and safety of Staff Members and visitors.

Policy Review

This policy will be revised on an annual basis, though it may be reviewed more frequently should the need arise; in order to ensure that it remains compliant with state and national legislation.

Further Assistance

For more information, students should consult the Course Coordinators and the Education Manager of Mayfield Education.