Student Support Policy and Procedure

1.   Purpose

The purpose of this document is to ensure that students are assessed for and provided with all necessary support services.

2. Related Documents

Student Enrolment and Selection Policy and Procedure

3. Related Legislation

Standards for RTO 2015: 1.1, 1.2, 1.3, 1.7, 1.8
National Code Part D: 6.1-6.7

4. Scope

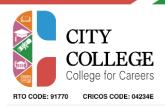This Policy and Procedure applies to all staff and students at City College.

5. Responsibility

The CEO and Admin/ Student Services is responsible for the implementation and monitoring of this Policy and Procedure.

6. Policy Provisions

6.1 Student Orientation

6.1.1.   At the beginning of a course of study the students are to be given an orientation and which includes the following:

6.1.1.1. Brief on support services to assist overseas students to help them adjust to study and life in Australia.

6.1.1.2. English Language and study assistance programs

6.1.1.3. Legal, emergency and health services

6.1.1.4. Facilities and resources at City College

6.1.1.5. Students are informed about all relevant policies and procedures including attendance, course progress, refund, critical incident and complaints and appeal.

6.1.1.6. A tour of the college identifying classrooms, student areas, student administration area, and any other relevant areas within the college such as toilets, fire exits, and restricted areas.

6.1.1.7. All students are to receive a copy of the International Student Handbook and each section explained to students.

6.1.1.8. Services available to students with general or personal issues which are adversely affecting their education in Australia

6.1.1.9. Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.

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6.2.   Nominated Student Support Contact Person.

6.2.1.   Whilst all staff employed by City College has the responsibility to provide support to all students, City College CEO **(Shakil Khan)** will be the nominated a '**Student Support contact person'** who shall be available to all students 24/7 in emergency and or, on an appointment basis, through the standard college hours of business.

6.2.2.   Students can access the Student Services staff directly or via student administrations and an appointment will be organized as soon as practical. All Student Support staff have access to up to-date details of the Student Support Services.

6.2.3.   City College ensures that all Student Services Officers who interact directly with overseas students are aware of obligations under ESOS framework and potential implications for overseas students arising from the exercise of these obligations.

6.3. Student Support Services

6.3.1.   The following support services are to be available and accessible for all students studying with City College. The college will provide students with contact details to refer any matters that require further follow up with relevant professionals.

6.3.2.   Any referrals are conducted by the college at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the college.
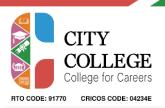
6.4.   Study and Life in Australia

6.4.1.   All students go through an Orientation Program at City College before the commencement of their course.

6.4.2.   The Orientation program involves familiarization with the campus, facilities and living and studying in Perth. Contents of Orientation program include:

6.4.2.1. Orientation to Life in Perth and Australia and a tour of City College

6.4.2.2. Details of the course, timetable, and staff members contact details

6.4.2.3. Welfare and Academic issues

6.4.2.4. Information on other support available e.g., Legal, emergency and health services available

6.4.2.5. Visa requirements and their work conditions

6.4.2.6. Overview on ATO requirements and their employment right

6.5 English Language and Study Assistance Programs

6.5.1   Identifying LLN Support Prior to Enrolment or Commencement:

6.5.1.1 LLN Test would be administered prior to enrolment into qualifications within City College's scope of registration. Test would be administered via LLN Robot (online). The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enroll in. If a gap is identified, learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

6.5.2   Student Support during training:

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6.5.2.1 City College will 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.

6.5.2.2 During training, the Trainer/Assessor may identify the need for additional learner support and discusses options with the CEO. The Trainer/Assessor completes a Special Needs Report in conjunction with the Admin staff and CEO.

6.5.2.3 When support needs arise, the CEO and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual learner identified.

6.5.2.4 Support needs may include:

6.5.2.4.1 Modification of Training and Assessment resources.

6.5.2.4.2 Modification of the classroom configuration to improve mobility.

6.5.2.4.3 Referral to Language, Literacy and Numeracy courses.

6.5.2.4.4 to an external agency (e.g. Department of Immigration)

6.5.2.4.5 Creation of an Individual Training Plan

6.6 Responsibilities for initiating the above support services are:

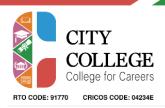| Learner Support	Responsibility	Approval
Modification of Training and Assessment resources	Admin/Trainer/Assessors	CEO
Modification of the classroom configuration to improve mobility	Admin/Trainer/Assessors	CEO
Referral to Language, Literacy and Numeracy courses	Admin/Trainer/Assessors	CEO
Referral to an external agency (e.g. Department of Immigration)	Admin / Student Services	CEO
Creation of an Individual Training Plan	Admin / Student Services	CEO
Monitoring of Individual Training Plans	Admin / Student Services	CEO

6.7 Facilities and resources

6.7.1 At orientation students are given a guided tour of the campus and all City College facilities and during that process they will become aware of all the resources available to them.

6.8 Policies and Procedures

6.8.1 All students will be given a brief about relevant policies and procedures, not limited to City College Course Progress Monitoring Policy and Procedure, Refund and Cancellation Policy and Procedure, Critical Incident Policy and Procedure and Complaints and Appeal Policy and Procedure.

6.8.2 Student will be able to access these policies by requesting Student Services Officer.

6.9 Work Rights

6.9.1 At Orientation, all students will be given an overview on their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.

6.10 Academic issues

6.10.1 Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

6.10.2 All students' progress and attendance are monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the student services officer to discuss any academic, attendance, or other related issues to studying at the college at any time. The Student Services Officer will be able to provide advice and guidance, or referral, where required.

6.11 Personal / Social issues

6.11.1 There are many issues that may affect a student's social or personal life and Students have access to the Student Services Officer through normal college hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Services Officer feels further support should be gained, a referral to an appropriate support service will be organized.

6.12 Accommodation

6.12.1 While City College does not offer accommodation services or take any responsibility for accommodation arrangements the college is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Services Officer can refer students to appropriate accommodation services.

6.13 Medical Issues

6.13.1 Student Services Officers will have a list of medical professionals within access from the college location and any student with medical concerns should inform the Student Services Officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the Student Services Officer. For any critical incident, City College have a documented critical Incident Policy and Procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course.

6.13.2 Critical incidents are not limited to, but could include:

6.13.2.1 Missing students;

6.13.2.2 Severe verbal or psychological aggression;

6.13.2.3 Death, serious injury or any threat of these;

6.13.2.4 Natural disaster; and

6.13.2.5 Issues such as domestic violence, sexual assault, drug or alcohol abuse

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6.14 Legal Services

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

6.15 Social Programs

6.15.1 Apart from the Student Orientation Program the Student Support Officer will occasionally organize social events that allow all students enrolled with the college to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organized as demand requires and any suggestions can be forwarded to the Student Services Officer.

6.16 Student Support Services Referral List

6.16.1 The Student Support Officer can provide links to external sources of support where staff at City College are not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer

7   Policy Information

Authorised Officer	CEO
Supporting documents, procedures & forms of this policy	Student Enrolment and Selection Policy and Procedure
Related Legislation and Codes of Practice	Standards for RTO 2015: 1.1, 1.2, 1.3, 1.7, 1.8 National Code Part D: 6.1-6.7
Audience	Public

8   Procedure
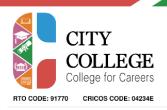
8.1 Access to Support

8.1.1 Available support services will be advised to all prospective and current students via City College website.
8.1.2 Further information on how to access these services including contact details are provided on the student learning platform; access is provided upon enrolment. Refer to City College student services list for the services allocation.

8.2. Transition to Study:

8.2.1 City College provides an Orientation module/unit for students to complete prior to their first subject, and will be available throughout their studies.

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8.2.2 The Orientation module/unit is designed to prepare students for study and to familiarize them with necessary academic skills and City College processes for the course of study.

8.2.3 City College will update the module/unit regularly to ensure appropriate information is provided and as part of continuous improvement processes.

8.3. Academic Support

8.3.1 Learning resources from completed subjects are continuously available to students throughout their period of enrolment. Also, study skills guide and other resources which support skill development (e.g. orientation to study, study skills, referencing conventions, etc.) are available throughout students' enrolment via continuous access to the City College orientation resources and study support site.

8.3.2 Regardless of the mode and location of delivery, City College academic staff involved in the teaching of a subject are required to:

8.3.2.1 support students throughout the subject duration, scheduled term by term and during the term break,

8.3.2.2 monitor and engage in the subject online forums,

9.3.2.3 respond to all student enquiries within two business days,

9.3.2.4 Students studying in fully online (if applicable) courses can seek assistance from academic staff via contact details as provided on the student learning platform and as demonstrated in the orientation module/unit.

8.3.2.5 All students are provided access to a 24-hour academic skills service; details are provided in the City College orientation.

8.4 Subject-specific Learning Resources:

8.4.1 City College provides all students access to a learning platform (City College LMS) which contains information and learning resources specifically designed for each subject in their course of study.

8.4.2 Subject Outlines, as hosted on the learning platform, include comprehensive information on the course content, assessment requirements and learning resources available.

8.4.3 A variety of other subject-specific resources are provided for each subject which will normally include introductory videos, study guides to accompany the required text for each subject, webinars, audio guides and activities, and current articles.

8.4.4 Subject-specific learning resources and the student learning platform are maintained by City College's designated team https://citycollege.eskilled.com.au/

8.5 Online Library (via LMS)

8.5.1 City College provides access to an online library which can be accessed on the learning platform.

8.5.2 The City College Librarian is responsible for maintaining appropriate subscriptions to journal, eBook and other relevant databases, and from whom students can seek assistance with the database as appropriate.

8.5.3 Students are able to directly contact the City College Librarian via a link on the learning platform and as demonstrated in the Orientation.

8.6 Non-Academic Support

8.6.1 All students: wellbeing support

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8.6.1.1 City College provides access for all students, including for victims of cyberbullying, sexual harassment and predatory online behaviours, at no extra cost and via the student learning portal, to confidential personal support, including mental health and wellbeing, and student counselling services, as delivered by third parties; students can access up to 3 sessions per year. However, further referrals to additional services may incur costs to be borne by the student(s).

8.6.1.2 Academic and Student Support staff will flag any incidents to the Coordinator where welfare concerns are evident in the case of Online students.

8.6.1.3 Where City College reviews the effectiveness and appropriateness of third-party support services, it shall seek general information which does not identify any individual student. However, students can freely provide feedback on third party support services to City College either confidentially or via provided student surveys.

8.6.1.4 Risk assessment of non-academic wellbeing is undertaken though regular monitoring of responses to course surveys and our grievance handling processes.

8.6.2 All students: special needs

8.6.2.1 Students can advise if they have any special needs that require additional support. These special needs could relate to disabilities, health or learning issues or requirements for cultural support or ancillary services.

8.6.2.1.1 Where known, it is preferable that requests are advised on the City College application form so that City College can assess, prior to the commencement of studies, if any adjustments can be accommodated or if additional services or resources are to be made available.

8.6.2.1.2 Students may advise City College of any learning difficulties or special needs that require additional support during their studies via the provided student support services; specialist advice may be required and City College will take reasonable steps to ensure timely provision.

8.6.2.2 City College will process requests for additional services addressing individual special needs in a timely manner so that reasonable adjustments or liaison with appropriate support can be made.

8.6.2.3 In determining whether an adjustment may be considered reasonable, City College shall take into account the financial and other resources required to make such an adjustment and whether it would result in an unjustifiable hardship on City College in its capacity to provide quality education across its entire student population.

8.6.2.4 Students requiring additional English support may be recommended to attend external English language classes; any additional costs will be borne by the student.