

1. At the Institute, we take our responsibilities to support our students very seriously.

There are some requirements to support all students at the Institute and there are some additional requirements that are applicable to International students only.

We regularly consult with students to gather feedback on their experience at the Institute and continually strive to develop and improve our services. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

Note: The Institute does not provide online or distance units of study at this time.

2. The Institute offers the following student support services

- Student Contact Person (SCP)
- Learning Support Services
- Counselling Services
- Orientation Program
- Monitoring Course Progress Processes
- Student Information
- Student Support Facilities

3. **Student Contact Person/s (SCP/s)**

3.1 The SCP/s will generally be the first person/s, students turn to when they have a question or problem. Normally it will be Trainers/Teachers or Student Support Officer. This person/s has/have the role of helping students cope with the many challenges students face when studying whether locally or away from their home country. They are experienced in dealing with the issues students face and they provide a range of advice, information and support services for individual students. This may include social and community outings and events.

3.2 The SCP/s having firsthand knowledge of the student as a trainer/teacher is expected to monitor the academic progress of the individual student particularly during the first semester and to take necessary support actions to ensure that the student is adjusting well to living and studying in Australia. Such actions may include informal discussions, interviews, intervention agreements and strategies, referral to a counsellor or more senior manager in the Institute. In any case where the student is involved in disciplinary action the SCP/s will be expected to indicate or advise on any support actions undertaken by the Institute and by the student.

4. **Learning Support Services**

4.1 The Institute has established Learning Support Services which provides a range of on-campus and online services and resources, specifically designed for domestic and international students, to help students succeed in their studies and managing student life. The support services include professional and qualified counsellors on request, English language support on request if unable to cope with the course work, Student Support Officers, and RTO Manager. The services are primarily responsible for developing and providing:

- a) Specialised workshops for both domestic and international students that cover a range of topics, such as: finding accommodation, study techniques, developing resumes/CV's, job interview & application knowledge, organising your money and finances, study/life balance, employment, living and working in Australia, use of technology in the Institute.
- b) Free academic learning workshops dealing with subjects such as assignment writing, English grammar, conversational English language skills development, editing, referencing and more. Throughout their studies students are expected to work towards developing high levels of communication skills specific to their study area. Even though students have demonstrated proficiency in written and spoken English, comprehension and

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expression prior to enrolment, many students may find that they require assistance with English during their studies and consequently these workshops are particularly helpful for writing the Institute assignments.

- c) Student social outings - such as barbecues, trips to local attractions, involvement in community events
- d) Student code of conduct
- e) Pre-departure and orientation kits and orientation programs
- f) Student support services are available to overseas students without any additional cost

5. **Orientation Program**

5.1 The orientation program conducted by the Institute for all students on commencement at the Institute is an important part of our support services.

5.2 At this meeting we provide information on all aspects of the Institute's operation and culture and for international students we also invite spokespersons from the Victoria Police (subject to their availability) and other appropriate speakers to enhance students personal security and safety; from Department of Home Affairs (subject to their availability); and representatives of OSHC providers to ensure that students are well aware of their rights and obligations as international students and aware of the supportive structures that are available to them.

5.3 At the orientation program students are addressed by the student counsellors who explain their role in providing information and support in relation to adjusting to living in a new culture, coping with relationship and family issues, dealing with homesickness, stress or depression, managing time, maintaining motivation and information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

5.4 At the orientation program students are informed of the Student Support Services that they can avail, the climate conditions that prevail in Victoria, Institute's policies and procedures and other information that is useful for their safe and enjoyable experience in Australia.

Information on the Institute's emergency telephone number : This mobile number is manned 24 hours. If students are facing any problems or need emergency help they can call at this number at any time. International Students are also provided with information on their rights and responsibilities and any appropriate visa conditions.

5.5 At the orientation program students are addressed by the coordinator(s), they will discuss course structure and load, course progress and or attendance, how feedback will be delivered, the reassessment process and fees involved. The coordinators will also answer student queries related to academics. They will also detail the Institute's Complaints and Appeals process.

5.6 Students will be given documents to complete, such as emergency contact details etc. Handouts containing information relevant to living and studying in Melbourne will be given directly to students including legal, emergency and health services.

6 **Counselling Services**

6.1 The Institute arranges for specialised Counselling services on request which may entail additional costs. General Counselling Services are provided free of costs to assist students in developing the personal skills and qualities necessary for success in their study program. Where personal or practical concerns interfere with student's ability to study, these services can assist students to resolve the immediate issues and develop strategies for the future. Students may wish to speak to a counsellor about matters such as

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- a) adjusting to living in a new culture
- b) coping with relationship and family issues
- c) dealing with homesickness, stress or depression
- d) managing time or
- e) maintaining motivation

6.2 Access to Counselling Services is available through a referral from the Student Support Officer or the RTO Manager. However in situations where students require ongoing counselling, students will be referred to a community or other support agency. Such ongoing support may incur a charge for services. The referral will be at no cost to the student. The Student Support Services are actively involved in providing support to students in relation to meeting attendance and course progress requirements.

7 Student Information

7.1 The Institute provides a vast amount of information to support and inform students studying at the Institute. This information flow extends from the moment the student expresses interest in studying at the Institute to the moment they depart from Australia to go home with a complete qualification.

7.2 The information provided that is specifically focussed on student support includes but is not limited to:

- a) Website material
- b) Pre-departure kits
- c) Orientation programs
- d) Student handbooks
- e) Student agreements
- f) Critical incident policy and procedures
- g) Referral guide
- h) Academic and course monitoring policies and procedures
- i) Codes of conduct
- j) Power point presentations including
 - a. Resume development
 - b. Sample resume
 - c. Cover letter development

8 Student Support Facilities

- 8.1 The Institute provides students with
- a) Prayer room
 - b) Free internet access to complete research and assignments
 - c) Recreation room (common room)

9. Appropriate and sufficient Student Support Services

The Institute continually monitors the provision of support services. Such monitoring is not only needed to ensure that the nature of services provided is meeting the diverse needs of students but also that the capability and capacity of services are appropriate. To this end students are regularly surveyed as to their perceptions of and satisfaction with the nature, capability and capacity of services.

International Students Only

In addition to all the services outlined above, The Institute provides specific help to international students in addition. This covers such areas as:

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- resources and support to help students make the most of their time in Australia from the moment they accept an offer until they graduate
- assisting students to make the transition to their new surroundings and help them feel at home
- Family Support: At the Institute we also recognise that partners and other family members accompanying our international students may need help and advice about settling into life in Australia. Help and advice for families is available from these services
- Accommodation service to provide referral services and information on how to find accommodation
- Visa renewals: Students informed about the process and are referred to the Immigration office or can be guided to the website www.homeaffairs.gov.au
- Medical appointments: Health care provider's representative is available on Tuesdays from 12pm to 1pm to clarify issues about the Student health cover and how to claim refunds and reimbursements from the Health care provider if required
- Homesickness, handled by the Counsellors
- Legal services: availability of free legal aid such as from Legalaid or Western Suburbs legal Services INC (Melbourne)
- Tax file number applications: Students are informed about the process and referred to the Australian taxation office and the website www.ato.gov.au
- Part time job: Regular job postings e-mailed to the students such as those from www.seek.com.au and others who advertise with the Institute
- Financial issues
- Community bodies

Academic and Course Monitoring Processes of International Students

As the Institute is committed to ensuring that all students are well supported and have satisfactory learning experiences at the Institute, early identification of issues affecting student progress and performance is a priority. Consequently the trainers will notify the Coordinator, whenever a student, undertaking the first study period, fails to achieve a satisfactory result in consecutive assessments that form part of any unit of competency or fails to achieve competency in a unit that would normally be completed prior to the end of the study period or in the case of higher education, failing any significant assignment, test or exam.

10.1 On receiving notification from the trainers/assessors the coordinator will arrange for a meeting with the student to discuss academic performance. The purpose of this meeting is to determine the reasons for this lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration.

10.2 Further unsatisfactory student progress is then covered by the Institute's Monitoring Course Progress Policy.

11. Supporting Documents:

- a) Student Handbook
- b) Student Orientation
- c) Critical Incident Policy
- d) Monitoring Course Progress Policy