Metavision Institute Pty Ltd
A.C.N 102 838 844

Student Support & Welfare Policy

Purpose

This policy aims to enhance students' learning experience at Metavision Institute and improve student outcomes through the timely and effective provision of support services.

Scope

This policy applies to all enrolled and prospective Metavision students.

Relevant TEQSA Threshold Standards

This policy aligns with the requirements of sections:

Related HESF Domain	Section	Standard
Domain 1: Student Participation and Attainment	1.3	Orientation and Progression
Domain 2: Learning Environment	2.2	Wellbeing and Safety
Domain 3: Teaching	3.2	Staffing

1. Policy

The following principles underpin this policy:

1.1 Metavision Institute is committed to:

1.1.1 Providing a safe, supportive, and inclusive learning environment for all students.

1.1.2 Delivering a high standard of support services that are accessible, responsive, and tailored to the diverse needs of students.

1.1.3 Ensuring that support services promote student wellbeing, academic success, and personal development.

1.1.4 Communicating with students and staff in a timely, respectful, and effective manner.

1.1.5 Regularly reviewing and improving support services to ensure they remain relevant and effective.

1.2 Metavision Institute recognises that:

1.2.1 Students may require varying levels of support at different times during their studies.

1.2.2 Proactive and early intervention is essential to support student success.

1.2.3 Collaboration between students, staff, and external support services is crucial.

1.3 Metavision Institute aims to:

1.3.1 Identify students who may benefit from additional support through the admission and interview process and throughout their studies.

1.3.2 Provide all staff with the training and resources necessary to effectively support students and refer them to appropriate services.

1.3.3 Offer a comprehensive range of support services to address students' academic, personal, and wellbeing needs.

1.3.4 Promote a culture of help-seeking and encourage students to access support services when needed.

1.3.5 Uphold the principles of equity, diversity, and inclusion in the provision of support services.

1.4 Metavision Institute ensures that international students are provided with and have ongoing access to information on:

1.4.1 Living in Australia, including advice on accommodation, estimated cost of living, public transport, and safety.

1.4.2 Contact information for external emergency, health, and legal services.

1.4.3 Student visa conditions and the provider's processes for monitoring attendance and course progress.

1.4.4 Referral pathways and information to seek assistance for issues that may arise in relation to their accommodation, employment, legal matters, and health.

1.5 Metavision Institute is committed to protecting the privacy and confidentiality of students accessing support services; information shared by students will be treated confidentially, except where there is a risk of harm to the student or others, or where disclosure is required by law.

2. Student Support Services

2.1 Metavision Institute provides a range of support services to assist students in their academic, personal, and professional development.

2.2 Academic Learning Support

2.2.1 Academic Skills Development: Workshops, resources, and individual consultations to enhance study skills, time management, academic writing, research skills, and referencing.

2.2.2 Tutoring and Mentoring: Individual or group tutoring and mentoring programs to provide subject-specific assistance and guidance.

2.2.3 English Language Support: Assessment and support for students who require assistance with English language skills, including language development workshops and resources.

2.2.4 Online Learning Support: Dedicated support and resources for online learners, including online communication skills, effective online collaboration, and navigating the online learning platform.

2.2.5 Support for Students with Disabilities: Implementation of the Disability Policy, including:

- Needs assessment and the development of individual support plans
- Provision of reasonable accommodations and adjustments.
- Access to assistive technology and accessible learning materials.

2.3 Wellbeing and Personal Support:

2.3.1 Counselling and Mental Health Support: Referral to professional counsellors and support services for students experiencing personal difficulties, mental health concerns, or crisis situations.

2.3.2 Wellbeing Programs: Proactive initiatives to promote student wellbeing, including:

- Workshops and seminars on stress management, resilience, mental health awareness, and healthy lifestyles.
- Community building activities and peer support programs.
- Early intervention strategies and support for students at risk.

2.3.3 Financial Support and Advice:

- Information and guidance on financial assistance options, including tuition fee payment plans.
- Partial scholarships are available to eligible students, including Aboriginal and Torres Strait Islander people and those in financial need.

2.4 Work-Integrated Learning (WIL) Support:

2.4.1 Guidance and support to prepare students for WIL placements.

2.4.2 Regular monitoring of students' wellbeing during placements.

2.4.3 Liaison with WIL supervisors and placement providers.

2.4.4 Debriefing and support following critical incidents or challenging experiences.

2.5 General Support:

2.5.1 IT Support: Assistance with the learning management system and other IT-related issues.

2.5.2 Access to Teaching Staff: Opportunities for students to seek individual assistance and guidance from teaching staff.

2.5.3 Special Consideration: Students facing circumstances affecting their studies can apply for special consideration.

2.5.4 Grievance and Appeals: Information and support on the Metavision Institute's grievance and appeals processes.

2.5.5 Medical and Health Services: Information on health services available in the campus area is provided.

2.6 Culturally Appropriate Support Services:

2.6.1 Culturally appropriate support services are designed to offer students from diverse cultural background with ongoing support with issues such as language barriers, cultural adjustment, isolation, and financial concerns.

2.6.2 Training and resources are available to enhance students' understanding of cultural diversity and the impact of historical context, particularly for Aboriginal and Torres Strait Islander peoples.

2.6.3 Support services, including mentoring and peer support programs that respect and value Aboriginal and Torres Strait Islander cultures and perspectives, are made available.

3. Wellbeing and Safety

3.1 Metavision Institute is committed to promoting a holistic approach to student wellbeing. This includes proactive initiatives designed to enhance students' overall wellness and resilience. These initiatives may include:

3.1.1 Delivery of workshops, seminars, and campaigns on topics such as stress management, mental health awareness, time management, healthy lifestyles, and building positive relationships.

3.1.2 Facilitating opportunities for students to connect with each other and Metavision Institute through social events, peer support programs, mentoring schemes, and online forums.

3.1.3 Implementation of systems to identify and support students at an early stage who may be at risk of experiencing difficulties with their wellbeing. This involves training staff to recognize warning signs and establishing clear referral pathways.

3.1.4 Providing easily accessible online resources and tools on a range of wellbeing topics, including self-help guides, links to external support services, and information on maintaining a healthy work-life balance.

3.2 Metavision Institute takes active responsibility for fostering an environment of wellbeing and safety for all students. This includes:

3.2.1 Conducting risk assessments and implementing preventative measures,

3.2.2 Providing advice and support to students facing personal challenges, and

3.2.3 Establishing systems and processes to respond to incidents and prevent recurrences.

3.3 Metavision Institute has a critical incident management policy and plan in place to respond to foreseeable major events that pose risks to students or staff.

3.4 Appropriate responses are implemented for incidents occurring on campus, off campus, or online. Metavision Institute takes a zero-tolerance approach to sexual assault, sexual harassment, and other harmful misconduct.

3.5 Support is provided to students affected by incidents outside the control of Metavision Institute. This may include counselling and academic support.

4. Implementation

4.1 Metavision Institute employs a proactive approach to identify students who may be at risk of academic or wellbeing difficulties. These methods may include:

4.1.1 Monitoring student attendance and engagement,

4.1.2 Analysing academic performance data,

4.1.3 Regular communication with teaching staff, and

4.1.4 Early assessment and feedback.

4.2 Metavision Institute ensures that information about student support services is readily accessible to students and staff through various channels, including:

4.2.1 Metavision Institute's website,

4.2.2 The student handbook,

4.2.3 Learning management system announcements,

4.2.4 Orientation programs, and

4.2.5 Student Support Services flyers and other promotional materials.

4.3 Metavision Institute is committed to ensuring that all staff are equipped to support student wellbeing and safety. This includes:

4.3.1 Mandatory training of this policy and related procedures, identifying students at risk of harm or in need of support, responding to disclosures of sexual assault, sexual harassment, and other forms of harmful misconduct, promoting a safe and inclusive learning environment and confidentiality and privacy requirements,

4.3.2 Student Liaison Officer being a point of contact for staff and students for various internal and external support services,

4.3.3 Providing ongoing professional development opportunities for staff to enhance their knowledge and skills in student wellbeing and safety, and

4.3.4 Conducting regular awareness campaigns to promote student wellbeing and safety and to ensure staff and students are aware of available support services.

4.4 Staff involved in providing student support will participate in ongoing professional development that includes:

4.4.1 Training on current best practices in student support, including counselling techniques, crisis intervention, and ethical considerations,

4.4.2 Workshops on cultural competence and safety, with a focus on working with Aboriginal and Torres Strait Islander students, and

4.4.3 Regular updates on relevant legislation, regulations, and guidelines.

4.5 Metavision Institute will establish and maintain strong relationships with relevant external support services to ensure students receive comprehensive and coordinated support. This includes:

4.5.1 Developing clear referral pathways and protocols for external services,

4.5.2 Establishing communication channels to facilitate information sharing and collaboration (within privacy guidelines),

4.5.3 Participating in networks and partnerships with community organisations and health services, and

4.5.4 Ensuring staff are aware of the range of external services available and how to access them.

4.6 Mechanisms for collecting and responding to feedback on student support services include:

4.6.1 Regular surveys and feedback forms to gather student input on the quality and effectiveness of support services,

4.6.2 Student representation on committees or working groups responsible for reviewing and improving support services, and

4.6.3 Analysis of data on student support service utilisation and outcomes to identify trends and areas for improvement.

5. Responsibilities

5.1 Governance Board:

5.1.1 Approves the policy and any subsequent revisions.

5.1.2 Oversee the systematic collection and analysis of data related to student wellbeing and safety.

5.1.3 Monitors the effectiveness of student support services in meeting Metavision Institute's goals and HESF requirements.

5.2 Academic Board:

5.2.1 Ensures the policy aligns with Metavision Institute's strategic goals and Academic Quality Assurance Framework.

5.2.2 Monitors the quality and effectiveness of student support services.

5.3 Dean

5.3.1 Oversees implementation of policy.

5.3.2 Provides guidance to staff regarding student support and ensuring appropriate referral to support service.

5.4 Student Liaison Officer:

5.4.1 Acts as a primary point of contact for student enquiries related to student support services.

5.4.2 Provides support and guidance to students.

5.4.3 Refer students to internal and external support services for further support.

5.4.4 Works to ensure cohort specific needs are being met.

5.4.5 Advocates for student needs and concerns related to student support.

5.4.6 Represents student perspectives in the development and review of student support services.

5.5 Course Coordinators:

5.5.1 Provides academic guidance and support to students.

5.5.2 Identifies students who may require additional academic support.

5.6 Academic Teaching Staff:

5.6.1 Provides information about how to access academic support.

5.6.2 Conducts early assessments and provides timely feedback to students.

5.6.3 Identifies and refers students who may require additional support.

5.6.4 Provide individual or small group consultation as required.

5.7 Students:

5.7.1 Seek information and support from staff and peers.

5.7.2 Provide feedback on student support services.

5.7.3 Read and understand all materials provided during orientation.

5.7.4 Seek help when needed.

Definitions

Term	Definition
Academic support	Services designed to assist students with their academic studies, including study skills development, tutoring, and language and IT assistance.
Critical incident	An unexpected event that poses a significant threat to the safety or wellbeing of students or staff, or that causes significant disruption to the institution's operations.
Cultural competence	The ability to understand, appreciate, and interact effectively with people from cultures or belief systems different from one's own.
Personal support	Services focused on students' emotional, social, and personal wellbeing, such as counselling, mental health support, and welfare assistance.

Term	Definition
Reasonable adjustments	Modifications or adaptations to learning activities, assessments, or the learning environment that enable students with disabilities to participate on an equal basis with other students.
Stakeholders	Individuals or groups who have an interest in or are affected by the institution's activities, including students, staff, faculty, community partners, and employers.
Wellbeing	The state of being comfortable, healthy, and happy, encompassing physical, mental, emotional, social, and spiritual aspects.

Related Documents

Category	Documents
Policies	Assessment and Moderation Policy
	Critical Incident Policy
	Sexual Assault and Sexual Harassment Prevention Policy
	Student Progression Policy
	Student Recruitment Admission and Enrolment Policy (HE)
	Disability Policy
	Work Integrated Learning Policy
	Workplace Health and Safety Policy
Form	Critical Incident Report Form
Other	Student Handbook
	Student Support Services Flyer
	IT Acceptable Use Guideline
	Academic Quality Assurance Framework

Version Control

Field	Detail
Document Title	Student Support and Welfare Policy
Approved by	Governance Board
Version No.	v1.2.1; Reviewed: October 2025
Date approved	v1.2 approved GB Meeting 4 November 2025
Replaces Version No.	v1.1
Next review due	3 years from approval
Custodian	Chief Executive Officer