



**WATERFORD  
COLLEGE**

**Induction and Student  
Support Services  
Policy and Procedures  
Manual**

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# INDUCTION AND STUDENT SUPPORT SERVICES POLICY

## Aim

The aim of this policy and procedure is to define the system used to meet the requirements of:

- SNR 15.3, 16.1, 16.5, 17.1

## Requirements

The Institute will ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the Standards for Continuing Registration (SNR), and the potential implications for students arising from the exercising of these obligations.

An age and culturally sensitive orientation programme is provided, including information regarding:

- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes

The Institute has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the follow-up action taken. (Refer to the Institute's Critical Incident Policy and Procedure.)

The Institute must help students to access study support and welfare-related services.

Contact officers are appointed as the official point of contact for students.

## Responsibility

The Training Manager, Student Welfare Manager, Student Services and Records Manager are responsible for implementation of this policy and to ensure that Frontline Officers and students are aware of its application and that staff implement its requirements and procedures.

## Method

### Induction

A one (1) day induction programme is run by the Institute on an as-needed basis to cater to different commencement dates and entry points into a course.

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All students take part in an induction programme at commencement of course. Student Induction is delivered verbally by the relevant Training Manager, allowing students to ask questions to clarify any points they are unclear on.

A range of induction material is also available on the Institute's website, Student Handbook, Course Handbook, Noticeboards and signage throughout the Institute.

Students should complete and sign a Student Induction Checklist verifying their receipt and understanding of the relevant. This is placed in the student's file.

## Late Arrivals

Late arrivals (within the 1<sup>st</sup> hour) will be asked to stay behind to ensure they have fully understood all their rights and obligations.

Students who arrive more than one (1) hour late or fail to attend induction will not be permitted to commence their course. The Institute will explain the consequences of students failing to meet their obligations and arrange another time for their induction as a matter of urgency.

## Support Services

The Institute has an appointed Student Welfare Manager, two (2) Compliance/Student Services Managers and two (2) Front Line Officers who maintain up-to-date information about the Institute's welfare and support services. In addition, students can make initial enquiries with their trainer.

Counselling, intervention and referrals to external support services are provided at no additional cost to the student.

Students are advised of the range of student support services available to them prior to induction in their Student Handbook which contains information on:

- Welfare agencies
- Counselling services
- Medical and emergency services
- Legal services; visa related matters, law enforcement, etc
- Police and other authorities
- Safety and security

Students are advised of the names and contact details of student support personnel and how to access them during induction. Student contact personnel are available during the hours of 9 am – 5pm Monday – Friday.

Students will initially speak with a Frontline Officer and/or Students Services and Records Manager or Officer who are available on call during office hours. If this

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does not resolve the situation satisfactorily, a meeting will be arranged with the Student Welfare Manager and/or an intervention strategy may be put in place. All contact between the Institute's personnel and students is treated confidentially.

Information about security/safety measures is available in the Student Handbook, Orientation Package and through ongoing advice about these security measures by trainers, if the situation arises.

The Institute has intervention strategies for students failing to meet the requirements of the Institute's Course Progress policy, or at risk of having their enrolment suspended or cancelled under the Institute's Deferment, Suspension or Cancellation policy. In the first instance, the Institute will take all reasonable steps to resolve any disciplinary matters through their Intervention Strategy.

Students are given information about the appeals process prior to and during their orientation programme.

## Staff Induction

All staff who have contact with students are required to be familiar with the Institute's relevant policies and procedures in relation to student welfare, support, safety and security.

All staff are provided with a Staff Handbook and are to take part in an induction programme.

Staff attend scheduled quarterly (minimum) staff meetings to discuss issues, including those related to students' welfare and progress toward meeting course requirements. Relevant email bulletins are also forwarded to the relevant staff. Ongoing liaison between trainers, contact staff, support staff and Managers is supported through an open-door policy between staff and management.

Information presented at orientation is reviewed annually. Contact information is checked for accuracy and updated as required. Improvements are made to the content and formatted to ensure relevant information is presented on a continuous basis.