

STUDENT SUPPORT, WELLBEING AND SAFETY POLICY

Reference: POL-043
Status:
Classification: Board
Approved Date:
Review Date: July 2026
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| Purpose | The purpose of this policy is to ensure that all students at BPP Institute are provided with a safe and supportive environment with access to support from academic and non-academic staff and services to assist in the adjustment to study and life in Australia. |
| Scope | This policy applies to current students and recent graduates. |
| Policy Principles | <p>1. General</p> <p>1.1. BPP Institute is committed to providing a supportive learning environment for all its international students transitioning to a new culture and life in Australia.</p> <p>2. Student Support</p> <p>2.1. BPP Institute has a Student Experience Department offering on-campus advice, information and a referral service designed to meet the needs of the student body with counselling, financial matters, legal issues, work rights, health, welfare and accommodation.</p> <p>2.2. BPP Institute's ongoing full time and part time academic staff also offer student's support in their academic studies, outside of timetabled class sessions.</p> <p>2.3. The Victorian Government also provides various support services to international students. For more information on these services, visit https://www.studymelbourne.vic.gov.au/help-and-support</p> <p>3. Transition</p> <p>3.1. The first year of study for students can present challenges, particularly for international students, as they may face major changes in language, culture and the learning environment.</p> <p>3.2. BPP Institute aims to facilitate a positive and successful transition to study for commencing students including providing encouragement and academic and non-academic resources and services for students to remain enrolled and to complete their course within the expected duration of their Confirmation of Enrolment.</p> <p>3.3. BPP Institute's transition programs, which includes the introduction of support services, will commence at pre-enrolment stage, to orientation moving into the students' first year of study.</p> |

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4. Orientation

- 4.1. All commencing students are required to attend orientation, which is held in the week prior to the commencement of each study period.
- 4.2. Orientation is managed by the Student Experience Department and is a structured program to support commencing students' transition to studying at BPP Institute. The program includes:
 - a. an introduction to BPP Institute's academic and administrative services including support services;
 - b. campus facilities and resources, including learning resources;
 - c. an opportunity to be introduced to key academic and administrative staff and meet fellow students.

5. Academic and English Language Support

- 5.1. BPP Institute will provide academic and English language support to assist students in their academic progress.
- 5.2. Students identified as not progressing satisfactorily in their studies may be recommended to seek academic or English language support as they are potentially at risk of having their enrolment cancelled (see Attendance and Academic Progress Policy).

6. Advocacy Support

- 6.1. BPP Institute recognises the need to provide students with access to advocacy support in regard to their academic progress, experience on and off campus, and BPP Institute's complaints and appeals process.

7. Aboriginal and Torres Strait Islander Students

- 7.1. BPP Institute makes the following commitments in relation to Aboriginal and Torres Strait Islander Peoples' education:
 - a. providing admission pathways to Aboriginal and Torres Strait Islander students as stipulated in the Admissions Policy and Procedure;
 - b. ensuring campuses and study locations are welcoming, respectful, supportive, non-discriminatory and free of harassment for Aboriginal and Torres Strait Islander students, and provide Aboriginal and Torres Strait Islander

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| | <p>students with study spaces where they feel culturally safe; and</p> <p>c. promoting understanding and appreciation, through welcome to country and recognition, of Aboriginal and Torres Strait Islander traditional and contemporary perspectives, knowledge, spirituality, skills, values and culture.</p> <p>8. Wellbeing-related Support</p> <p>8.1. The Student Experience Department can refer students to counselling regarding health and wellbeing matters and can offer advice to students on other issues.</p> <p>8.2. Where the nature of a student concern is beyond the experience and/or abilities of the Student Experience Department, the student will be referred to appropriate external welfare assistance.</p> <p>8.3. Any cost associated with an external wellbeing provider is at the student's expense.</p> <p>8.4. The Student Experience Department also provides initial support regarding sexual harassment and/or sexual assault matters and if applicable, BPP Institute will also provide referrals to legal aid services and guide students through the reporting procedures as stipulated in the Sexual Assault and Sexual Harassment Policy and Procedure.</p> <p>9. Career Assist</p> <p>9.1. Through the Student Experience Department, BPP Institute offers a career support service available to current students and recent graduates. The service aims to equip them with practical skills and knowledge towards gaining employment, such as:</p> <ul style="list-style-type: none">a. resume preparation;b. interview skills and preparation;c. career coaching and planning;d. job seeking workshops. <p>10. Students with Special Needs</p> <p>10.1. BPP Institute is committed to ensuring that students identified with special needs (disability, mental health, learning difficulty, injury or ongoing medical condition etc.) have access to an</p> |
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| | <p>inclusive education in a safe and supportive environment free from harassment and victimisation.</p> <p>10.2. BPP Institute will endeavour to make all reasonable adjustments to a student's education program, which may involve, but is not limited to, teaching and learning strategies, or adjusting learning resources or the campus environment to address the needs of individual students.</p> <p>10.3. Students with special needs will be offered the same assessment standards as those applied to all other students. No concessions are made regarding the assessment criteria in order to uphold the academic standards and integrity of BPP Institute and its courses.</p> <p>10.4. Students aware of their special needs must disclose their requirements during the admission process by completing a Long-Term Special Needs Request Form so an assessment and adjustment can be made to accommodate, where possible, the students' learning.</p> <p>10.5. BPP Institute can refuse to admit a student with special needs if the College is not able to make available reasonable adjustments on campus for the student's special need or enrolling the student would pose a safety risk to the student, other students or staff at BPP Institute.</p> <p>11. Wellbeing and Safety</p> <p>11.1. A safe environment is promoted and fostered by advising students and staff on actions they can take to enhance their safety and security on and off campus and online.</p> <p>11.2. BPP Institute is committed to ensuring all students are advised of the actions they can take, the staff they may contact, and the support services available if their personal circumstances are having an adverse effect on their studies. Furthermore, in such circumstances and in accordance with BPP Institute's Special Consideration Policy and Procedure under compassionate and compelling circumstances, students can apply for the opportunity to complete assessment tasks at a later date.</p> <p>11.3. BPP Institute also has a Critical Incident Policy and Procedure to cover the immediate actions to be taken in the event of a critical incident and any follow up as required.</p> <p>12. Privacy and Personal Information</p> |
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| | BPP Institute will ensure that the rights of all students to privacy and confidentiality are respected by all staff, including those with special needs or those who seek counselling or advocacy support. |
| Related Documents | Attendance and Academic Progress Policy Attendance and Academic Progress Procedure Critical Incident Policy Critical Incident Procedure Long-Term Special Needs Request Form Privacy and Personal Information Policy Privacy and Personal Information Procedure Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Special Consideration Policy Special Consideration Procedure Student Complaints and Appeals Policy Student Complaints and Appeals Procedure Student Support, Wellbeing and Safety Procedure |
| <i>For Administrative Use Only</i> | |
| Responsible Officer | Chief Executive Officer |
| Contact Officer/s | Chief Executive Officer |
| Approved by | Board of Directors |
| Definitions | See BPP Institute`s Glossary of Terms and Acronyms |

| <i>Version History</i> | | |
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| Version No. | Approval Date | Amendment/s |
| 1. | May 2025 | First iteration <ul style="list-style-type: none"> • For BPP Institute |

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