



# Student Welfare Support Policy

## Student Welfare

As an international student, Students receive personal and co-ordinate support throughout their stay at CIBT. We support student's orientation, welcome them on arrival and assist them with accommodation options, Practical supports i.e. bank, transport, Cultural and religious matters, Personal welfare matters i.e. visa, health, Social activities and Academic support.

CIBT Welfare Service is committed to provide free professional and confidential support to enhance the wellbeing of the students. It provides professional support, information, advocacy and referral on welfare-related matters including but not limited to financial problem, accommodation Issues, Access to Legal Services, Health & Wellbeing, and Mental Health Support, Relationships, Academic Progress Issues. Our Welfare officer provides friendly professional advice, information, support and referral to local services and community resources for all international students studying at CIBT.

There are many ways to access our support. Student can choose from Appointment in person, Telephone or email consultation, or Drop in service (depending on availability).

## Personal Counseling

The Counseling Service represents a commitment of CIBT to the provision of appropriate services to assist students and staff to be effective and successful.

CIBT Counseling Service aims to assist students with matters which may prevent successful completion of their studies. To this end the staff of the Counseling Service is highly trained professional who provides to students individual programs which address potentially disruptive issues.

The Counseling Service provides Student with an accessible and effective professional resource for students who are facing emotional problems. The Counseling Service provides general counseling to international students enrolled at CIBT.

There is no list of acceptable issues to bring to counseling sessions. Students come to counseling for a wide variety of reasons and at different stages of experiencing difficulties. Students may not even be sure why they are coming.

Most personal, emotional, relationship or identity problems can be helped through attendance at counseling - this includes anxiety, stress and depression; family and/or relationship difficulties, sexual problems and identity issues. The Counseling service can



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**Canberra Campus:** Suite 1, Level 4, 40 Cameron Avenue, Belconnen, ACT 2617 P 02 6253 5184

also help with other issues such as: adjusting to a new culture, dealing with dilemmas, grief, making difficult decisions or choices, as well as more specific problems such as eating problems, dealing with a chronic illness, responses to trauma, or addictions.

## **Procedure**

- a. Student must fill welfare support form
- b. Student to make an appointment to see welfare support officer (Tina Jee)
- c. Welfare support officer will provide support as much as possible or refer for high level support/counseling