

		Ref No.	6 - 02
		Version No.	6
		Date Issued	4 May 2010
Title	STUDENT SUPPORT		
Responsibility	Academic Quality Programme Manager		

1. PURPOSE

To ensure that Telford provides effective, appropriate and timely support services to students.

2. APPLICATION

This Policy and Procedure applies to all student enrolled in programmes of study offered by Telford, including programmes delivered by contracted providers.

3. DEFINITIONS

Nil.

4. STATUTORY REQUIREMENTS

This Policy and Procedure complies with the relevant provisions of the Education Act 1989.

5. POLICY AND PROCEDURE

5.1 Telford will enable students to have access to a range of support services which may include:

- Counselling and health services
- Disability support
- Equity and harassment support
- Library
- Literacy support
- Maori and Pasifika support
- Future pathways
- Hardship Fund
- Students' Association

5.2 Telford will ensure that processes are in place to inform students about available support services and how to access them. Information to students is provided through:

- Email
- Campus/site orientation
- Noticeboards
- Reception/Administration
- Class visits
- Announcements
- Student handbooks
- Programme Coordinators

5.3 Telford will have support systems in place to facilitate the early identification of students' needs through the enrolment process, visits by support staff, and workshops.

5.4 Telford will have indicators in place to measure and track the utilisation of support services and student outcomes by way of half yearly reports to the Director, Finance and Administration-

- 5.5 Telford will have processes in place to evaluate the effectiveness of the support services provided.

Counselling and Health Services

- 5.6 The Director Finance and Administration is responsible for the health and welfare of all Telford students who reside in the Telford Halls of Residence (HoR).
- 5.7 Contracted providers are to ensure appropriate services are available.
- 5.8 Any Telford students who seek counselling should make this known through appropriate channels.

Equity and Harassment Support

- 5.9 Telford will nominate permanent staff members normally DFA/AD and hostel supervisors who will be the liaison persons for all Telford students for to all equity and harassment matters.

Library

- 5.10 The Neville Moffat Library will provide services to support the teaching and learning needs of Telford Students enrolled in a formal qualification.

Literacy Support

- 5.11 Telford will ensure focused assistance is available to its students with literacy and numeracy disabilities to enable them to effectively undertake their courses of study.

Future Pathways

- 5.12 Telford will ensure Telford students have access to information to assist them to make informed decisions about future study options.
- 5.13 Telford will (where applicable) ensure that employers who contact Telford with an offer of employment will be put in contact with suitable Telford students.
- 5.14 Telford will (where applicable) provide assistance to Telford students with respect to development of their curricula vitae and applications for jobs.

Hardship Fund

- 5.15 Telford will provide a Hardship Fund for Telford students who find themselves in financial difficulty as a result of tertiary study, and where other forms of assistance are not available. The Fund is available to assist Telford students to overcome financial barriers that are directly related to and adversely affecting the Telford student's ability to pursue his or her current course of study. The Fund will be maintained at \$20,000.
- 5.16 Due to the limited resource allocated to the Fund, it is not possible to extend assistance to the relief of ongoing or accumulated general living expenses.
- 5.17 The Hardship Fund will be administered using the following guidelines:
- applicants must be Telford students who are New Zealand citizens or permanent residents; and
 - applicants must be enrolled and attending a current fulltime programme of study on campus; and
 - applicants must complete an application form and supply a budget; and
 - applications will be made to the Academic Director, who in conjunction with the Senior Administration Manager will assess each application
 - Assistance will not exceed \$500 per application
 - Repayment arrangements are to be agreed with the DFA prior departure from Telford
 - Applicants may make more than one application per year

- 5.18 The Hardship Fund will not be used to:
- assist with the repayment of loans, hire purchase, credit cards or other forms of debt repayment; and
 - assist with the payment of fines; and
 - assist with financial issues that predate the Telford student's current course of study.
- 5.19 Telford students must apply for all forms of financial assistance prior to making an application to the Hardship Fund.

Students' Association

- 5.20 All Telford full-time, on-campus students, except those specifically exempted, are required by the Telford Students' Association Membership procedure to become members of the Telford Students' Association.
- 5.21 The Telford Students' Association will organise and co-ordinate a range of recreational activities and consultation opportunities for members.

Contracted Delivery

- 5.22 Contracted providers delivering Telford programmes are responsible for student guidance and support.
- 5.23 The Academic Director will ensure that the requirements of this policy are communicated to contracted providers and that contracted providers' responsibilities for student support are clearly defined within the programme facilitation agreement accordingly.

6. PROCEDURE

Nil.

7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Application to Hardship Fund	Senior Administration Manager	Hardship File	7 Years
Literacy/Numeracy Services Provided	Literacy/Numeracy Coordinator	L & N Office	7 Years
Students Assigned to Mentors	Academic Director	AD Electronic	1 Year

8. ASSOCIATED DOCUMENTS

Reference	Document Title
A6 – 02A	Application for Hardship Fund

REVISION HISTORY			
Version	Description of Change	Author	Effective Date
0	Initial release.	M. Bowen	24-11-99
1	Major revision.	External Consultant	April 2004
2	Minor correction.	QMS Team	Nov 2004
3	Minor correction.	QMS Team	April 2005
4	Alignment of the QMS with actual practices at Telford in response to the ITPQuality Audit Report, April 2007. Clauses 4.4, 4.20 and 4.27 deleted from version 3, email added to list in Clause 5.2, Clause 8 added. Minor editing and re-formatting.	QMS Policy Review Committee	1 March 2008
5	Concerns raised. Hardship Fund criteria 5.17 and 5.19 change	QMS Policy Review Committee	17 September 2009
6	Clauses 5.24 and 5.25 added to include contracted delivery.	Academic Director	4 May 2010