

Student Support Services Policy and Procedure



1.0 Policy

- 1) This policy/procedure supports the *RTO 2015 standards and The National Code of Practice 2018 Standards 2, 6 and 10* to provide student support services to enrolled students.
- 2) This policy ensures that all students are given support while studying with Australian Institute of Business and Trade (RTO). This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.
- 3) RTO provides students with access to academic and personal/welfare support services available to assist them in meeting course requirements.
- 4) There is no cost to access student support services provided within RTO.
- 5) There are also no costs for a referral to an external support service however accessing services outside RTO may incur costs and should be clarified prior to engaging external support services.
- 6) RTO conducts an age and culturally sensitive Student Orientation Program to enrolled students to provide them with the following, but not limited to, information:
 - a) About RTO
 - b) Legislative frameworks
 - c) Client Feedback
 - d) Offered qualifications or training programs
 - e) Credit Transfer
 - f) Recognition of Prior Learning
 - g) support services available to assist them in the transition into life and study in Australia
 - h) legal services
 - i) emergency and health services
 - j) facilities and resources
 - k) complaints and appeals processes; and
 - l) information on visa conditions relating to course progress
 - m) RTO's relevant policy and procedures including but not limited to:
 - Monitoring International Student Academic Progress Policy and Procedures
 - Critical Incident Policy and Procedures
 - Transfer between Course Providers Policy and Procedures
 - Extending Course Duration Enrolment Policy and Procedures
 - Complaints and Appeals Policy and Procedures (and Intervention programs)
 - Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedures
 - n) Applicable student visa conditions
 - o) Student's rights and obligations

Student Support Services Policy and Procedure



- p) RTO's rights and obligations
 - q) All information contained in the Student Information Handbook (copy to be provided to them during the orientation program or to refer them to RTO's website).
- 7) RTO implements a critical incident policy and procedures that cover the action 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 include but not limited to:

- Missing students
 - Severe verbal or psychological aggression
 - Death, serious injury or any threat of these
 - Natural disaster; and
 - Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse
 - Non-life-threatening events
- 8) RTO will help student's access study support and welfare-related services during the duration of their course.
- 9) Students will be provided with the Change of Personal Details form, which is also available at the Reception,
- 10) RTO ensures that staff members who interact directly with overseas students are aware of its obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies.

Student Support Services Policy and Procedure



2.0 Procedure

Opening hours / Working schedule of the Institute

Monday – Sunday Training and Delivery hours:

09:00 a.m-1:00 p.m	Shift 1
1:30 p.m -17:30 p.m	Shift 2

(Office hours Monday to Sunday: 9 am to 5pm) Reception is handled.

Our head office is at: _____

Please call for all enquiries Phone: _____

Email: _____

For any emergencies and after office hours, please call _____

Scope: This policy applies to all RTO staff who deals with all matters concerning Vocational Education and Training.

1. RTO is committed to supporting 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.
2. RTO assists 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 condition relating to course progress and/or attendance as appropriate.
3. RTO provides 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.

Student Support Services

Policy and Procedure



4. RTO provides 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 all other issues. These services are provided at no additional cost to the student.

If RTO refers the student to external support services, RTO will not charge for the referral.

6. RTO designates 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 RTO's support services.

7. RTO provides sufficient student support personnel to meet the needs of the students enrolled with the Institute.

8. RTO ensures that its staff members who interact directly with students are aware of RTO's obligations under the potential implications for students arising from the exercise of these obligations.

9. 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.

10. RTO has documented critical incident policy together with procedures that cover 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. Refer: critical incident policy procedure for more details

RTO has a Student Services team designated to support students. Reception is open daily from 9.00am – 5 pm Monday to Sunday. Students are free to approach any RTO staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.

The official point of contact for students is the RTO Manager of RTO who has access to up to date details of RTO's support services.

There are also other staff members available to support students. Their contact details are available in the Student Handbook.

Nominated Student Support Officers:

Whilst all staff employed by RTO has the responsibility to provide support to all students, the management shall nominate at least one 'Student Support Officer' who shall be available to all students when the campus reaches the maximum capacity 125 students in the campus on an appointment basis, through the standard RTO hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.

Student Support Services Referral List

The Student Support Officer is able to provide links to external sources of support where staff at RTO is not qualified, or it is in the student's best interests to seek professional advice. All

Student Support Services Policy and Procedure



preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.

Currently the role and responsibility this 'Student Support Officer' is maintained by the persons detailed below:

1. Student Support Officer Email: apply@abcinstitute.edu.au
2. Academic and student general support: CEO and the RTO Manager
3. Additional student support will be given by: CEO, RTO Manager, Director and all student admin officers day to day.

Academic, Language and Learning Support

Academic support is the responsibility of the trainers/ trainers. Students are advised to approach their trainers, if they need assistance in meeting course requirements.

The Trainers and RTO Manager can assist students with the following:

- Study Skills
- Timetables
- Learning Support Strategies
- Academic issues

RTO cares about the needs of our students. Students are encouraged to talk to the trainers or RTO Manager if they have any issues that are hindering their academics or are not able to cope with the academic demands due to any reasons. We are dedicated to continuously improve our services to meet the needs and expectations of our students. Our friendly and experienced staff is on hand to give advice. For any issues, students are encouraged to contact our receptionist and they will direct you to the appropriate staff member to advise your queries.

All staff at RTO is available to provide general advice and assistance with matters, however students requiring special or intensive assistance should contact the RTO Manager who may refer you to external support services if required. Accessing external support services may incur fees.

Educational and Support Services RTO strives to maximize opportunities for access, participation and outcomes for all students. RTO ensures the provision of access and equity services to students as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent students from accessing and participating in our services.

The following support will be available to learners:

Language, Literacy & Numeracy (LLN) support Based on the results of the applicant's enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that RTO may be able to provide for a learner, with a view to creating an action plan that best addresses a student's LLN needs.

Student Support Services

Policy and Procedure



Please note: Students who are taking courses at RTO require a high level of Literacy to be able to perform tasks such as interpreting standards and regulations. RTO will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by RTO (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the student's needs without significantly disadvantaging other student's involvement in the course, or without causing the training provider significant financial disadvantage). Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.literacyline.edu.au. Any costs incurred will be the responsibility of the student. The types of assistance RTO will be able to offer:

1. Telephone Support Monday to Friday from 8:30am to 5pm.
2. Training on using Learning Management System

Any LLN difficulty

To help establish competency, trainers may:

- Interview the student
- Ask student to demonstrate their skill
- Speaking difficulties Student may bring family member or friend to help explain and interpret terminology
- or more complex issues Listening difficulties
- Provision of seating close to trainer
- Student may bring friend or family member to sign the course content
- Ensure the course content are presented in clear, plain and clear English
- Reading difficulties Provision of seating close to screen.
- Ensure all course materials are written in plain English
- The trainer may read written materials to student on a one to one basis.
- Additional training and tutorials every effort, within reason, will be made by RTO personnel to ensure a successful outcome for students. Additional training and / or tutorial may be negotiated. The following processes will be applied for students considered to be "at risk": RTO is at all times concerned with the welfare of our students.
- Student Services Personnel will counsel students as appropriate and/or refer them to qualified counsellors. Personnel are required to respond to an attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance. If students require extra support or counselling, they are encouraged to make contact with a member of our team who will be eager to assist and refer them to the appropriate support services.

External Counselling/Personal

- Support Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- Men'sLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

Student Support Services Policy and Procedure



Mental health websites Mindhealthconnect.org.au

- Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

Beyondblue.org.au Beyond blue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.

Anxietyonline.org.au

• Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder. Headspace.org.au

• Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

Mental health service www.reachout.com

• ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.

Jeanhailes.org.au

Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

• Induction and Orientation Induction and orientation is conducted prior to the commencement of each course. Its purpose is to inform new students of most aspects of life at RTO, to provide an introduction to study requirements and to provide an opportunity for you to ask any questions.

Duration of study period (excluding holidays)

Terms (10 weeks each)

RTO is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Student Identification Card

Each student will be issued with a Student Identification Card during the orientation process. Students and staff must carry their cards with them at all times.

Building Security

RTO will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.

Student Support Services Policy and Procedure



Critical Incidents

RTO has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and the campus region where the main campus is located. Information will include the contact numbers for emergency services and a senior staff member.

RTO also has a documented critical incident policy together with procedures that cover the action 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 the latest Critical Incident Policy and Procedure please email to _____

Recommended agencies are listed below.

The RTO Manager will ensure that the Student Support Services are reviewed regularly in VET and management Meetings and corrective actions are applied as appropriate.

Procedure to support increased student numbers

Human resources will be reviewed on an annual basis.

Criteria used to judge need of student support officers may include:

- a) Appeal of content to the cohort of students
- b) Contemporary nature of the content
- c) Authenticity of the language
- d) Appropriate levels
- e) Teacher guidance and user friendliness of materials
- f) Sequencing of materials, graded by difficulty
- g) Provision for independent learning
- h) Attractiveness and suitability of visuals
- i) Culturally tuned to the current cohort of students
- j) Educationally sound, organization of content
- k) Inclusion of graded tests and progress checks

Student Support Services

Policy and Procedure



- l) Approach e.g. task-based, functional, structural
- m) Integration of pronunciation
- n) Support materials e.g. cds, dvds, websites
- o) Extension activities e.g. role plays, simulations, games, quizzes, surveys
- p) Good grammar and vocabulary explanations
- q) Flexibility of use
- r) Cost and value for money

An annual budget for recruiting new staff will be made available to the CEO.

Trainers will be informed of the process for the recruiting staff during induction, staff meetings and professional development sessions. The GM will have the responsibility of making sure the recruitment of human resources is adequate and up-to-date and will seek advice and suggestions from trainers on a regular basis.

Supplementary texts and other training resources will be purchased on a needs basis to meet the needs of students and the delivery of courses.

Catalogues from publishers and inspection copies of new texts will be made available to staff and trainers will be encouraged to read reviews of new resources in journals and on-line.

Following are the useful links and contact details:

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenityvic.com.au/	9740 9539
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au http://www.hostelworld.com http://www.reiv.com.au	
Asthma	www.asthmavic.org.au/	1800 645 130
Abortion & Grief Counselling		1300363550
Consumer credit and debt	www.cclcvic.org.au	1800 808 488
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinemelbourne.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	http://www.beyondblue.org.au	1300 22 4636

Student Support Services

Policy and Procedure



Department of Immigration and Border Protection	www.immi.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvs.org.au	1800774744
HIV/AIDS	www.sesiahs.health.vic.gov.au	9332 9700
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244
Legal information and advice	www.lawaccess.vic.gov.au	1300 888 529
Mental health advice	www.mentalhealth.asn.au	9816 5688
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.vicrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfvic.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251

Student Support Services Policy and Procedure



Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

Revision History

Revision	Date	Description of modifications
1.0	Oct 2018	Original
2.1	Nov 2020	Minor update, ESOS Standards Changed
2.2	June 2022	Updated footer