

Student Wellbeing and Support Framework

1. Purpose

UNSW College (the College) recognises the rich diversity of our students: different cultural and socio-economic status backgrounds, different ages, experiences and aspirations, and at different stages of the learning journey. The College's distinctive and diverse student profile brings with it an array of challenges and requires a student-centred approach to learning and student life more broadly.

The [Equity, Diversity and Inclusion Policy](#) articulates the College's commitment to delivering equitable learning and wellbeing support to all students throughout their learning journey, from admission to graduation, always ensuring that learning and wellbeing support is appropriate, timely, and geared towards providing the best chance of success.

This document provides the framework in which this is achieved.

2. Reasonable Education Adjustments

The [Assessment Policy](#) provides for students who are admitted under the Access and Equity provisions of the Admissions Policy, to receive reasonable education adjustments to support their success.

This can take the form of an Equitable Learning Plan after discussions with the student, which may involve:

- (a) assignment extensions or exam adjustments;
- (b) support in developing study skills, including:
 - i. improving the structure of written assignments;
 - ii. developing arguments in writing;
 - iii. organising ideas;
 - iv. improving knowledge of sentence structure;
 - v. reading more critically to identify relevant information;
 - vi. developing time management skills and organisational skills;
 - vii. organising notes and materials;
 - viii. preparing for examinations and in-class tests;
 - ix. prioritising study tasks;
 - x. developing self-study techniques and positive study habits.

Implementation of educational adjustments should not compromise the academic integrity of the program in which the student is enrolled.

3. Student Wellbeing and Settling into the Learning Community

From the start of their learning journey, students are well supported and encouraged to participate in student life on campus.

During Orientation and thereafter via weekly updates across multiple student communication channels, students are encouraged to participate in weekly events and activities both on and off campus. These activities are designed to assist students in forming friendship circles in class, and across wider interest groups. Students are further introduced to and encouraged to join

College Clubs as well as UNSW Clubs and societies through Arc, the UNSW student association.

During this initial period and on a regular basis thereafter via student communication channels, students are introduced to the Student Support team and Accommodation Officer, who offer various support sessions including 'Living in Sydney' and 'Surviving Uni 101' wellbeing session. Students are provided with email and phone contact details, and are encouraged across all student-facing communication channels to connect with the Student Support team and Accommodation Officer at any time if they need personalised support.

4. Counselling and Wellbeing Support Services

The Student Support team is a professionally trained and caring group of Student Advisers who offer 1:1, personalised wellbeing support to any students who may need support in dealing with issues ranging from personal, to academic and study-related, to disability needs. On meeting with a student, a Student Adviser may recommend other specialist services outside of the College, including UNSW Mental Health Connect, Educational Learning Services, or other public health services. For cases involving high-needs students, or students at risk, the Student Adviser will follow a case management approach to ensure a student's wellbeing is well monitored with regular check-ins.

5. Health and Medical Support

During Orientation (and promoted on student communication channels thereafter), students are introduced to a range of health services and medical support offered by UNSW Health. Students are encouraged to connect with Student Support if they need medical assistance, help with booking appointments or translation support when liaising with medical staff. Students are also introduced to their Overseas Student Health Cover and are provided with instructions on how to activate their account if they have not done so already.

6. Gendered Violence and First Response

Being in the education sector, the College has a unique opportunity and responsibility to effect social change and contribute to the elimination of sexual and gendered violence in our society. These behaviours, values and beliefs are discordant with our values and codes of conduct. It is our legal and moral obligation to ensure everyone at the College feels safe and is treated with respect. In support of this, the College annually provides First Responder training to nominated First Responders. The training delivered by the Gendered Violence Research Network (GVRN) aims to equip staff with the knowledge and skills to respond to students or employees affected by or perpetrating domestic and family violence, sexual harassment and sexual assault. The training offers participants evidence-based, engaging learning experiences that facilitate new ways of thinking and new conversations around these complex issues.

First Responder Training includes:

- (a) Definitions of sexual assault, sexual harassment and technology facilitated abuse
- (b) Effects on victims/survivors
- (c) Interim response framework
- (d) Principles of trauma-informed approach
- (e) Case studies, highlighting diversity

(f) How to report using the portal

Reports of sexual or gendered violence can be lodged via UNSW Gendered Violence Portal. Reports can be made anonymously and remain confidential unless specifically stated by the person making the report. Furthermore, a witness to an incident or a support person can also lodge a report on a victim's behalf.

From first response through to recovery, students and staff have access to a variety of free support services including:

- (a) Psychology & wellness support services;
- (b) UNSW Employee Assistance Program, providing free counselling for staff;
- (c) Health Services;
- (d) College Student Support Services for personalised support;
- (e) Ally network for LGBTIQ+;
- (f) Nura Gili Support for Aboriginal and Torres Strait Islander students; and
- (g) Legal Services.

Nominated First Responders and staff involved in a reported case are encouraged to debrief with their supervisor. Staff are also provided with access to confidential counselling support through the UNSW Employee Assistance Program.

7. Support for International Students under 18

The College is committed to ensuring appropriate care, welfare and support are in place for international students under the age of 18. The College's approach to managing and supporting this cohort of students is guided by *The National Code of Practice for Providers of Education and Training to Overseas Students 2018*, and the principles articulated in the [International Students Under 18 Policy](#) and [International Students Under 18 Procedure](#).

Under 18 international students automatically join our Under 18 Care Program where they have access to additional specialised support from our team of Student Advisers, who familiarise students with specific rules to ensure their safety and maximise their study experience at the College.

The Under 18 Care Program includes:

- (a) an orientation session specifically designed for under 18 students, providing the opportunity to meet with the U18 Coordinator and Student Advisers, become familiar with under 18 Student rules and find out what support is available;
- (b) regular check-in meetings with dedicated Student Advisers to help keep studies on track as well as check in on students' general health and wellbeing, social life and accommodation. These sessions are informal and designed to be open and collaborative giving students space to ask any important questions or seek specific advice;
- (c) accommodation assistance to help Under 18 students resolve any issues or assist with changes to their living arrangements;
- (d) regular workshops to help under 18 students develop skills to study more effectively and live independently;
- (e) assistance with transitioning to UNSW, designed to help under 18 students plan for University, such as addressing any gaps between programs and arranging accommodation; and

- (f) 24/7 support for emergencies, for all Under 18 students.

8. Support for International Students

All students are invited to attend a 'Living in Sydney' session during Orientation. This session is recorded for future viewing by late arriving students, and a written format is further available on the Current Student Hub website under Student Support. During this session, students are introduced to various supports designed to enable a smooth adjustment for international students. These sessions include information about accommodation, travel, public transport, health services, working rights, legal rights, and translation support. Students are invited to meet with Student Advisers at any time in their program if they need advice or guidance on any aspects of living in Sydney.

9. Students with a Disability

The College is committed to the inclusion of students with disabilities and health illnesses within the College community and to taking all reasonable steps to promote equitable and inclusive access to the College facilities, events, and learning, wellbeing and health support services. This is achieved through the implementation of the [Students with a Disability Procedure](#) guided by the principles articulated in the following College policies: [Equity, Diversity and Inclusion Policy](#), [Admissions Policy](#) and [Admissions Procedure](#), and [Assessment Policy](#) and [Assessment Procedure](#).

10. Learning Support in and out of Class

Students have access to a number of learning support services both in their courses and outside of their formal studies.

Students are encouraged to attend weekly course consultations with academic staff, who can answer questions, guide students through assessment requirements or further expand on concepts discussed in class. Students are welcome to attend as often as they require and can attend as individuals or in small groups. Details of consultation times, venues and modes of consultation are advised and posted on each Moodle (LMS) course page. Consultations are offered both in person and online. Students are also encouraged to engage with the Discussion Boards within the LMS, which provide opportunities for students to interact with each other, post questions or set up study groups. Discussion Boards are monitored by teachers.

Support is available to students for in-person Study Club sessions that provide assistance with course work for all subjects as well as academic skills support such as researching, referencing, writing in different formats, spelling, grammar, oral communication skills and time management. These sessions are delivered in person over 3 evenings at the College L5 Building, on Level 1.

Study Club is also a great way for students to interact and meet with fellow students and study in an informal and supportive environment. Study Club is facilitated by peer leaders who are previous College Students that have progressed to UNSW to complete their degree program.

11. Technology Support

The College has a [Bring Your Own Device Policy](#) with all relevant software for students made available free of charge via licensing arrangements with UNSW. Students who do not have



access to a personal learning device or learning aides including laptops, headphones and chargers, can access the College's short and long-term loan options available to students. On commencement of their program, or on Orientation Day, students can visit the Student Services area on Level 1 of L5 building to discuss their technology needs.

During Orientation Day and at scheduled support sessions thereafter, technology support is explained through instructive group sessions which are designed to introduce students to the Learning Management System. At these sessions, students are also shown how to download course-specific software, as well as connect to IT services, including WIFI, student email and student accounts.

Throughout each student's learning journey, technology and IT support are readily available. Located on the Ground floor of the L5 building is the IT Support team who are student-facing and able to assist with any technology enquiries or connection issues. IT support is also available on via phone during business hours, and via email helpdesk@unswcollege.edu.au. Students can also log a support ticket via the Student Hub for more complex issues.

12. At Risk processes

The College processes developed to identify and support students at risk are embedded within the [Academic Progression and Exclusion Policy](#).

All students are advised during Orientation of services that assist with promoting a positive student experience, as well as those designed to support the learning process. These include access to Counselling and Health Services, Clubs and Societies, the Study Club, as well as consultations with academic staff and Student Progress Officers.

The Students At Risk process identifies students who are at risk of poor academic performance, which influences subsequent intervention strategies. These range from encouragement to access to learning support services and meetings with Student Progress Officer to provide a more hands-on and monitored approach to strengthening academic progress.

13. Governance

Student Wellbeing and Support Framework	
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Contact Officer	Head of Student Experience
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Please visit our website to ensure that you have the latest version of this Framework.