

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 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.

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.

Course Directors and Year Level Convenors

Students studying VET programs may request to meet with the Course Director VET Programs 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 the miPlace

Learner Management System, 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 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.

Learning Support Consultation

The First Year Support Teacher provides 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:

- Language, Literacy and Numeracy (LLN) assessment
- 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 to all students through the miPlace Learner Management System. A self-enrolment key is available from the Librarian & Student Support/Wellbeing Coordinator.

Student Support and Wellbeing Coordinator

The Student Support and Wellbeing Coordinator is 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
- accommodation information and advice
- referral to professional counsellor for, but not restricted to, relationship issues, grief, stress and coping, personal problems, harassment, drug & alcohol problems
- referral to health services such as medical services
- referral for international students to Study Melbourne Student Centre where they may require legal services, information on work rights and other support services for living in Australia.

Advice on student conduct and grievance issues is available in the student handbook.

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:

- digital literacy review
- 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 Convenor or relevant Course Director, the Studio Manager or the Chief Technology Officer.

Communications and Students Staff

The Communications and Students staff are available via an appointment made with Student Services and/or email for the following:

- course information/advice
- career information/advice
- enrolment information/advice
- advice on course completion & graduation.

Professional Counsellor

The Student Support and Wellbeing Coordinator, 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) has a Student Employment Register which links students and graduates with photographic employment opportunities – information available from Student Support and Wellbeing Coordinator. Specific subjects and teachers provide access to a Mentoring Program in VET and higher education courses.

Responsibility

Academic Director
Higher Education Course Director
Course Director VET Programs
Year Level Coordinator
Academic/Teaching Staff
Student Support and Wellbeing Coordinator
Student Services Staff
First Year Support Teacher
Professional Counsellor
Communications and Students Officers
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 Course Director VET Programs (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

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

Procedures, Forms & Documents

PSC Interview Form

Learner Engagement Strategy

Individual Training Plans

Academic Consultation reports

Learner Support reports

At Risk Letters

MOU with Counsellor

Record of Students Referred to Counsellor

Student Grievance Reports and Register

Publishing Details

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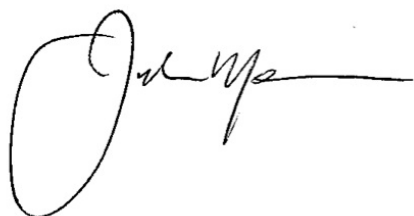
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Julie Moss - Managing Director

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PSC Student Support Diagram

