

## STUDENT SUPPORT AND WELFARE POLICY

### INTRODUCTION: RELATION TO STRATEGIC PLAN 2008-2012

The entire Strategic Plan is ultimately concerned with the welfare and support of SCD students, but some matters have a more direct bearing on this, as follows:

#### **Goal 1: Curriculum Development and Change**

##### ***Key Results:***

- A curriculum which meets the needs of individuals and communities, and which allows for the understanding, expression, and interpretation of denominational differences.
- Standardization of assessment in shared course units.

##### ***Strategic Objectives:***

- Identification of which course units require standardization of assessment, and development of a bank of equivalent assessment items, from which items can be selected to better reflect denominational differences and interpretations.
- Provide professional development opportunities that will better inform faculty as to how denominational differences and interpretations can be incorporated within the shared curriculum.

#### **Goal 2: Teaching and Learning**

##### ***Key Results:***

- A learning environment that fosters increased independence in learning, and a higher degree of student-centredness in the process.
- Flexibility in teaching practice through innovations and increased student engagement in learning.
- Relevant and premium quality infrastructures and learning environments in which teaching and learning occurs.

##### ***Strategic Objectives:***

- Implement Teaching and Learning Enhancement Plan of Academic Board.
- Establish a Teaching and Learning Committee.
- Implement, monitor, and review the Academic Board Policy on Evaluation of Teaching and Learning.
- Encourage the development of initiatives to improve the quality of teaching and the student learning experience.
- Maintain best practice in teaching and learning strategies and delivery modes.
- Develop and monitor key performance indicators for learning and teaching and develop procedures to address areas of concern.
- Increase the overall satisfaction rates of students by seeking and monitoring student feedback.

- Regularly benchmark curricula and course materials, teaching practices, and assessment methods, in terms of relevance, academic quality, teaching research nexus, and professional standards.

### **Goal 3: Quality Assurance**

#### ***Key Results:***

- Enhanced and improved QA standards.

#### ***Strategic Objectives:***

- Ensure that review cycles are regularly employed in all operations.
- Identify and implement industry benchmarks for the provision of library and electronic resources, and develop and implement policy for information services.
- Promote a culture of continuous improvement.
- Introduce continuous improvement processes that ensure a model on the Plan, Implement, Improve, and Review cycle.
- Develop a culture of evidence that enables verification and validation in processes and procedures.

### **Goal 4: Research and Scholarship**

#### ***Key Results:***

- A triennial Conference as a compulsory part of the academic life of the College, bringing together all faculties and the broader community of learners.

#### ***Strategic Objectives:***

- Ensure adequate provision of supervision, library facilities, and funding for research degree candidates.
- Implement a process to evaluate completion rates and graduate destinations.

### **Goal 5: The College Model**

#### ***Key Results:***

- A collaboration in high quality education and training that leads to re-accreditation or self-accreditation.
- Quality graduates from across the diversity of Christian traditions educated in theology and formation for Christian ministry.

#### ***Strategic Objectives:***

- Foster the sharing of resources among Member Institutions.
- Identify opportunities for further co-operation among Member Institutions and develop methods to deepen ecumenical relationships and theological dialogues among faculty.
- Maintain our strengths in a competitive environment.

### **Goal 7: Best Practice Internal Management**

#### ***Strategic Objectives:***

- Develop risk management protocols.
- Identify and access government and non-government sources of funding.

## STUDENT SUPPORT AND WELFARE POLICY

- (1) The SCD is vitally concerned with the welfare and support of all students enrolled in its educational programs, either directly or through the agency of its member institutions.
- (2) The SCD strongly supports its students in respect of (a) the delivery of its educational programs and (b) provisions for the general welfare of its students.
- (3) The SCD will establish and adhere to the highest standards in respect of the following factors in the delivery of its educational programs:
  - (i) Accurate and consistent information about SCD awards in websites, printed materials, and any other form of publication across the SCD, to be monitored regularly.
  - (ii) Standard admission criteria with a standard, non-discriminatory admission form across the SCD.
  - (iii) Clear and appropriate policies and procedures for recognition of prior learning and portability.
  - (iv) Tuition Assurance in the event that either the SCD itself or a member institution ceases operations.
  - (v) Sound risk management strategies in conformity with Government regulations.
  - (vi) 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;
    - satisfactory support arrangements for students with disabilities;
    - accredited teachers and supervisors;
    - provision for student feedback;
    - staff availability;
    - consistency in assessment practices;
    - satisfactory grievance processing;
    - prompt response to queries and return of results;
    - satisfactory record-keeping to safeguard student records;
    - ongoing review of quality in all student-related operations.
  - (vii) Appropriate special consideration in circumstances of student illness or misadventure.
- (4) The SCD will establish and adhere to the highest standards in respect of the following factors in provisions for the general welfare of its students:
  - (i) Appropriate measures to satisfy Governmental site inspections according to regulations for registration of delivery sites, including Occupational Health and Safety matters.
  - (ii) Annual site inspections by the Dean or the Dean's representative, to identify and address shortcomings and communicate in person with staff and students.
  - (iii) Procedures to address critical incidents at delivery sites, including accident, illness, catastrophe, or attack.

- (iv) Appropriate services to assist and support overseas students.

### **RELATED DOCUMENTS**

Advertising Policy

Anti-Discrimination Policy

Appeals Policy

Application for Admission Form

Credit for Previous Study Policy and Application for Credit Form

Critical Incident Policy

Deed of Agreement for TAS between ACT and SCD

Disability Policy\*

Distance Education Handbook

Extensions of Time for Completion of Assessment Tasks and Application for Extension Form

Library Policy

Overseas Students Policies

Portability Policy

Recognition of Prior Learning Policy

Record-Keeping Policy

Registered Teaching Sites Policy

Risk Management Policy\*

Student Feedback on Teaching Survey and Student Feedback on Unit Survey

Student Grievance Policy

Teaching and Learning Enhancement Plan

\* Under development as at 180209