



Student Support Services Policy

Purpose

The purpose of this policy is to ensure that under Standard 6 of the National Code 2018 Australian Business Management 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

Australian Business Management 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.

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

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

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

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

Related Policy

Critical Incident Policy



Procedure

Orientation Program

Australian Business Management 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 information will cover:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- support to assist students with meeting their course progress and attendance requirements
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- 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.

Academic Manager 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 academic manager.

Academic manager **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 academic manager 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

Australian Business Management will have staff members available to act as the Student Support Point-of-contact.

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

- Hannah Cong – 0424 418 929

International Student Point of Contact has 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 Australian Business Management will always be free of charge.

Any referrals provided to students by Australian Business Management to support services will be free of charge.

Australian Business Management does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to Australian Business Management, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

Student Learning Support Services

If, at any time, a student needs support for learning, meeting course progress and attendance requirements, the student should simply approach the reception or student support point of contact to schedule an appointment with the academic manager to discuss these issues.

Welfare & Guidance Services



If, at any time, a student needs counselling or advice 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
Fair Work Ombudsman	13 13 94
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	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/>



Related to National Code 2018 Standard 6

Overseas student support services (Excluding 6.8 and 6.9)

- 6.1 The registered provider must support 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:
 - 6.1.1. support services available to assist overseas students to help them adjust to study and life in Australia
 - 6.1.2. English language and study assistance programs
 - 6.1.3. any relevant legal services
 - 6.1.4. emergency and health services
 - 6.1.5. the registered provider's facilities and resources
 - 6.1.6. complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
 - 6.1.7. requirements for course attendance and progress, as appropriate
 - 6.1.8. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - 6.1.9. 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.
- 6.2. The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.
- 6.3. The registered provider must offer 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.



- 6.4. The registered provider must facilitate 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.
- 6.5. The registered provider must designate a member or members of its staff to be the official point of contact for overseas 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 overseas students enrolled with the registered provider.
- 6.7. The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

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Version	Produced Date	Rationale
1.0	June 2018	© RTO Consultancy Group Pty Ltd 2018 Licensed to Australian Business Management Pty Ltd
20.1	Dec 2020	Updated with new International Student Point of Contact and letterhead
21.1	Mar 2021	New delivery address added
21.2	Apr 2021	Old delivery address removed
22.1	May 2022	New delivery address added