

Procedure Name	Student Support Services Procedure
Procedure Number	G006
Approval Authority	Board of Directors
Responsible Officer	Director of Studies
Operational Responsibility	Campus Director
Purpose	The purpose of this procedure is to detail the steps LCI Melbourne will take to provide welfare and support services to its students.
Scope	This procedure applies to all students, staff, and contractors at LCI Melbourne involved in the provision of teaching and learning of LCI Melbourne's courses.
Procedure Strategy	<p>Requesting and receiving support as detailed within the Student Support Services policy and procedure will incur no financial cost for students.</p> <p>1. Orientation</p> <p>Commencing students attend an orientation program during their first week at LCI Melbourne. The orientation program involves familiarisation with the campus and facilities. Content of the orientation program include:</p> <ol style="list-style-type: none"> Welcome and introduction It starts with belonging workshop Meet and get to know the other students Meeting key academic and professional staff members What to expect and what students need to know about learning at LCI Melbourne Details of their enrolled course and timetable LCI Systems and training guide Information on welfare and support services A copy of the Student Handbook Overseas Students are required to attend an additional orientation which further supports students with adjusting to study and life in Australia, as required in Standard 6 of The National Code 2018. <p>2. Student Services and Welfare Support</p> <p>LCI Melbourne has a designated Student Experience team to support students located at reception on the Oxford St campus. Reception is open daily from 8:30am – 5.00pm Monday to Friday, after hours contact via LCI Melbourne's LMS or email.</p> <p>The Student Experience team aids students experiencing difficulties in any aspect of their lives, including issues of an academic or personal nature. The Student Experience team are available to all students to help them access study support and welfare-related services such as:</p> <ol style="list-style-type: none"> Legal Services – LCI Melbourne can refer a student who requires a legal practitioner, the referral is at no cost to the student. Students

	<p>would be responsible for any cost related to the legal advice provided.</p> <ul style="list-style-type: none"> b) Accommodation – Accommodation advice is available to all students and LCI Melbourne will provide up to date information on accommodation options and / or providers. c) Finance – LCI Melbourne can refer a student who requires financial assistance to trusted resources. d) Counselling - LCI Melbourne can refer students to an external Counselling Service for various issues if necessary, however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. LCI Melbourne has an agreement in place with Wellington St Psychology, that supports students for 3 free sessions of counselling. This is paid for by LCI Melbourne at no additional charge to the student. <i>If the professional recommends further treatment, additional counselling services (outside of the 3 free sessions) will be paid for by students.</i> e) Accessibility – Students who disclose a disability, illness, injury or health condition, LCI Melbourne will provide reasonable adjustments via a Equitable Learning Plan (ELP) so that students have an equal opportunity to successfully complete their studies. All reasonable adjustments must meet the inherent requirements of a course. f) Language and Study Skills – LCI Melbourne provides a Language and Study Skills Unit (LASSU) to assist any student who requires English language support or study skills to assist in their studies. g) Academic Support - 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. h) Career Support – LCI Melbourne offers advice and mentorship to guide students on their educational journey into developing a career. <p>3. Accessing Support Services</p> <p>All students will have access to our student support services through the Student Experience team at reception as the first point of contact. The Student Experience team will either provide the appropriate support or arrange for the appropriate staff member to liaise with the student. Where the nature of the concern is beyond the staff member's experience and abilities, the student will be referred to an appropriate person for professional assistance.</p> <p>4. Student Feedback</p> <p><i>LCI Melbourne Student Experience Survey</i></p>
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Teaching evaluation questionnaires, are presented in a digital format through LCI Melbourne's digital platform. The web-based form is anonymous and only students registered for the course under evaluation can assess the teaching of the faculty member. Students are invited to complete the 5-8 minute survey in week 6. Surveys completed by students are accessible to LCI Melbourne employees for consultation purposes.

Student Representative Committee

The Student Representative Committee is concerned with the improvement of the student experience for all LCI Melbourne's Students and meets twice per term.

Function of SRC

- Consider matters referred to it by LCI Melbourne's management, the Academic Board or other school body in relation to the provision of student services and amenities.
- Consider recommendations in regards to provision of student services and amenities made by its members, and if deemed appropriate, forward these recommendations to LCI Melbourne's management.
- Consider matters referred to it by LCI Melbourne's management, the Academic Board or other school body in regards to the student experience.

Responsibilities of SRC

- Consult with students on the student experience and topical issues.
- Serve as a channel for students to provide feedback and recommendations in regards to the student experience.
- Serve as a source of student representation to LCI Melbourne's Academic Board.

5. Extended Campus Hours

LCI Melbourne extends the campus opening hours in the final weeks of the trimesters to provide students additional access to resources to assist in the finalisation of projects and assessments.

6. Critical Incident

LCI Melbourne has a documented Risk Management and Critical Incident Policy and Procedure that details the action/s to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

Critical incidents are not limited to but could include:

- death
- fire, explosion, bomb threat
- chemical, radiation or biohazard spillage
- hold up or attempted robbery
- threats of violence to staff/students

	<ul style="list-style-type: none"> • serious illness causing declining health of a student or staff member over time • serious injury • severe verbal or psychological aggression • natural disaster • domestic violence • sexual assault • drug or alcohol abuse <p>Non-life-threatening events could still qualify as critical incidents. For further information see Risk Management and Critical Incident Policy and Procedure.</p> <p>7. Special Consideration</p> <p>Students having difficulties that affect their ability to meet LCI Melbourne assessment or attendance requirements, may apply for Special Consideration.</p> <p>Key Points:</p> <ul style="list-style-type: none"> • Special Consideration is not automatic. Students must have a valid reason and supported by documented evidence. • Students will not be eligible for Special Consideration if they have already been absent for more than one third of the total class hours. <p>Eligibility</p> <p>Only students who are absent for less than 33% of the total unit hours shall be eligible to apply for Special Consideration.</p> <p>As a general guide, extenuating circumstances are circumstances that are:</p> <ul style="list-style-type: none"> • beyond the student's control (i.e. they could not have reasonably been anticipated, avoided or guarded against); • sufficiently grave or of a nature or duration to have caused considerable disruption to the student's capacity to study effectively or to complete subject requirements; and • have interfered with the otherwise satisfactory fulfilment of the unit requirements. <p>Circumstances contributing to can include:</p> <ul style="list-style-type: none"> • medical reasons; • family/personal reasons – including death or severe medical or personal problems; • employment related reasons – such as a substantial change to routine employment arrangements or status. <p>The following circumstances would not be considered:</p> <ul style="list-style-type: none"> • routine demands of employment;
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	<ul style="list-style-type: none"> • difficulties adjusting to LCI Melbourne life, to the self-discipline needed to study effectively, and to the demands of academic work; • stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work; • routine need for financial support; • lack of knowledge of requirements of academic work. <p>Circumstances which can be deemed to be extenuating include:</p> <ul style="list-style-type: none"> • administrative problems – such as the late receipt of teaching materials, enrolment errors or delays; • sporting or cultural commitments – where a student has been selected to participate in a state, national or international sporting or cultural event; • military commitments – where a student is a member of the armed forces involved in a compulsory exercise; • legal commitments – where a student is called for jury duty or is subpoenaed to attend a court, tribunal, etc.; or • other events that pose a major obstacle to the student proceeding satisfactorily with his or her studies. <p>The following would not be regarded as extenuating circumstances:</p> <ul style="list-style-type: none"> • demands of sport, clubs, and social or extra-curricular activity (other than selection for state, national or international sporting or cultural events); • difficulties with the English language during examinations. <p>Application</p> <p>If a project/assessment is worth less than 30% of the overall unit mark, then an extension to the submission deadline of up to 7 days may be granted by the relevant Academic staff member.</p> <p>All other applications for Special Consideration must be submitted in writing, using the applicable form.</p> <p>When filling out the form, students should read the instructions carefully, include all requested information and attach all relevant documents. Incomplete or incorrectly completed forms may not be processed. Forms should be submitted to the Student Experience team as soon as reasonably possible. If possible, applications for project extensions should be submitted in advance of the submission deadline. Students applying for Special Consideration due to a serious personal reason may be required to attend an interview.</p> <p>Supporting Documentary Evidence</p> <p><i>Medical Certificates</i></p>
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	<p>A medical certificate will normally be submitted by a student who has suffered an acute (i.e. brief) illness when seeking special consideration. The certificate should specify the precise nature of the medical condition, unless to do so would result in a breach of patient confidentiality.</p> <p><i>Medical Reports</i></p> <p>A medical report will normally be submitted by a student when seeking to explain poor academic performance over an extended period of time as in the case of an exclusion appeal. A medical report is a signed statement from a qualified and registered health practitioner which explains the debilitating nature of the chronic (i.e. ongoing) medical condition from which the student is or was suffering and the likely duration of the condition, so that LCI MELBOURNE can decide on the basis of that information and any other information provided by the student, whether to grant the special consideration sought. The report should also specify the precise nature of the medical condition, unless to do so would result in a breach of patient confidentiality.</p> <p>Conditions Relating to the Use of Medical Reports and Certificates</p> <ul style="list-style-type: none"> • Medical certificates and medical reports will only be accepted when given by qualified and registered health practitioners: i.e., a registered medical practitioner or registered dentist. • Medical certificates and medical reports must be legible, signed by the practitioner and preferably be on letterhead stationery; they must indicate the date/s on which attention was sought. • A student shall submit a medical certificate or medical report when seeking special consideration in relation to an illness, disability or medical condition. • When assessing a request for special consideration, LCI Melbourne will take into account all matters relevant to the request. A medical certificate or medical report, in itself, does not guarantee that special consideration will be granted. <p><i>Family/Personal</i></p> <p>For family/personal reasons – a statement from a registered health care practitioner, a recognised mental health professional, or a person who knows the student, who is not related to the student and who is independent of LCI Melbourne stating:</p> <ul style="list-style-type: none"> • the date the student's personal circumstances began or changed; and • how these circumstances affected the student's ability to study. <p><i>Employment</i></p> <p>For employment related reasons – a statement from the student's employer stating:</p> <ul style="list-style-type: none"> • the date employment arrangements or status changed; and
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	<ul style="list-style-type: none"> the nature of the changes. <p><i>Sporting/Cultural/Military/Legal</i></p> <p>For sporting, cultural, military or legal commitments – a statement from the relevant authority advising:</p> <ul style="list-style-type: none"> details of the event; and the period during which the student's study will be interrupted <p>Outcome</p> <p>An application for Special Consideration may not automatically result in an extension of time for projects/work or exemption from an 'At Risk' through unsatisfactory attendance situation. If an application is rejected or further information is required, LCI Melbourne will contact the student within 7 days informing the student of the outcome of their special consideration assessment</p> <p>If successful, an application for Special Consideration can only exempt a student from being penalised for absence or provide additional time to complete a project. It cannot result in an assessment grade being raised to a higher assessment.</p> <p>A student who is granted extra time to complete an outstanding project and who fails to make good the incomplete project at the designated time, shall be subject to the standard penalties for late submission.</p>
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	<p>G006 Student Support Services Policy 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</p>
Date Approved	3 July 2024

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		
Review Date		M4 2025		
Approved by Board of Directors				
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	Update to policy and Procedure – Compliance review	3 July 2024	3 July 2024
5.0	Director of Studies	Update procedure with minor amendments and capturing change of responsible officer position title	29 October 2025	29 October 2025