

POLICY AND PROCEDURE

Student Support Services		
Version 1.0	Issued on 9/08/2020	Review by 9/08/2021
Contact Person	Reece Thomas reece.t@aiit.vic.edu.au	
Approval and Endorsement	Principal Executive Officer khalid.h@aiit.vic.edu.au	
Refer to the following Legislative Frameworks		
Standards for Registered Training Organisations 2015	Clause 1.7 and Clause 5.4	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 6	
Other	Privacy Act 1988	
Related Documents (Internal)		
<p>Australian International Institute of Technology Organisational Chart Australian International Institute of Technology Orientation Presentation and Materials Australian International Institute of Technology Student Handbook Australian International Institute of Technology Student Written Agreement AQTF Learner Questionnaire Form: Application Form: Excursion Waiver Form: Intervention Form: Letter of Offer Form: Student at Risk Policy and Procedure: Complaints and Appeals Policy and Procedure: Critical Incident Policy and Procedure: Education Agents Policy and Procedure; Equity and Diversity Policy and Procedure: Language, Literacy and Numeracy Policy and Procedure: Marketing and Recruitment Practices Policy and Procedure: Monitoring Course Progress Policy and Procedure: Occupational Health and Safety Policy and Procedure: Privacy Policy and Procedure: Refund Policy and Procedure: Training and Assessment Strategy and Practices Pre-Training Review (PTR) Register (Continuous Improvement) Training and Assessment Strategy (TAS) and Practices documents as per registered scope</p>		
Related Documents (External)		
<p>Fair Work Australia - International students Fact Sheets (Know Your Rights and The Warning Signs) Insider Guides - Melbourne Libraries City of Melbourne - User Policy Study Australia Education Provider Tool Kit Study Melbourne Guide</p>		

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1. Purpose

This policy and procedure has been designed to ensure that Australian International Institute of Technology has appropriate support services available to International students to ease their transition into life and study in Australia and to assist them as needed throughout their student journey.

In accordance with *the Standards for Registered Training Organisations (RTOs) 2015, Clause 1.7* Australian International Institute of Technology is required to determine the support needs of individual learners; and as a result provide access to educational and support services (such as, but not limited to Language, Literacy and Numeracy (LL&N) support and assistive technology) that is necessary for students to meet the requirements of the training products as specified in relevant Training Packages or VET accredited course on Australian International Institute of Technology Scope of Registration.

2. Scope

This policy must be observed by all Australian International Institute of Technology employees, consultants, Education Agents, and external third parties who are directly involved in the marketing and recruitment, admissions, student support and progression, training and assessment, completion, governance and regulatory compliance, operational functions of the registered training organisation.

3. Definitions

Nil.

4. General Guidelines

4.1 The aim of this policy and procedure is to maximise the chances of Australian International Institute of Technology's International students successfully completing their training within their period of enrolment. To achieve this aim, Australian International Institute of Technology will

- identify any support individual students need prior to their enrolment or commencement (whichever is the earliest); and
- provide access to that support throughout their training

4.2 In accordance with the *National Code 2018, Standard 6 - Student Support Services*, Australian International Institute of Technology will support International students so that they can:

- adjust to study and life in Australia, so that they achieve their learning goals, and
- achieve satisfactory academic progress towards meeting the learning outcomes of the course in which they are enrolled.

The provision of this support will be at no cost to the student unless they are referred to an external support organisation i.e. the costs associated with the initial referral will be borne by Australian International Institute of Technology, however the student will be responsible for any ongoing costs that may arise as a result of the referral

4.3 Australian International Institute of Technology will provide the opportunity for enrolled students to participate in services or provide access to services designed to assist them in meeting their course progress requirements; and where necessary to maintain their attendance requirements

4.4 Australian International Institute of Technology will provide the opportunity for students to access welfare-related support services to assist them with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at **no additional cost** to the student. If Australian International Institute of Technology refers the student to external support services, Australian International Institute of Technology **will not charge for the referral**. However, any ongoing costs associated with a referral will be paid for by the individual student.

4.5 Australian International Institute of Technology's *Critical Incident policy and procedures* covers the action that will be taken in the event of a critical incident, what will be required during the follow-up to the incident, and what records of the incident will be taken and action/s taken following the incident.

4.6 Australian International Institute of Technology's Student Service's Manager is the ***nominated point of contact for students***.

4.7 Australian International Institute of Technology will have sufficient student support personnel to meet the needs of the enrolled students, please refer to the Australian International Institute of Technology *Organisational Chart*.

4.8 Australian International Institute of Technology will ensure that any staff who interact directly or indirectly with students are aware of Australian International Institute of Technology's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

5. Orientation

Australian International Institute of Technology will assist students to adjust to study and life in Australia, by providing a culturally appropriate *orientation program* that includes information about:

- Australian International Institute of Technology Overview including Code of Conduct
- Australian International Institute of Technology Student Point of Contact
- Australian International Institute of Technology Emergency Contact Details (24 Hours)
- Student Support Services which will be made available to students so that they can transition to life and study in their new environment, Melbourne, and Australia
- Facilities and resources
- Where to go for help
- Emergency, Welfare and Health Services
- Visa Conditions
- ESOS Obligations
- Student Identifier Scheme (USI)
- Tuition Protection Service (TPS)
- Commonwealth Ombudsman
- Legal Aid
- Overseas Student Health Cover (OHSC)
- Fair Work Australia and International Student Work Rights
- Beach Safety
- Complaints and Appeals processes
- Course Progress requirements for Vocational Education and Training (VET) Courses
- Overseas Student Transfers
- Refunds
- Policies and Procedures
- Transition Arrangements
- Safety and Security

6. Language Literacy and Numeracy (LL&N) Support

During the application process Australian International Institute of Technology requires all International students to undergo a *Pre - Training Review (PTR)* and *Language, Literacy and Numeracy (LL&N)* assessment relevant to the qualification in which the student is enrolled to determine whether or not to provide specific the student with specific language, literacy and/ or numeracy support.

When the student has completed the Language, Literacy and Numeracy (LL&N) assessment an Assessor will determine whether additional support needs to be provided.

Where additional support is required the Academic Manager will discuss the extent and timing of the support with the Trainer and Student Services Manager. The outcome of this assessment will be recorded on the *Student at Risk Form* and will be added to the students file.

7. Student Counsellor

Australian International Institute of Technology as required will provide student's access to a qualified Student Counsellor.

The focus of any counselling session will be to advise and provide counselling to enrolled students in an intercultural context specifically, but not limited to:

- Academic and future progress advice; and
- Welfare matters that are affecting the student

Throughout any counselling sessions, any comments made by a student will be treated-in-confidence and managed in accordance with the *Privacy Act 1988*.

8. Student Requested Assistance

When requested by a student or group of students, Australian International Institute of Technology will provide advice and assistance with a range of issues, such as making transitions to a new culture, work, general financial management, health and well-being or refer students to an external organisation for more serious matters, including matters of mental and physical health.

9. Social Inclusion Activities

If requested by a student or group of students Australian International Institute of Technology will provide them with the opportunity to be involved in a range of social activities.

10. IT and Digital Support

If requested by a student or group of International students Australian International Institute of Technology will provide them with IT and Digital support in the classroom.

Students should initially make contact their trainer with any issues relating to IT and Digital Services; if their trainer cannot address the matter, they are directed to raise the issue with the Student Services manager for resolution.

11. Accommodation Services

If requested by a student or group of students Australian International Institute of Technology will provide advice and/or information about locating affordable, safe, and convenient accommodation.

Australian International Institute of Technology's Student Service's Manager will encourage students to research the options offered and choose an arrangement that best suits their own budget and study requirements.

If a student requires temporary accommodation Australian International Institute of Technology will arrange to book the accommodation on a student's behalf, but Australian International Institute of Technology needs at least **ten (10) working days** notice prior to arrival.

12. Airport Reception

If requested by an International student or group of students, not less than **ten (10) working days** prior to their arrival, Australian International Institute of Technology will have the student met at Melbourne Tullamarine Airport by an delegated responsible Australian International Institute of Technology employee and transported to their accommodation within Melbourne.

13. Accessibility to Australian International Institute of Technology Employees

13.1 All students will have access to Australian International Institute of Technology's Trainers and Assessors during the hours of their scheduled timetabled classes. If outside these hours, International students will need to contact the Australian International Institute of Technology Academic Manager to discuss any matters dealing with their studies.

13.2 Trainers and Assessors can be contacted via their Australian International Institute of Technology email xxx@ait.viv.edu.au.

13.3 All students will have access to Australian International Institute of Technology Student Services Administration Officers during normal business hours (*Monday to Friday, 9am to 5pm*). If students require access outside these hours, an appointment will need to be made with the Student Services Administration Officer to arrange a suitable time.

14. Review and Improvement of Student Services

Australian International Institute of Technology is committed to reviewing and improving the Student Support Services it provides to all enrolled students. The process of capturing relevant data will include:

- Orientation Survey's
- Student Survey's
- Learner Questionnaire's
- Review of Student Support requests
- Complaints and Appeals Register

15. Responsibility

The Student Service Manager is responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to ceo@ait.vic.edu.au.

16. References

Source	Document Title	Version - Date
External	Australian Consumer Law (ACL) https://consumerlaw.gov.au/australian-consumer-law/legislation	(Accessed 09/08/2020)
	Commonwealth Ombudsman https://www.ombudsman.gov.au/	(Accessed 09/08/2020)
	Education Services for Overseas Students Act 2000 https://www.legislation.gov.au/Details/C2017C00263	2000
	Education Services for Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2016C00681	2019
	Fair Work Australia – International Students https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students	(Accessed 09/08/2020)
	Home Stay https://www.homestay.com/	(Accessed 09/08/2020)
	Insider Guides https://insiderguides.com.au/	(Accessed 09/08/2020)

Libraries - City of Melbourne https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx	(Accessed 09/08/2020)
the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	2018
National Privacy Principles (NPP) https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/	PDF
NCVER Glossary of VET https://www.voced.edu.au/vet-knowledge-bank-glossary-vet-terms	(Accessed 09/08/2020)
https://www.oaic.gov.au/privacy/your-privacy-rights/what-is-privacy/	(Accessed 09/08/2020)
Privacy Act 1988 https://www.legislation.gov.au/Details/C2014C00076	1988
Standards or Registered Training Organisations 2015	2015
Student Identifiers Act 2014	2014
Tuition Protection Service (TPS) https://tps.gov.au/Home	(Accessed 09/08/2020)
Study in Australia https://www.studyinaustralia.gov.au/	(Accessed 09/08/2020)
Study Melbourne https://www.studymelbourne.vic.gov.au/	(Accessed 09/08/2020)
Unique Student Identifier (USI) https://www.usi.gov.au/	(Accessed 09/08/2020)

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