



STUDENT SUPPORT POLICY

1. NSWCCPE seeks to promote the welfare and support of all students enrolled in its educational programs.
2. NSWCCPE is concerned to support its students through a) efficient and effective delivery of its educational programs and b) provisions for students' welfare.
3. NSWCCPE will establish and adhere to the highest standards concerning:
 - i) Accurate and consistent information about SCD awards, admission criteria, and policies for recognition of prior learning.
 - ii) Tuition assurance and learning portability in the event of the NSWCCPE or one of its registered centres ceasing operations.
 - iii) Sound risk management strategies in conformity with SCD and Government regulations.
 - iv) Best practice in teaching and learning, including:
 - Satisfactory facilities and resources for both face-to-face and distance delivery, including online facilities where relevant;
 - Provision of and arrangement for adequate and appropriate resources for students' research and practical experience;
 - Satisfactory support arrangements for students with disabilities;
 - Accredited teachers and CPE-accredited and also academic supervisors;
 - Provision for student feedback;
 - Consistency in assessment practices;
 - Satisfactory grievance procedures;
 - Prompt response to queries and return of results;
 - Satisfactory record-keeping of student results;
 - Ongoing review of quality in all student-related operations.
 - v) Appropriate special consideration in the event of student illness or misadventure.
4. NSWCCPE will establish and adhere to the highest standards in providing for the general welfare of its students by ensuring:
 - i) Registration and regular review of CPE Centres in accordance with the Standards set out in the NSWCCPE Handbook to ensure the suitability and safety of delivery sites;



- ii) Procedures to address critical incidents at delivery sites, including accident, illness, catastrophe, or attack;
- iii) Appropriate procedures to assist and support overseas students.