Australian Institute of Science and Technology
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PP-16 Student Support Services Policy and Procedures

Contents

Policy

1. This policy supports Standard 6 of the ESOS National Code 2018, Standard P6.9 of the ELICOS National Standards and the Standards for RTOs 2015 - Standard 1, 4 and 5.

2. Australian Institute of Science and Technology (AIST)of Australia is committed to supporting domestic and international students to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

3. Australian Institute of Science and Technology (AIST)supports the overseas student in adjusting to study and life in Australia by giving the overseas/ international 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. Australian Institute of Science and Technology (AIST)'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. Australian Institute of Science and Technology (AIST)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.

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5. Student Support Services at Australian Institute of Science and Technology (AIST)of Australia 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 Australian Institute of Science and Technology (AIST)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 Australian Institute of Science and Technology (AIST)staff.

6. Australian Institute of Science and Technology (AIST)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.

7. Australian Institute of Science and Technology (AIST)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.

8. Australian Institute of Science and Technology (AIST)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.

9. Australian Institute of Science and Technology (AIST)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 Australian Institute of Science and Technology (AIST)'s support services.

10. Australian Institute of Science and Technology (AIST)has sufficient student support personnel to meet the needs of the overseas students enrolled with Australian Institute of Science and Technology (AIST).

11. Australian Institute of Science and Technology (AIST)ensures its staff members who interact directly with overseas students are aware of Australian Institute of Science and Technology (AIST)'s obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

12. Australian Institute of Science and Technology (AIST)has and implements a documented critical incident policy together with procedures 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. Australian Institute of Science and Technology (AIST)maintains a written record of any critical incident and remedial action taken by Australian Institute of Science and Technology (AIST)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.

13. Australian Institute of Science and Technology (AIST):
    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.

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14. Australian Institute of Science and Technology (AIST)employs or contracts a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about:
    a. academic and future progress advice
    b. welfare matters
    c. ensure that the counselling services are available and accessible by students at suitable times.

15. Australian Institute of Science and Technology (AIST)provides the opportunity for international students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If Australian Institute of Science and Technology (AIST)refers the student to external support services, Australian Institute of Science and Technology (AIST)will not charge for the referral.

16. Australian Institute of Science and Technology (AIST)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 Support and Learning Needs Policy and Procedure.

17. This policy applies to Australian Institute of Science and Technology (AIST)'s staff and students.

18. The CEO is responsible for the implementation of the policy and procedures and to ensure that staff and students are aware of its application and implement its requirements.

Procedures

Support Provided Arrival in Australia

For international students, Australian Institute of Science and Technology (AIST)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 complete an Orientation Program during their first week at Australian Institute of Science and Technology (AIST). The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:

a. Orientation to Melbourne for international students and campus tour for all students
b. Details of the course, timetable, staff members contact details
c. Welfare and Academic issues
d. Details of other Student Services and Support available in the Student Handbook which can be found on Australian Institute of Science and Technology (AIST)'s website.
e. Information on other support available e.g. Legal, emergency and health services available
f. Visa requirements, and student safety for international students.
g. 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.

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

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Student Handbook

All students are required to read the Student Handbook before they enrol with Australian Institute of Science and Technology (AIST). It contains information on:

a. Services, facilities and resources available to students
b. Visa requirements for international students
c. Policies and Procedures
d. Other relevant information in assisting international students to adjust to life and study in Australia including 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.

Student Support Services

Australian Institute of Science and Technology (AIST)has Student Support Officers to support students. Reception is open daily from 9.00am – 5.00 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 Support Officers who have access to up to date details of Australian Institute of Science and Technology (AIST)'s support services.

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, VET Academic Manager, Compliance Manager or the Student Support Officers if they need assistance in meeting course requirements.

Student Welfare Services

Australian Institute of Science and Technology (AIST)has Student Support Officers to provide a basic counselling 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 officers are available to students to help them access study support and welfare-related services such as:

a. Legal Services – Australian Institute of Science and Technology (AIST)can refer a student who requires 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.
b. Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. Australian Institute of Science and Technology (AIST)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.

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c. 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 Australian Institute of Science and Technology (AIST)as soon as possible.

d. Facilities and Resources – At orientation students are given a campus tour and informed about Australian Institute of Science and Technology (AIST)'s facilities and the resources available to them.

e. Complaints and appeals processes – The Complaints and Appeals Policy and Procedure are available on the website and from Student Services. The policy is specifically explained both in the Student Handbook and during orientation.

f. 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 ELICOS students) are laid out in the Student Handbook and explained during orientation.

Australian Institute of Science and Technology (AIST)can also refer students to external Counselling 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.

Australian Institute of Science and Technology (AIST)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, please see Critical Incident Policy and Procedure.

Procedures

1. All students will have access to our student support services through the Student Support Officers. The Student Support Officers have access to available student welfare services available locally.

2. If the Student Support Officers cannot address the student's concerns, the student will be referred to an appropriate person for professional assistance.

3. The 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 Support Officers will assist with accommodation or general welfare issues, through providing appropriate advice and direction.

5. The Student Support Officers 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 CEO, VET Academic Manager or Compliance Manager.

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7. Academic counselling is provided by the 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 VET Academic Manager as appropriate any concerns they have about changes in a student's behaviour, attitude, health or general demeanour for immediate follow up.

9. In circumstances requiring personal counselling and where there is no qualified counsellor employed on staff, Compliance Manager will be responsible for making a referral to a suitable outside agency for the student at no charge to the student, and ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary.

10. The Chief Executive Officer will ensure that the Student Support Services are reviewed regularly in, and corrective actions are applied when required.