POLICY

STUDENT WELFARE AND SUPPORT POLICY

POLICY STATEMENT	CQUniversity is committed to assisting students to persist and achieve in their academic endeavours in order to succeed in their career ambition. The University considers that welfare and support services are important sources of easing students into tertiary life, helping them adjust to their new living environment and enabling them to achieve their academic goal. This policy document has been developed to provide a clear statement on the welfare and support services at CQUniversity.
PURPOSE	CQUniversity provides students with up to date information on the 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. Designated Contact Officers are available on each campus for International students - their role includes informing students of the available welfare and support services. The University provides a comprehensive orientation program (online and face to face) designed to assist the transition of all commencing students, domestic and international, to University life. This program includes information and ways of accessing the welfare and support resources, including those of particular importance to International Students, at each campus and online. For more information please see the First Year Transition and Orientation at CQUniversity policy located on the CQUniversity website. Staff who interact directly with international students are required to participate in the relevant ESOS training to maintain currency with the regulations, and all staff are encouraged to access this training**.**
SCOPE	This policy applies to CQUniversity students in accordance with Department of Immigration and Citizenship (DIAC).
RESPONSIBILITY FOR IMPLEMENTATION	The Manager, Student Support Centre is responsible for overall implementation on Domestic campuses. Campus Directors will be responsible for implementation on Australian International Campuses (AICs).
COMPLIANCE & MONITORING	The Academic Registrar is responsible for ensuring compliance with this policy. The Student Welfare and Support services are monitored via the Customer Relationship Management system, which is benchmarked against other similar Australian Universities, and reported to DEEWR.
RELATED LEGISLATION	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

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& DOCUMENTS	Queensland Government Commission for Children and Young People and Child Guardian Information Privacy Act 2009
DEFINITIONS	All terminology used within this policy is consistent with the definitions in the CQUniversity Glossary.

Approval Authority	Academic Board
Policy Administrator	Academic Registrar
Original Approval Date	4 July 2007
Effective Date (Current Version if different from amended date)	
Amendment History	Updated on 3 September 2009 to include CQUniversity new logo, title and CRICOS code. Reviewed Academic Registrar 20 July 2010.
Date of Next Review	20 July 2013
Related Policy Documents	Student Welfare and Support Principles

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