

# Russo Business School Student Wellbeing and Support Policy and Procedure

## Scope & Purpose

This policy and procedure applies to all staff and students of Russo Business School Pty Ltd ABN 34 601 105 319 trading as Russo Business School (RBS) (CRICOS Provider Code – 03441F).

Russo Business School is committed to ensuring our students are welcomed, respected and safe. Our commitment is to ensure our learning environment is free from discrimination and harassment, including sexual harassment and sexual assault.

Russo Business School considers that welfare and support services are important sources of easing students into higher education life, helping them adjust to their new living environment and enabling them to achieve their academic goals. This policy document has been developed to provide a clear statement on the welfare and support services available at Russo Business School, including those students with special needs.

## Definitions and Abbreviations

**Academic teaching staff** – are staff principally engaged in academic teaching and management roles, including but not limited to lecturers.

**Associate Dean** – is an academic staff member appointed by the Executive Dean of the Russo Business School to have oversight of the management, delivery and performance of a course, subjects and reporting responsibilities and obligations in relation to a course and subjects.

**Act** – is the *Higher Education Support Act 2003*.

**Appeal** – is in response to a decision made on a particular matter. A complainant – is a person lodging a complaint.

**Appellant** – is a person lodging an appeal.

**Australian Applicant** – is an Australian citizen, a permanent resident or the holder of a permanent humanitarian visa.

**Australian Tuition Assurance Scheme** - The tuition assurance scheme has been put in place by the Government to protect and support students in the event of a FEE HELP course or provider closure.

**Benchmarking** – benchmarking is recognised as a means by which an entity can: demonstrate accountability to stakeholders; improve networking and collaborative relationships; generate management information; develop an increased understanding of practice, process or performance; and garner insights into how improvements might be made. For example, in the context of course accreditation, benchmarking involves comparing performance outcomes and/or processes of similar courses of study delivered by other providers. ‘Internal benchmarking’ against other relevant courses offered by the provider may also be undertaken.

**Child/Children** – is a person or persons under the age of 18.

**Compassionate and/or Compelling circumstances** are considered to be beyond the control of a student and have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to: serious illness or injury, where a medical certificate states that the student was unable to attend classes; bereavement of close family members such as parents or grandparents (where a death certificate should be provided);

major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;

a traumatic experience, which has impacted the student (these cases should be supported by police or psychologists’ reports), which could include an involvement in, or witnessing of an accident, or witnessing or being the victim of crime; and/or

inability to begin studying on the course Commencement Date due to delay in receiving a student visa.

Please note that the above are only some examples of what may be considered. Each request will be assessed individually based on the information provided and documentary evidence.

**Complaint** is a consequence of dissatisfaction with an aspect of a student's studies, student life, the institution or the institution's environment.

**Complainant** is a person lodging a complaint.

**HELP** means Higher Education Loan Program and has the meaning given by the Higher Education Support Act 2003.

**International applicant** is an applicant who does not hold citizenship of Australia or New Zealand, Australian permanent residence status or a permanent visa. The language of instruction at Russo Business School is English. International students must demonstrate a suitable level of English Language Proficiency before being admitted to a Russo Business School course.

**Interruption of Studies** is where a student due to Compassionate or Compelling circumstances is unable to continue in their studies for a study period. An application including evidence is required by the Russo Business School for due consideration.

**National Code** – Australian *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

**Respondent** is a person responding to a complaint or appeal.

**Special consideration** may be awarded by the Subject Lecturer prior to marking an assessment task or examination. Special consideration is usually awarded in extenuating circumstances to students who have attempted an assessment task or examination but consider their performance might be impacted by illness or some other unexpected or traumatic event or circumstance.

**AHN** – Australian Homestay Network

**ASTAS** - Australian Student Tuition Assurance Scheme

**CRICOS** – Commonwealth Register of Institutions and Courses for Overseas Students

**DHA** – Department of Home Affairs

**ESOS** - Education Services for Overseas Students

**OSHC** – Overseas Health Cover

**PRISMS** – Provider Registration and International Student Management System

**TEQSA** - Tertiary Education Quality and Standards Agency

**TPS** – Tuition Protection Service

## Policy

Russo Business School provides students with up to date information on a range of welfare and support services. This is available in a variety of modes. The information process commences prior to the formal orientation period, particularly for international students with details regarding accommodation, arrival and settling in services.

Staff are available on campus to assist students, informing them of the available welfare and support services.

Russo Business School provides a comprehensive face to face orientation program designed to assist the transition of all commencing students, domestic and international, to Higher Education life. This program includes information and ways of accessing the welfare and support resources, including those of particular importance to international students. For more information, please refer to our Student Handbook and Orientation PowerPoint available on our Website.

Staff who interact directly with international students are required to participate in relevant ESOS training to maintain currency with the regulations, and all staff are encouraged to access training.

Russo Business School is committed to providing students with a safe place of study and should a student feel threatened or if in danger they should report the matter to the appropriate authorities or a staff member when on campus. This includes, but not limited to prevention of sexual assault and harassment and an Information Technology Protocol as detailed in the [Student Code of Conduct Policy](#).

Russo Business School Audit Risk and Compliance Committee within its terms of reference seek to identify and mitigate potential risks within the context of an education environment. Also to ensure compliance with relevant legislation, regulation and standards, including TEQSA Threshold Standards.

Russo Business School is also committed to providing students with a variety of support and welfare services. Below is a list of the services provided under the auspice of Campus Life.

### **Campus Life encompasses the following areas:**

#### ***Student Services***

Student Services is our most direct interface with our students. At Russo Business School, we want to ensure your study experience is both memorable and valuable. By providing friendly, prompt and consistent customer service we endeavour to make you feel supported throughout your course.

Services include:

Registration and orientation	Considering your study options and opportunities
Enrolment and study planning	Amendments to CoEs
General study related enquiries	Access to staff as to report an incident
Obtaining a security access card	

#### ***Academic Support***

The Learning Centre (TLC) is staffed by highly qualified Learning Advisers who provide practical advice and support to students about the academic English language and numeracy skills required to succeed in an Australian education environment. Our Learning Advisers work with the Lecturers to ensure the assistance students receive supports content covered in class. TLC offers a drop-in service, one-on-one appointments and small group workshops.

The Sarina Russo Education Group Resource Centre provides ongoing support for students during their academic journey at Russo Business School.

Services Include:

Borrowing prescribed text books and general titles	Help with assignment research
Help with referencing	Regular Study Skills workshops
Help with computer network access and iLearn logins	Access to laptops for on and off campus use
Computer, printing, scanning and photocopying facilities	Lost property
24/7 online access to eJournals, eBooks, and streaming videos	
Issues relating to your student ID card	

Exam Pit Stops are available in the week prior to Exams as to support students with their exam preparations

### **Personal Support**

At Russo Business School we offer individual counselling to students for academic and personal issues, with the aim of supporting you to succeed in your studies.

*The Student Counsellor can help you with:*

Learning strategies	Conflict resolution
Stress management	Relationship and family issues
Anxiety and depression	Self esteem
Anger	Grief and loss
Trauma, abuse and violence	Impacts of physical illness
Sexuality	Drug and alcohol use
A range of other mental health issues	Making friends, social skills, homesickness
Adjustment to life at Russo Business School	

Should compassionate or compelling circumstances impact on a student and affect their ability to study Interruption of Studies leave can be considered.

Russo Business School embraces the religious and spiritual diversity of our community. We recognise that some faiths require religious observance such as prayer and other ceremonial activities during study hours. To support this we have a Multi Faith Prayer Room.

### **Employment Support**

Joblinx recruitment agency is part of the Sarina Russo Group. It is co-located at Russo Business School and can easily be accessed by students. Joblinx assists Russo Business School students to gain work experience, part-time and graduate employment. The Joblinx service is FREE to all enrolled students.

For more information, check the website - <http://www.joblinx.com.au/>

### **Community Wellbeing Support Services:**

The following support services are available externally to Russo Business School students:

The Student Ombudsman investigates complaints about the actions and decisions of state government departments and agencies (including state schools and TAFE), local councils and public universities and higher education providers. Their complaints assessment and investigation service is free and independent.

<https://www.ombudsman.qld.gov.au/>

International students have the same workplace rights as all other workers in Australia. If there's a problem with your pay or if other issues arise at your work, we encourage you to contact the Fair Work Ombudsman:

<https://www.fairwork.gov.au/>

### **National Sexual Assault and Domestic Family Violence Counselling Service**

Phone 1800 737 732 (available 24 hours a day, everyday) [www.1800respect.org.au](http://www.1800respect.org.au)

### **Sexual Assault Services**

[www.health.qld.gov.au](http://www.health.qld.gov.au)

### **DV Connect | Sexual Assault Helpline**

Phone 1800 010 120 (available 7.30am - 11.30pm, everyday)

### **Brisbane Rape and Incest Survivors Support Centre (BRISSC)**

[www.brissc.org.au/recent-sexual-assault.html](http://www.brissc.org.au/recent-sexual-assault.html)

### **DV Connect | Mensline**

Phone 1800 600 636 (available 9.00am - 11.30pm, everyday)

### **Living Well**

[www.livingwell.org.au/get-support/other-services-2/queensland-sexual-assault-services](http://www.livingwell.org.au/get-support/other-services-2/queensland-sexual-assault-services)

**The Queensland Police Service**

[www.police.qld.gov.au/programs/adultassault](http://www.police.qld.gov.au/programs/adultassault)

**The Women's Centre (Townsville)**

[www.thewomenscentre.org.au/contact](http://www.thewomenscentre.org.au/contact)

**The Women's Centre (Cairns)**

[www.wirc.org.au](http://www.wirc.org.au)

**Beyond Blue**

Phone 1300 224 636 (available 24 hours a day, everyday) [www.beyondblue.org.au](http://www.beyondblue.org.au)

**Lifeline – Counselling**

Phone 131 114 (available 24 hours a day, everyday) [www.lifeline.org.au](http://www.lifeline.org.au)

**Relationships Australia**

Phone 1300 364 277 (available 24 hours a day, everyday)

**Suicide Call-back Service**

Phone 1300 659 467 (available 24 hours a day, everyday)

**Headspace**

[www.headspace.org.au](http://www.headspace.org.au)

**ReachOut**

[www.au.reachout.com](http://www.au.reachout.com)

**Community Legal Centres Queensland**

[www.communitylegalqld.org.au](http://www.communitylegalqld.org.au)

**Women's Legal Service**

[www.wlsq.org.au/assets/PDFs/Your-Safety/Digital-Safety-Information-2015.pdf](http://www.wlsq.org.au/assets/PDFs/Your-Safety/Digital-Safety-Information-2015.pdf)

**Mood Gym**

[www.moodgym.anu.edu.au](http://www.moodgym.anu.edu.au)

**Nutrition Australia**

[www.nutritionaustralia.org.au](http://www.nutritionaustralia.org.au)

**Centre for Clinical Interventions**

[www.cci.wa.health.gov.au](http://www.cci.wa.health.gov.au)

**The Fridge**

[www.unistudentsuccess.com/Ita-resources](http://www.unistudentsuccess.com/Ita-resources)

**APA**

[www.apa.org/helpcenter/road-resilience.aspx](http://www.apa.org/helpcenter/road-resilience.aspx)

Russo Business School provides access to all policies on our website, which includes policies of particular importance to student life, e.g. Critical Incident Policy, Privacy Policy, Cultural Diversity Policy, Interruption of Studies policy, Student Code of Conduct Policy, Younger Student Policy and Procedure, Student Complaints and Appeals Policy and Procedure and Student Feedback and Evaluation Policy and Procedure. Students are strongly recommended to visit the website and select and read the applicable policy.

# Russo Business School Student Wellbeing and Safety Policy and Procedure

## Procedures

There are no related procedures

## Related legislation and standards to be read in conjunction with

[Blue Card Information](#)

[Commission for Children and Young People and Child Guardian Amendment Regulation 2011](#)

[Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#)

[Disability Standards for Education 2005 \(Cth\)](#)

[Educational Services for Overseas Students Act 2000 \(ESOS Act\)](#)

[Higher Education Standards Framework \(Threshold Standards\) 2015](#)

[Higher Education Support Act 2003 \(HESA\)](#)

[Information Privacy Act 2019 \(QLD\)](#)

[National Code of Practice 2018](#)

[Privacy Act 1988](#)

[Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)

[Tertiary Education Quality and Standards Agency Act 2015 \(TEQSA Act 2015\)](#)

## Related documents to be read in conjunction with

### **Policies**

*Academic Progressions Policy and Procedure*

*Admissions Policy and Procedure*

*Critical Incident Policy and Procedure*

*Interruption of Studies Leave Policy and Procedure*

*Privacy Policy*

*Student Code of Conduct Policy and Procedure*

*Student Complaints & Appeals Policy and Procedure*

*Student Feedback and Evaluation Policy and Procedure*

*Younger Student Policy and Procedure*

### **Corporate Strategy and Governance**

*RHE Pty Ltd and the Russo Business School Pty Ltd Service Level Agreement*

### **Forms and Agreements**

*Interruption of Studies Leave Request Form*

*Personal Details and Privacy Notice and Consent Form*

**Delegation**

Delegated Authority	Delegation
<b>Governance</b>	
Board of Directors	Refer to the Terms of Reference
Audit, Risk and Compliance Committee	Refer to the Terms of Reference
<b>Executives</b>	
Chief Executive Officer	Relevant to Accountability Statement
Executive Dean	Relevant to Accountability Statement
Dean, Academic Operations	Relevant to Accountability Statement
<b>Management</b>	
Associate Dean – Diploma Programs	Relevant to Accountability Statement
Academic Support Staff – Adviser/Lecturers	Relevant to Accountability Statement
<b>Operatives</b>	
Admissions Department	Relevant to Accountability Statement
Student Services	Relevant to Accountability Statement

**Version control**

Policy & Procedure Version No	Policy & Procedure Sponsor	Approval Authority	Date of Approval	Date for next review
1/2018	Ms Kathleen Newcombe CEO Education Group	Academic Board	25/6/2018	25/6/2019
2/2020	Ms Kathleen Newcombe CEO (Education Group)	Academic Board	3/6/2020	3/6/2021