

POLICY TITLE: Student Consultation and Support

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 support available. Student support includes discussions, referrals to the professional counsellor, and student consultation appointment times with the teaching staff, and/ or the relevant support staff.

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 and/ or the Communications & Students Officer and 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 Academic Staff including the Year Level Convenor and 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.

Academic Appointment Consultations

- All teaching staff are available for individual academic student appointment consultations at times notified via the miPlace Learner Management System

- Students can also email request for an academic appointment consultations via the email address noted on each subject outline and via the miPlace Learner Management System
- Students can request that the Communications & Students Officer make an academic consultation appointment with a member of the teaching staff.

Learning Support Consultation

Students may be identified as requiring learning support with the Learner Engagement & Student Success Officer in the following ways for the following assistance with organisational skills, time management skills, study skills, writing skills, research skills:

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

Technology Support Consultation

Students may be identified as requiring technology support via:

- the “at risk” of unsatisfactory performance procedure
- referral from another member of the teaching staff
- student self referral
- learning support identified at selection interview
- referral via the Communications & Students Officer

Professional Counsellor

- Access to a professional counsellor for but not restricted to relationship issues, grief, stress and coping, personal problems, drug & alcohol problems.

Communications & Students Officer

The Communications & Students Officer is available via an “open door policy”, appointments made at reception and/or email for the following:

- referral to the Learner Engagement & Student Success Officer
- referral to professional counsellor for but not restricted to relationship issues, grief, stress and coping, personal problems, drug & alcohol problems
- providing course information/advice
- providing career information/advice
- providing enrolment information/advice
- forming strategies to assist with financial difficulties
- accommodation information and advice
- advice on student conduct
- advise on course completion & graduation
- advise on academic grievance handling
- advise on non academic grievance handling
- grievance issues
- assisting students in dealing with personal issues that may be affecting academic performance

Career Support

Photography Studies College (Melbourne)'s Mentor Program Coordinator is available for appointment consultation with students regarding career information. Photography Studies College (Melbourne) also has a Student Employment Register which links students and graduate with photographic employment opportunities.

Responsibility

Communications and Students Officer
Digital Support Officer
Mentor Program Coordinator
Year Level Convenors
Course Director

Definitions

Nil

Related Documentation

Policies

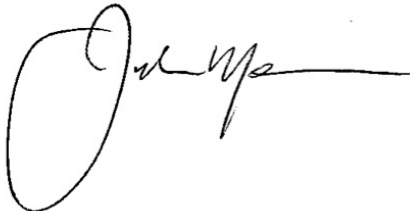
Privacy and Personal Information Procedure
Student Progress and Exclusion
Assessment
Staff Code of Conduct
Student Conduct

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

Publishing Details

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PSC Student Support Diagram

