

## **POLICY TITLE: Student Consultation and Support**

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### **Purpose**

This policy outlines the consultation and support services available to students and ensures that all students are aware of these services and gain maximum benefit academically, personally and professionally throughout their course.

### **Policy**

Photography Studies College (Melbourne) is committed to ensuring that all students receive adequate support throughout their course to ensure that their full potential is reached.

Photography Studies College (Melbourne) identifies learning needs at entry interview and makes all students aware of the range of support available to them. This support includes but is not limited to course advice and support, academic consultations, learning and technology support, student welfare and professional counselling and career guidance and how to access these services. All student support is provided in accordance with the *Privacy and Personal Information Procedure Policy*.

### **Procedures**

Photography Studies College (Melbourne) will ensure that students are informed at enrolment, orientation, in the student handbook and with updates via email through the student management system the range of student consultation and support services available. Student support includes discussions and student consultations with teaching staff, a range of information and support services and where necessary, referrals to the professional counsellor.

An integral aspect of student support is Photography Studies College (Melbourne)'s At Risk procedure. Photography Studies College (Melbourne) will identify students “**at risk**” of unsatisfactory performance either through their non-attendance and/or academic performance. These identified students will be informed they are “**at risk**” and contacted in order to arrange an appointment consultation with the relevant Academic Staff member to clearly understand the reason(s) they are “**at risk**”.

An action plan will be implemented when a student is identified to be “**at risk**” and developed and overseen by the relevant teaching staff including the Year Level Coordinator and/or relevant Course Director . Where an Action Plan is specified, the details are to be advised to the student in writing.

It is the students' responsibility to attend any further consultation appointment sessions identified as necessary.

### **Course Directors and Year Level Convenors**

Students studying VET programs may request to meet with the VET Programs Director one-on-one at any time. Students studying higher education programs may request to meet with the Higher Education Course Director one-on-one at any time. Higher education courses also have Year Level Coordinators who are available to talk to students and are available for one-on-one appointments at times specified on the

miPlace Learner Management System, or via email or by requesting that our Front of House/Reception staff make an appointment.

### **Academic or Student/Teacher Consultations**

All teaching staff are available for individual appointment consultations with their students at times notified via the miPlace Learner Management System.

- Students can also email request for a consultation appointment with their teacher via the email address noted on each subject outline and via the miPlace Learner Management System
- Students can also request that the Front of House/Reception staff make an appointment for a consultation with a member of the teaching staff.

### **Learning Support Consultation**

The Resource and Student Information Officers or the First Year Support Teacher provide assistance with organisational skills, time management skills, study skills, writing skills, research skills. Students may be identified as requiring learning support in the following ways :

- the “**at risk**” of unsatisfactory performance procedure
- referral from another member of the teaching staff
- student self referral
- learning support identified at selection interview

### **STUDY SMART On-Line Study Assistance Program**

This on-line Study Smart assistance program helps students with their transition to tertiary study. It has a range of information including links on transition to the tertiary environment, organisational skills, writing skills and time management. It is accessible through the miPlace Learner Management System.

### **Resource and Student Information Officers**

The Resource and Student Information Officers are available via an “open door” approach, and/or via email for the following:

- referral to learner support
- assisting students in dealing with personal issues that may be affecting their ability to learn
- forming strategies to assist with financial difficulties
- accommodation information and advice
- advice on student conduct
- advice on grievance issues
- referral to professional counsellor for but not restricted to relationship issues, grief, stress and coping, personal problems, drug & alcohol problems

### **Peer to Peer Support**

All students have access to the College’s peer to peer support and mentoring program called the ‘PSC Pals’ program. The ‘PSC Pals’ are a group of experienced students and graduates who share their knowledge about being a student at the College and run events and informal gatherings that are aimed at creating a sense of community amongst the student body.

### **Technology Support Consultation**

Technology support is offered to student who may need extra assistance with learning their cameras, software programs or may need additional assistance with their hardware. Students may be identified as requiring technology support via:

- the “**at risk**” of unsatisfactory performance procedure
- referral from a member of the teaching staff
- student self referral
- learning support identified at selection interview

This support may be provided under the direction of a teacher, a Year Level Coordinator or relevant Course Director, the Studio Manager or the Chief Technology Officer

### **Communications & Students Officer**

The Communications & Students Officer is available via an appointment made with Front of House/Reception staff and/or email for the following:

- course information/advice
- career information/advice
- enrolment information/advice
- advise on course completion & graduation
- advice on grievance issues

### **Professional Counsellor**

The Resource and Student Information Officers, the Year Level Coordinator or the relevant Course Director will provide advice on how to access the services of the professional counsellor for, but not restricted to, support for a range of personal issues such as relationship issues, grief, stress and coping, personal problems, drug & alcohol problems

### **Career Support**

Photography Studies College (Melbourne)'s has a Student Employment Register which links students and graduates with photographic employment opportunities. Specific subjects and teachers provide access to a Mentoring Program in VET and undergraduate higher education courses.

### **Responsibility**

Academic Director  
Higher Education Course Director  
VET Programs Director  
Year Level Coordinator  
Academic/Teaching Staff  
Resource and Student Information Officers  
Front of House/ Reception Staff  
First Year Support Teacher  
Professional Counsellor  
Communications and Students Officers

Chief Technology Officer  
Studio Manager  
Teachers of Mentoring Programs

## **Definitions**

VET – Vocational Education and Training

miPlace: The Photography Studies College (Melbourne) Learner Management System

Relevant Course Director: This refers to the VET Programs Director (for vocational education and training level courses) or the Higher Education Course Director for higher education courses)

## **Related Documentation**

### **Policies**

Privacy and Personal Information Procedure

Fair Treatment and Equal Benefits and Opportunity

Student Progress and Exclusion

Assessment

Plagiarism

Academic Appeals

Academic Integrity

Grievance handling policy and procedure (for academic and non academic matters

Staff Code of Conduct

Student Conduct

Access Equity and Anti-Discrimination

Preventing Bullying

Sexual Harassment

Disability Access

Critical Incident

Monitoring, Notifying & Reporting of International Students

Acceptable Use of Internet and Communication Systems

Social Media

## **Procedures, Forms & Documents**

PSC Interview Form

Learner Engagement Strategy

Academic Consultation reports

Learner Support reports

At Risk Letters

Register of Students At Risk

MOU with Counsellor

Record of Students Referred to Counsellor

Student Grievance Reports and Register

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## PSC Student Support Diagram

