

# Student Support Services Policy and Procedures

## Policy

1. This policy supports Standard 6 of the ESOS National Code 2018, Standard P6.9 of the ELICOS Standards 2018 and the Standards for RTOs 2015 - Standard 1, 4 and 5.
2. The College supports its international/ overseas and domestic students to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.
3. The College supports the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:
  - a. support services available to assist overseas students to help them adjust to study and life in Australia
  - b. English language and study assistance programs
  - c. any relevant legal services
  - d. emergency and health services
  - e. the College's facilities and resources
  - f. complaints and appeals processes as outlined in Standard 10 of the National Code 2018 (Complaints and appeals)
  - g. requirements for course attendance and progress, as appropriate
  - h. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
  - i. services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
4. The College gives relevant information or provides referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1 of the National Code 2018, at no additional cost to the overseas student.
5. The College offers reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
6. The College facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study if applicable.
7. The College designates a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers have access to up-to-date details of the College's support services.
8. The College has sufficient student support personnel to meet the needs of the overseas students enrolled with the College.



9. The College ensures its staff members who interact directly with overseas students are aware of the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
10. The College has and implements a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The College must maintain a written record of any critical incident and remedial action taken by the College for at least two years after the overseas student ceases to be an accepted student. The Critical Incident Policy and Procedures can be acquired from the Student Services.
11. The College:
  - a. takes all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
  - b. provides information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
  - c. provides overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.
12. The College provides an orientation program devoted to provide comprehensive information about available student support services and support staff to meet the needs of all students enrolled within our organisation. This service is at no additional cost to the student.
13. Student Support Services at the College are categorised into three main areas:
  - a. Providing students with sufficient and appropriate information on a range of relevant local and community service providers and clear and accessible statements of relevant policies and procedures related to study support.
  - b. Advice and support by the College's staff on general, academic and personal issues which may be adversely affecting student's study progress.
  - c. Referral to external agencies where the support required by the student is outside the expertise and/or professional knowledge and qualifications of the College staff.
14. The College determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses. This is to be read in conjunction with the Identifying Learning Needs Policy and Procedures.
15. This policy applies to the College's students and staff.
16. The CEO is responsible for the implementation of the policy and procedures and to ensure that staff are aware of its application and implement its requirements

## Procedures

### Support Provided

#### Arrival in Australia

For international students, the College can arrange for students to be picked up at the airport and taken to their accommodation. Student needs to indicate the need of this service when submitting the application form.



## Orientation

All students go through an Orientation Program during their first week at the College. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:

- Orientation to Melbourne for international students and campus tour for all students
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Details of other Student Services and Support available in the Student Handbook
- Information on other support available eg. Legal, emergency and health services available
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Visa requirements, and student safety for international students.

Students are provided with a copy of Student Handbook.

When an international student completes orientation they are asked to sign a student induction checklist which is filed in the student's file.

## Student Handbook

All students are provided with a copy of the Student Handbook during their first week at the College. It contains information on:

- Services, facilities and resources available to students
- Visa requirements for international students
- Policies and Procedures
- Other relevant information in assisting international students to adjust to life and study in Australia

## Student Support Services

The College has a Student Support Officer to support students. Reception is open daily from 9.00am – 6.00 pm Monday to Friday. Students are free to approach any staff member for any help or make general enquiries, for example: accommodation, public transport, banking, and other day to day needs as well as access to other services.

The official point of contact for students is the Student Contact Officer who has access to up to date details of the College's support services. For emergency after hours, students are advised to ring the Chief Executive Officer on: 0433 745 128.

There are also other staff members available to support students. Their contact details are available in the Student Handbook.

## Academic and Learning Support

Academic support can be provided by the trainers. Students are advised to approach their trainers, Director of Studies, EAL Coordinator or the Student Support Officer if they need assistance in meeting course requirements.

The Director of Studies / EAL Course Coordinator can assist students with academic issues, timetables and learning support.



The College offers reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

### **Student Welfare Services**

The College has a Student Support Officer to provide a basic counseling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including academic or personal issues.

The student support officer is available to students to help them access study support and welfare-related services such as:

- Legal Services – The College 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 from the point of application through to the completion of their course. The College will provide up to date information on accommodation options and or providers. This advice will be provided at no cost to the student. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, such as 000 and inform the College as soon as possible.
- Facilities and Resources – At orientation students are given a campus tour and informed about the College's facilities and the resources available to them.
- Complaints and appeals processes – The Complaints and Appeals Policy and Procedures are available on the website and from Student Services. The policy is specifically explained both in the Student Handbook and during orientation.
- Any international student visa condition relating to course progress and or attendance as appropriate – International students are advised at orientation of their requirements to continue to meet their visa conditions. Specifically the expectations for course progress and attendance (for EAL students) are laid out in the Student Handbook and explained during orientation.

The College can also refer students to external Counseling Service for various issues if necessary. However, each issue is dealt with on a case by case basis. There is no fee for this welfare support and referral service. Any cost charged by the external services will be paid by students.

The College also has a documented Critical Incident Policy and Procedures that cover processes 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

For further information see Critical Incident Policy and Procedure

## PROCEDURE

1. All students will have access to our student support services through the Student Contact Officer / Student Support Officer. The Student Contact Officer / Student Support Officer will have access to available student welfare services available locally.
2. If the Student Contact Officer / Student Support Officer cannot address the student's concerns, the student will be referred to an appropriate person for professional assistance.
3. The Student Contact Officer / Student Support Officer will respond to all questions related to among other, the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate. Relevant information for students is also available on Student Notice Boards around the campus and regularly updated.
4. The Student Contact Officer / Student Support Officer will assist with accommodation or general welfare issues, through providing appropriate advice and direction.
5. The Student Contact Officer / Student Support Officer will record the student support services provided to each student, and ensure details of services provided are placed in the student's file.
6. Students can make an appointment at Reception to speak to the Director of Studies/ delegate.
7. Academic counseling is provided by the Director of Studies 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.
8. Trainers will report to the Director of Studies/ delegate any concerns they have about changes in a student's behavior, attitude, health or general demeanour for immediate follow up.
9. In circumstances requiring personal counseling and where there is no qualified counsellor employed as a staff, the Director of Studies will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. The Director of Studies will ensure that the student is well supported during the process, liaise with the external agency if appropriate and follow up with the student as often as necessary. Recommended agencies are listed below.

### Counselling Referral Agency:

Lifeworks Relationship Counselling & Education Services

Level 4/255 Bourke St, Melbourne, Vic, 3000

Ph: 1300 543 396

Website: [www.lifeworks.com.au](http://www.lifeworks.com.au)

### Study Melbourne Student Centre (SMSC)

Phone: 1800 056 449 (free call from landline phones)

E-mail: [studymelbourne@ecodev.vic.gov.au](mailto:studymelbourne@ecodev.vic.gov.au)

Drop-in to the office: 599 Little Bourke Street, Melbourne 3000

10. The College ensures its staff members who interact directly with overseas students are aware of the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. This is done through:



- a. incorporating information regarding the ESOS responsibilities of the College and of staff who interact with overseas students in staff handbooks and induction training.
  - b. emails and discussions at staff meetings about the ESOS framework when relevant.
11. The Chief Executive Officer will ensure that the Student Support Services are reviewed regularly in, and corrective actions are applied when required.