

Student Support Services Policy

Purpose

The purpose of this policy is to ensure that under Standard 6 of the National Code 2018 the Training Masters (TM) provides access to sufficient support to ensure students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Policy

TM will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

TM will induct each student prior to the commencement of course work to ensure they can settle into their new environment.

TM will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue.

TM will ensure it has sufficient student support personnel to meet the needs of the all enrolled students.

TM will ensure that all staff that interact directly with students are aware of the both the RTO's and their obligations under the ESOS framework as well as the potential implications to students.

Related Policy

Critical Incident Policy

Procedure

Orientation Program

The RTO will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the course must cover:

- student support services available to students in the transition to life and study in a new environment

- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate.

The principal is to run the Induction using both the International Student Handbook and the International Student Induction Checklist.

Students MUST go through, tick, sign and return their International Student Induction Checklist to the principal.

The PEO MUST collect all the completed forms, checking them to ensure they are filled correctly.

All forms MUST be filed in the students file.

Dealing with late arrivals / starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

The RTO will have available one of two staff members available to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

- Student Services Officer

Both have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by the RTO will always be free of charge.

Any referrals provided to students by the RTO to support services will be free of charge.

Training Masters provides professional qualified counselling services. In this counselling services students are required to inform student services officer to make an appointment with counsellor then student services officer will refer student/s to that counselling office to get support. All information provide by student to counsellor will be maintained as confidential. This service is applicable for TM's students only & one student can have no more than six counselling sessions in a year. If student/s need additional session, then they are required to pay. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

Training Masters also provides onsite English Language support & Academic support. Students are required to make an appointment with student services officer to access these services.

If a student is in need of affordable dispute resolution services, the RTO generally refers all disputes to the Australian Council for Private Education and Training (ACPET).

Welfare & Guidance Services

If, at any time, a student needs counselling or advise and RTO staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Interpreting Services	131 450
ACPET	1800 657 644
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health New South Wales-wide	07 3839 9988
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

This information is located in the International Student handbook that the students will receive.

Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

To find your closest Embassy and / or Consulate visit:

<http://www.dfat.gov.au/geo/>

Overview of Standard 6

Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

- 6.1 The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
 - a. student support services available to students in the transition to life and study in a new environment
 - b. legal services
 - c. emergency and health services
 - d. facilities and resources
 - e. complaints and appeals processes, and
 - f. any student visa condition relating to course progress and/or attendance as appropriate.
- 6.2 The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
- 6.3 The registered provider must provide the opportunity for 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 must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

- 6.4 The registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.
- 6.5 The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.
- 6.6 The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.
- 6.7 The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.