

Policy Name	Student Support Services Policy
Policy Number	G006
Approval Authority	Board of Directors
Responsible Officer	Director of Studies
Operational Responsibility	Campus Director
Purpose	The purpose of this policy is to outline the welfare and support services LCI Melbourne provides for its students.
Scope	This policy applies to all students, staff, and contractors at LCI Melbourne involved in the provision of teaching and learning of LCI Melbourne's courses.
Policy Statement	<p>LCI Melbourne is committed to supporting students in reaching their academic goals. To this end the Institute provides a variety of services which support students academically and personally. LCI Melbourne endeavours to provide its students with high quality, timely and equitable support.</p> <ol style="list-style-type: none"> 1. All student facing information is written in plain English, is easy to understand and provides full clarity on the support provided. All essential information for prospective and current students is publicly available on the LCI Melbourne website. 2. LCI Melbourne provides a comprehensive orientation program at the commencement of each trimester providing students information on available support services, support staff and information for International students to help in adjustment to the country and Institute. 3. LCI Melbourne can provide students, at no cost to the student, with welfare related referrals to health service providers, housing services, legal advisory services and financial service providers to assist students having difficulties with such issues. 4. LCI Melbourne provides access to a free and confidential personal counselling services for current students who are experiencing difficulties that are affecting their studies that may relate to personal, health or academic issues. 5. LCI Melbourne is committed to the principles of equality of opportunity and, therefore is committed to assisting students with disabilities to follow their educational aspirations. 6. All students can request individual interviews with the Director of Studies, Student Experience Advisor or other representatives to discuss any factors adversely influencing their ability to conduct their studies. 7. LCI Melbourne conducts teaching and unit evaluations, which serve to support academic staff and enrich the teaching practices employed at LCI Melbourne. Additionally, surveys asking students and graduates to rate the support services, facilities and resources offered are conducted

	<p>at various intervals. LCI Melbourne also has in place a Student Representative Council that meets with LCI Melbourne staff minimum once per trimester.</p> <ol style="list-style-type: none"> 8. LCIM offers flexible learning and assessment strategies to cater for individual strengths. Students who are having difficulties that affect their ability to meet LCIM assessment or attendance requirements, may apply for Special Consideration. Special Consideration is not automatic, students must have a valid reason, and this be supported by documented evidence. 9. LCI Melbourne requires all international students to have achieved a minimum English Language requirement of IELTS 6.0 with no band score lower than 5.5. 10. LCI Melbourne has a documented Risk Management and Critical Incident Policy and Procedures that covers the action to be taken in the event of a critical incident. The Policy ensures the interests of the student are managed appropriately and demonstrates LCI Melbourne is prepared for such incidents and has a clear protocol to follow in what can be challenging circumstances. 11. LCI Melbourne recognises the sensitivity surrounding the disclosure of an individual's information and respects the right to confidentiality of information related to a person's access to welfare and support services. In rare cases where an incident occurs that threatens the safety of the individual or other members of the community, LCI Melbourne may disclose information to ensure the safety of the individual or others is maintained in accordance with its Privacy Policy. <p>Grievances and Appeals</p> <p>Students who believe that they have been treated unfavourably or unfairly or have been subject to discrimination should use the LCI Melbourne's Grievances, Complaints and Appeals Policy and Procedure.</p>	
Definitions	Staff	Permanent and casual employees
	Appeal	A request to reconsider a decision made in the context of this document.

	Disability	<p>Defined by the Disability Discrimination Act 1992 (DDA) to include:</p> <ul style="list-style-type: none"> ▪ physical ▪ intellectual ▪ psychiatric ▪ sensory ▪ neurological ▪ learning disabilities ▪ physical disfigurement and ▪ the presence in the body of disease-causing organisms
	Discrimination	<p>The DDA makes it unlawful to discriminate against a person because of their disability. This includes people who are associates (e.g. relatives, friends), and carers of people with a disability. It is generally categorized into two types: either direct or indirect.</p>
	Institute	LCI Melbourne
Relevant Legislation		<p>The Australian Human Rights Framework, and State and Territory codes and legislation including: Disability Discrimination Act 1992 (amended Feb 2022) Disability Services Act 1986 (amended Nov 2020) Charter of Human Rights and Responsibilities Act 2006 (VIC): Equal Opportunity Act 2010 (VIC) Disability Act 2006 (VIC) Disability Service Safeguards Act 2018 Disability Standards for Education 2005: Tertiary Education Quality and Standards (TEQSA) Act 2011 Education Services for Overseas Students Act 2000 Education Services for Overseas Students Regulations 2019 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Standards Framework (Threshold Standards) 2021 2021 Higher Education Support Act (2003) Australian Qualifications Framework</p>
Key Related Documents		G006 Student Support Services Procedure G005 Risk Management & Critical Incident Policy and Procedure G002 Student Code of Conduct Policy G016 Student Grievance and Complaints (Non-Academic) Policy and Procedure A001 Academic Grievances, Complaints and Appeals Policy and Procedure G014 Privacy & Intellectual Policy and Procedure

Date Approved	3 July 2024
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Date of Commencement	3 July 2024		
Date for Review	M3 2027		
Documents superseded by this Procedure	Student Support Services Policy 2020 Student Support Services May 2014 Student Feedback Policy Dec 2017 Special Consideration Policy 2017		
Amendment History	Updates to Policy and Procedure		
Signed and dated for LCI Melbourne	Prof Warren Bebbington	Minutes special meeting July 2024	3 July 2024

INFORMATION FOR PUBLISHING ON POLICY REGISTER								
Policy/Procedure Category	Governance							
Responsible Officer	Director of Studies							
Stakeholders	Board of Directors Academic Board Leadership Team Academic Staff Administrative Staff LCIM Students and applicants							
Dare of Next Review	M4 2027							
Approved by Board of Directors 3 July 2024								
Change and Version Control								
Version	Authored by	Description of Changes	Date Approved	Effective Date				
1.0	Academic Dean	New Policy – adapted from LaSalle Vancouver	December 2017	December 2017				
2.0	General Manager	New Policy and Procedure document	February 2020	11 February 2020				
3.0	Executive Manager	Policy and legislation updates	May 2022	3 May 2022				
4.0	Dean	Updates to policy	3 July 2024	3 July 2024				
5.0	Director of Studies	Update policy with minor amendments and capturing change of responsible officer position title	29 October 2025	29 October 2025				