Standard 6 – Student Support Services

Purpose
The purpose of this policy is to ensure that AIE assists overseas students to adjust to life and studying in Australia through the provision of other academic and other support services.

Scope
This policy includes all overseas students.

Policy
1. AIE will offer as much assistance to overseas students as possible to assist them in adjusting to life and study in Australia.

2. All overseas students are required to participate in AIE’s induction/Orientation program prior to the agreed starting day of their studies. The induction/Orientation program is conducted usually by the Training Manager and accompanied by the Student Contact Officer.

3. The induction program should be made accessible electronically to all overseas students and allow for late arrivals and students who begin at different entry point.

4. AIE has a designated student contact officer for all students including overseas students. The role of this officer is to be the official point of contact for all students requiring assistance. To this end, the name of contact details of this person will be made know to all overseas students. Training Manager will work with student to meet any additional needs specifically but not limited to language, literacy and numeracy throughout their study period.

5. During classes, AIE’s trainers will identify students with LLN needs and inform the T.M accordingly.

6. The Training Manager/SCO must ensure they are familiar and remain up to date with their knowledge of the Institute’s obligations under the ESOS framework.

7. Where possible, AIE will provide pastoral and academic support to students in need. If the Institute’s in-house support services are insufficient to meet a student’s needs, the Student Contact Officer/T.M will source appropriate external services at no extra cost to the student.

8. It is the Student Contact Officer’s duty to inform themselves of any cultural sensitivity of new international students and adjust the induction program accordingly.
9. Support services provided directly by AIE include: initial contact for students requiring personal assistance, locating accommodation, airport pick up, sourcing medical, counseling and legal assistance if required and additional tuition support or study groups with reference to standard 10 course progress policy where required.

10. AIE will review student support services every six months by reviewing student feedback through Course/Module Evaluation Form and maintaining contact with external support services to ensure the ongoing appropriateness of these services (If required) and for continuous development.

11. AIE has a documented critical incident procedure that is made known to staff and students through the web site. The critical incident procedure applies to incidences that occur both within Australian and in the student’s home country.

12. New staff and students are advised of the procedures during their induction. Staff is reminded of procedures at a minimum of every year at formal/informal meetings/workshops.

13. All new staff is provided with a personal induction program which includes a written test/electronic access of an overview of the policies and procedures of the National Code and requirements in meeting the needs of overseas students. Staff is reminded of these policies and procedures throughout the year at formal/informal meetings/workshops.

**Procedures**

**Induction Program**

The induction/Orientation program is conducted by the T.M/S.C.O within 7 days prior to start of each student intake.

At the induction/Orientation students are encouraged to ask questions on any issues or queries they may have. This induction includes information about:

- AIE’s staff, facilities and resources and how they relate to the students area of study. The Training Manager also ensures that all new overseas students know that he / she is the one point of contact for any queries / concerns about their study course/ Student Support Services.

- Legal services and contact numbers (Student contact officer & Training Manager) for these services as they relate to their visa and relevant government departments.
• Local emergency and health services including contact numbers, hours of operation, what to expect when these services are contacted, etc.

• Information about the institute’s complaints and appeals policy & procedures. The Training Manager ensures that all new overseas students know that he / she is the one point of contact for any queries / concerns about their course of study and if the student wishes to lodge a complaint or appeal to contact the Training Manager so that the complaint or appeal can be lodged in writing. If the complaint is about the Training Manager then the Managing Director will deal with the complaint.

• Student’s visa conditions as they relate to their course of study. This includes information on expected attendance, course progress and AIE’s responsibilities for their accommodation, support and welfare guidance as well as reporting to DIAC on any changes that relate to the students visa conditions.

• AIE’s study expectations in relation to their course requirements, attendance records, absenteeism and support services for their study requirements. The Training Manager/SCO has two set times a week that (Tuesday 1-3 pm and Friday 9-11 am) set aside especially for overseas students. At this time they can access any of the services we offer as outlined in our orientation induction.

• Induction includes general information including Critical Incident Policy, what critical incidents are and what to do should they occur. If during their course of study a critical incident occurs the student should immediately contact the SCO or Training Manager who will complete a Critical Incident Report detailing the action to be taken and any required follow-up to the critical incident.

• Admin Officer/Assistant Admin Officer will analyze and summarize the course evaluation forms every six months and will discuss with the staff in the informal/formal meetings/workshops to ensure the ongoing appropriateness of these services and for continuous development.

• to ensure a positive learning outcome and environment for all participants, induction includes information about AIE Policies

• The induction program for student is available on AIE’s website (www.aiemel.vic.edu.au) for all overseas students and allow for late arrivals and students who begin at different entry point.

• The induction program for staff is available on AIE’s website (www.aiemel.vic.edu.au).
Provision of Support Services

1. Students in need can approach any staff member for immediate assistance if required but should be encouraged to approach the TM/Student Contact Officer as much as possible.

2. Staff should refer the students to the TM/Student Contact Officer once their immediate needs have been met.

3. Training Manager will work with the student to meet any additional needs. If a student needs emerged in the application form in language, literacy and numeracy, then the Training Manager will allocate trainer for coaching/required assistance.

4. During classes, AIE’s trainers will identify students with LLN needs by analyzing class activities in each unit and inform the T.M accordingly.

5. If the student’s needs cannot be met by AIE’s internal services, the Contact Officer will refer the student to appropriate independent service providers for further specialized information and advice.

6. All student services provided to the student are covered by the student’s tuition fees. Any additional interaction with independent service providers needs to be discussed with the Student Contact Officer before being undertaken.

7. Meetings with the TM/Student Contact Officer for the provision of support services, particularly those associated with academic support and other support services will be minuted and retained on the student file and in the student Support Services Register accordingly.

Critical Incidents

1. Please refer to the separate critical incident procedure manual.

2. All incidents must be reported on the appropriate form and provided to the Managing Director for noting.

3. Any recommendations arising out of the report must be implemented as soon as practicable.

4. All reports must be filed in the critical incident report file.

Responsibilities

- Student contact officer
- Training Manager
- Managing Director
- Admin Officer
- Assistant Admin Officer
References

- Induction Program – Power Point Presentation
- Written Test of an overview of the policies and procedures of the National Code
- Course/Module Evaluation Form
- Critical Incident Report Form
- Student Support Services Register
- Support Services Form