

STUDENT SUPPORT SERVICES POLICY

Purpose

The purpose of this policy is to ensure that Apex Institute of Education's (AIE) has appropriate student support services available to its enrolled students so that they are adjusted to their life and study at AIE, and that they are supported throughout their course of study on attendance and course progress matters to enable them to complete their course successfully.

1. Policy

AIE will ensure to:

- 1.1 provide an age and culturally appropriate orientation program to assist students to adjust to their life and study at AIE and in Australia; this is mandatory for all students.
- 1.2 assist students in course progress and attendance issues and provide access to services that enable them to complete their studies
- 1.3 provide access to welfare related support services and refer to external agencies where appropriate
- 1.4 have a critical incident policy and procedures and staff to respond to these incidents in a timely manner to support students
- 1.5 have a designated staff member to act as a point of contact for students to enable them to access support services available at AIE and inform students of this contact and their details
- 1.6 have sufficient support staff available to meet the needs of students
- 1.7 make its staff members, who interact with overseas students, aware of their obligations under the ESOS framework

Procedures

2. Provision of orientation program

- 2.1 AIE provides an age and culturally appropriate orientation program to all enrolling students to ensure that they are assisted in adjusting their life and study at AIE and in Australia.
- 2.2 AIE ensures that all students are informed of the need to attend the orientation on the date advised this program without failure. All students are required to sign a Student Induction Declaration form to verify their attendance and understanding of the content.
- 2.3 This orientation program is conducted by student support staff and includes the following information as a minimum:
 - About AIE
 - Staff and Campus Details
 - AIE Surroundings (such as food outlets, cafes parks etc.)
 - Support Services available at AIE

- English language and study assistance programs
- Legal Services, Emergency and Health Services (list provided to students)
- Services to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Services providing assistance with employment rights and conditions and how to resolve issues, such as through the Fair Work Ombudsman
- Facilities and Resources at AIE
- Complaints and Appeals Process
- Course Progress Requirements
- Attendance Requirements
- Health and Safety at AIE
- About Sydney
- Important things to know

2.4 AIE ensures that appropriate staff members are available on the orientation day to respond to students' queries. The AIE Student Handbook contains details of the most matters discussed at orientation.

3. Assisting students to meet their course progress and attendance requirements

3.1 AIE has documented course progress and attendance policies which are made available to students and staff.

3.2 Both course progress and attendance requirements are discussed in detail during the orientation program to ensure students understand their obligations under these policies and consequences if they breach their requirements.

3.3 AIE strongly encourages students to access support services detailed in these policies to enable them to complete their course successfully.

3.4 AIE ensures that, in the areas of course progress and attendance monitoring, student support staff and academic staff work closely to ensure that students are provided with appropriate support needed.

4. Student support services and external referrals

4.1 The AIE Student Orientation Program and the Student Handbook contain information on student support services available at AIE. Students may wish to discuss their issues relating to:

- Adjusting to life and culture in Australia;
- Homesickness;
- Accommodation;
- Opening bank accounts and applying for TFNs;
- Finding part time work;
- Assistance with language problems;
- Course progress and attendance requirements; or
- Personal matters such as religion, domestic violence, unplanned pregnancy, victim or witness of a crime etc.

4.2 The support services will be provided to students at no extra cost. Students will be referred to external support agencies when appropriate.

- 4.3 AIE does not charge for referral services. Students are liable to pay for the costs incurred from using external services.
- 4.4 AIE takes the counselling and welfare matters seriously and strongly encourages its support staff members to seek advice from the CEO when unsure of the level of support to be provided in a given circumstance.
- 4.5 The Student Support Officer maintains a current list of:
- GPs and medical centres close to Parramatta
 - Referral agencies and their contact details
 - Embassy and consulate general contact details
 - List of accommodation options, details of real estate agents and website
- 4.6 The Student Support Officer forwards support request to relevant staff.
- 4.7 The Student Support Officer advises students to seek legal advice when it is appropriate to do so, and assists them in finding a legal service that is best able to assist.
- 4.8 The Student Support Officer will not provide immigration advice but refer students to the Migration Agents Registration Authority (MARA) website to find a suitable migration agent. Information available from the following websites will be used extensively by the Student Support Officer when dealing and providing support services to students.
- <http://www.studyinaustralia.gov.au>
<http://www.nsw.gov.au/information-international-students>
<http://www.cityofsydney.nsw.gov.au/community/community-support/international-students>
- 4.9 AIE has a Student Support Request / Identification Form to enable students to put their support requests in writing. These forms are received and processed by the Student Support Officer. All students are encouraged to complete this form if they are seeking support. The Student Support Officer transfers data from these forms to the Student Support Log once they are processed.

5. Critical Incident Policy and Procedure

- 5.1 AIE has a documented critical incident policy and procedure detailing the actions to be taken in the event of a critical incident. This policy is made available to students and staff at orientation and in the Student Handbook.

6. Designated Contact Officer

- 6.1 AIE has a designated Student Support Officer who acts as point of contact for students seeking support services. This information will be provided to students during orientation and is also available in our notice board. Out of Hours contacts are also provided in case of emergency.

7. Sufficient student support staff to meet student needs

- 7.1 AIE employs various staff members to meet the needs of students. These include:
- Student Admin Officer who can assist students with general enquiries
 - Student Support Officers who act as point of contact for students with their support related enquires and provide relevant support services and referral services

- Academic support staff that support students with their academic and attendance issues including implementation and monitoring of intervention strategies and manage complaints, appeals, critical incidents.
- CEO and Academic Coordinator to support staff members in the provision of support services.
- Trainers and Assessors as the first point of contact for a student with academic-related issues. Trainers and Assessors work closely with the Academic Coordinator and academic staff in identifying 'at risk' students and in the provision of academic support.

8. Staff obligations under ESOS framework

8.1 The AIE Staff Handbook includes information on staff obligations under the ESOS framework. This information is provided to all new staff members. Issues relating to ESOS framework are also discussed in the meetings. Staff member are encouraged to read materials available on Australian Education International (AEI) website (<https://internationaleducation.gov.au>) and seek advice from management if unsure of any aspects of the ESOS framework.

9. Language, Literacy and Numeracy (LL&N) Support

- 9.1 The Student Enrolment Form requests students to provide information regarding their LL&N requirements or any other special learning needs.
- 9.2 In the event of LL&N becoming an issue, the academic support staff contacts the student to discuss their requirements.
- 9.3 Students must ensure that they have discussed with their Trainer or Assessor any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.
- 9.4 All new students who have not completed Certificate IV or above AQF qualifications must complete AIE online LLN diagnostic assessment prior to the commencement. This is to ensure that candidates enrolled in the program have adequate LLN skills to complete the requirements of the training and assessment of the course. AIE can offer to any student, on request at enrolment, a reading and comprehension exercise to ascertain suitability for enrolment into a course.
- 9.5 AIE will make every effort to ensure that students are adequately selected, enrolled and supported to enable them to complete their training. Some examples of the type of support that AIE can offer include:

Literacy

- providing students only essential writing tasks
- the use of group exercises so that the responsibility for writing rests with more than one person;
- providing examples and models of completed tasks;
- ensuring that documents and forms are written and formatted in plain English; use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used.
- arranging tutorials to help students with study related problems.

Language

- presenting information in small chunks;
- speaking clearly, concisely and not too quickly;

- giving clear instructions in a logical sequence;
- giving lots of practical examples;
- encouraging students to ask questions; and
- asking questions to ensure student understanding.

Numeracy

- asking students to identify in words, what the exact problem is and how they might solve it;
- showing students how to do the calculations through step by step instructions and through examples of completed calculations;
- helping students to work out what math's/calculations/measurements are required to complete the task; and
- encouraging the use of calculators and demonstrating how to use them.

Associated Policies and Documents

Orientation Presentation

Student Induction Declaration Form

Student Support Request / Identification Form

Student Support Log

Student Handbook

Monitoring Course Progress Policy

Critical Incident Policy

Deferral, Suspension and Cancellation Policy

Complaints and Appeal Policy

Related Standards

ESOS Act 2000

National Code 2018

Standard 6