

Student Support Service Policy

Wales Young Institute

Name of Institution

3857

Institution Number

Student Support Service Policy

Name of Policy

April 25, 2014

Date of Implementation

August 30, 2021

Date of Last Revision

SCOPE

This policy applies to all Wales Young Institute staff and administrators who deal with student services.

POLICY

1. WYI is committed to supporting students to adjust to life in Canada so they can achieve their learning goals and maintain satisfactory progress towards meeting the learning outcomes of all courses.
2. WYI assists students in adjusting to school and life in Canada, including through the provision of an age and culturally appropriate orientation program that includes information about:
 - a. student support services available to students in the transition to life and study in a new environment
 - b. admission process including student enrolment contracts, policies, and program outlines that are available at WYI
 - c. legal services
 - d. housing, community services, cultural services, family services, immigration services that are available to students
 - e. child care services
 - f. emergency, and health services including health care programs that are available to students
 - g. transportation services
 - h. academic support, such as tutoring service and library services that are available to students
 - i. employment resources and co-op program that are available to students
 - j. complaints and appeals processes, and
 - k. any student permit condition relating to course progress and/or attendance as appropriate.
3. WYI provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

4. WYI provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress, attendance requirements, and accommodation issues. These services are provided at no additional cost to the student. If WYI refers the student to external support services, WYI will not charge for the referral.
5. WYI provides sufficient student support personnel to meet the needs of the students enrolled with the institution.
6. WYI ensures that all staff members who interact directly with students are aware of WYI's obligations

PROCEDURE

Support Provided

Arrival in Canada

For international students, WYI can arrange for students to be met at the airport and taken to their accommodation. The student needs to indicate the need of this service when submitting the application form.

Academic, Language and Learning Support

Academic support is the responsibility of the instructors/teachers. Students are advised to approach their instructors and/or admission representative if they need assistance in meeting course requirements. The admission representative can assist students with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues

Student Welfare Services

WYI has designated Admission Representative Officers to provide a basic counseling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The admission representative officers are available to international students to help them access study support and welfare-related services such as:

- Legal Services – WYI can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost

- related to the legal advice provided.
- Accommodation – Accommodation advice is available to all international students. WYI will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
 - Emergency and Health Services – During the first week at WYI students are advised on campus safety and how to access emergency and health care services in Canada. For non-urgent services students are encouraged to talk with the admission representative. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 911 and inform WYI as soon as appropriate. WYI provides MSP application form.
 - Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website and made available from administration at any time. The policy is specifically explained both in the Student Handbook and during orientation.
 - Any student permit condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their permit conditions. WYI can also refer students to 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. Any cost charged by the external services will be paid by students. In addition to the normal support services, international students are provided with a range of special services such as assistance with resume-writing and looking for part-time work. Students have access to welfare-related support services to assist with issues that may arise during their study, including program progress, attendance requirements and accommodation. These services are made available to all WYI students. WYI also has a documented critical incident together with procedures that cover the action 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:
 - missing students;
 - severe verbal or psychological aggression;
 - death, serious injury or any threat of these;
 - natural disaster; and
 - issues such as domestic violence, sexual assault, drug or alcohol abuse

PROCEDURE

1. All students will have access to our student support services through our Admission Representative. The Admission Representative will have access to available student welfare services available locally.
2. Where the nature of the concern is beyond the AR's experience and abilities, the student will be referred to an appropriate person for professional assistance
3. The AR will respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
4. The AR will assist with accommodation or general welfare issues, through providing appropriate advice and direction. The AR is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit
5. The AR will detail the student support services provided to each student, and ensure details of services provided are placed on the students file.
6. Academic counseling is provided by the SEA or delegate who is responsible for monitoring all aspects of student academic progress. Discussion notes, outcomes and follow up action are recorded in student files.
7. Instructors/teachers will report to the SEA any concerns they have about changes in a student's behavior, attitude, health or general demeanor for immediate follow up.
8. In circumstances requiring personal counseling and where there is no qualified counsellor employed as a staff, the AR will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. The AR will ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary.