

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. The College actively encourages applications from First Nations Australians.

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. The College's educational policies and practices support participation by First Nations Australians and are sensitive to First Nations knowledge and culture. 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 through the student management system, of 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.

Transition to Tertiary Study & Study Assistance

On commencement into any course of study in vocational or higher education courses students will be provided with induction and orientation programs and Student Handbooks which will describe the ways they can receive support at the College.

Study assistance will be provided by all teachers, the librarian and the Engagement and Support Coordinator.

Course and Year Level Convenors

Students studying VET programs may request to meet with the VET Training Manager 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. Courses may also have year level coordinators who are available to talk to students and are available for one-on-one appointments at times specified on miPlace, or via email or by requesting that our Student Services 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 email a request for a consultation appointment with their teacher via the email address noted on each subject outline and/or via the miPlace Learner Management System.

Students can also request that the Student Services staff make an appointment for a consultation with a member of the teaching staff.

Library Support

The Librarian provides assistance to enable students to access learning resources relevant to their study programs. This may include:

- ï effective study skills
- ï how to use resources for research, writing and reference skills
- ï how to identify, access and use resources in the broader library network
- ï understanding general copyright issues relevant to photographers
- ï understanding citation in relation to research, ideas, work or contribution of a writer, artist or producer
- ï understanding plagiarism, even when unintentional
- ï understanding how to source scholarly articles and discern misinformation

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 students 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:

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

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

Student Services Staff

The Student Services staff are available via an appointment for:

- ï course information/advice
- ï re-enrolment information/advice
- ï advice on course completion & graduation.

Student Wellbeing

Student support and wellbeing services are available from the Engagement and Support Coordinator. Referral to the Engagement and Support Coordinator may be made from another member of the teaching staff or by student self-referral.

If a learning support requirement is identified at selection interview, this may also be referred to the Engagement and Support Coordinator. Referral may also be made in the instance of identification of any student “**at risk**” of unsatisfactory performance. Appointments may be made to meet with the Engagement and Support Coordinator via email for the following:

- i assisting students in dealing with personal and/or mental health issues that may be affecting their ability to learn
- ii referral to professional counsellor for, but not restricted to, relationship issues, grief, stress and coping, personal problems, harassment, drug & alcohol problems
- iii referral to health services such as medical services
- iv accommodation information and advice
- v referral for international students to Study Melbourne Hub where they may require legal services, information on work rights and other support services for living in Australia.

At Risk

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, course engagement 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 teaching 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 member including the Year Level Convenor 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 student’s responsibility to attend any further consultation appointment sessions identified as necessary.

Professional Counsellor

The Engagement and Support Coordinator will provide advice on how to access the services of a 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) has a Student Employment Register which links students and graduates with photographic employment opportunities. Students can register for the Student Employment Register by contacting Studio staff. Specific subjects and teachers provide access to a Mentoring Program in VET and higher education courses.

Support for Sexual Assault or Sexual Harassment

Students who wish to disclose sexual assault or harassment and/or those who have been accused of sexual assault or harassment may seek support in the first instance from the Engagement and Support Coordinator who may provide information on the range of options available for support, including access to counselling, advocacy, health and wellbeing services.

The Engagement and Support Coordinator can provide information and explain the avenues available to students experiencing sexual assault and harassment including: access to emergency services, the College's complaint procedure, counselling, and health and wellbeing services. This support does not and cannot extend to counselling, advice or representation of a student who discloses an incident(s) of sexual assault and harassment.

The Engagement and Support Coordinator cannot and will not personally counsel, advise or represent a student who has been accused of sexual assault and harassment.

The College's policies on reporting or responding to instances of sexual assault or harassment are available in the *Responding to Sexual Assault and Harassment (Students) Policy*. Also refer to the *Access, Equity and Anti-discrimination Policy* and the *Grievance Handling Policy and Procedure (for Academic and Non-Academic Matters)*.

Responsibility

Higher Education Course Director
Course and Year Level Convenors & Academic Staff
VET Training Manager & VET Teaching Staff
Engagement and Support Coordinator
Librarian
Student Services Staff
Professional Counsellor Chief
Technology Officer
Studio Manager

Definitions

VET – Vocational Education and Training
miPlace - the Photography Studies College (Melbourne) Learner Management System
Relevant Course Director - This refers to the Higher Education Course Director (for higher education courses) and/or the Training Manager (for vocational education and training level courses).

Related Documentation

Policies

Privacy and Personal Information Procedure
Fair Treatment and Equal Benefits and Opportunity
Student Progress and Exclusion
Assessment
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 - Staff

Preventing Bullying
Responding to Sexual Assault and Harassment
Disability Access
Critical Incident
Monitoring, Notifying & Reporting of International Students
Acceptable Use of Internet and Communication Systems
Social Media
Support for Students

Procedures, Forms & Documents

PSC Interview Form
Learner Engagement Strategy
Individual Training Plans
Academic Consultation reports
Learner Support reports
At Risk Letters
Record of Students Referred to Engagement and
Support Coordinator
Student Grievance Reports and Register

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