

# Student Support Services Policy and Procedure

## 1. PURPOSE

Purpose of this policy is provide supports to students as per RTOs 2015 Standard 1, 4 and 5 and Standard 6 of National Code 2018.

## 2. SCOPE

This policy applies to all RGIT Australia's staff who deal with all matters concerning VET and ELICOS.

## 3. POLICY

3.1 RGIT Australia 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.

3.2 RGIT Australia 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 visa condition relating to course progress and/or attendance as appropriate.
- RGIT organises student orientation program to provide comprehensive information about available student support services and support staff to meet the needs of all students enrolled with RGIT. This service is at no additional cost to the student.

3.3 RGIT 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.

3.4 RGIT 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 accommodation issues. These services are provided at no additional cost to the student. If RGIT refers the student to external support services, RGIT will not charge for the referral.

3.5 RGIT has a 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. The Critical Incident Policy ensures the interests of the student and their families are managed appropriately and shows that RGIT is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. See Critical Incident Policy and Procedures.

3.6 RGIT 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 RGIT's support services.

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3.7 RGIT provides sufficient student support personnel to meet the needs of the students enrolled with the College.

3.8 RGIT ensures that its staff members who interact directly with students are aware of RGIT's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

3.9 RGIT Australia:

- provides appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
- maintains and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources
- make accessible to students information on institutional complaints and appeals procedures
- regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress and attendance visa conditions
- provide welfare-related support services at no cost to the students including referrals to any additional services.

## PROCEDURE

### Support Provided

#### Arrival in Australia

For international students, RGIT can arrange for students to be met at the airport and taken to their accommodation. Student needs to indicate the need of this service when submitting the application form.

#### Orientation and Transition Support

All students go through an Orientation Program during their first week at RGIT. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne/ Sydney. Contents of Orientation program include:

- Orientation to Melbourne and a tour of RGIT,
- Details of the course, timetable, staff members contact details,
- Welfare and Academic issues,
- Details of other Student Services and Support available in the Student Handbook,
- Information on other support available eg. Legal, emergency and health services available,
- Visa requirements and student safety for international students,

Students are provided with:

- A copy of Student Handbook

When an international student completes orientation they are asked to sign a student induction checklist which is filed in the student's file.

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## Student Handbook

All students are provided with a copy of the Student Handbook during their first week at RGIT. It contains information on:

- Services, facilities and resources available to students
- Visa requirements for international students
- Policies and Procedures
- Other relevant information in assisting students to adjust to life and study in Australia

## Student Services Support

RGIT has a Student Services team designated to support students. Reception is open daily from 8.30am – 5.30pm Monday to Friday. Students are free to approach any RGIT 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 Student Services Manager who has access to up to date details of RGIT's support services. For emergency after hours, students are advised to ring:

- Melbourne Campuses: (+61) 0414346945, 0422315959, 0411343969 and
- Hobart Campuses: (+61) 0404944167, 0420794982

Email: [admin@rgit.edu.au](mailto:admin@rgit.edu.au)

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

## Academic, Language and Learning Support

Academic support is the responsibility of the trainers/ teachers. Students are advised to approach their trainers, Course Coordinators, Skills Department Head or the Student Support Officers if they need assistance in meeting course requirements.

The Course Coordinators and/ or Training Manager can assist students with the following:

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

## Student Welfare Services

RGIT Australia has designated Student Support Officers to provide a basic counseling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature.

The student support officers are available to international students to help them access study support and welfare-related services such as;

- **Legal Services** – RGIT can refer a student who requires to access legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided by the lawyers.

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- **Accommodation and Airport pickup assistance** – Accommodation and Airport pickup assistance advice is available to all international students from the point of issuance of Confirmation of Enrolment (CoE). RGIT will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform RGIT as soon as appropriate.
- **Facilities and Resources** – At orientation students are given a guided tour of the campus and all RGIT facilities and during that process they will become aware of all the resources available to them.

**Complaints and appeals processes** – The complaints and appeals policy and procedure is available on the website and made available from administration at anytime. The policy is specifically explained both in the Student Handbook and during orientation.

Any student visa condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Specifically the expectations for course progress and attendance (for ELICOS students) are laid out in the Student Handbook and explained during orientation.

RGIT can also refer students to external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

In addition to the normal support services, international students are provided with a range of specialist services such as assistance with resume-writing and looking for part-time work. Students have access to welfare-related support services to assist with issues that may arise during their study, including program progress, attendance requirements and accommodation. These services are made available to all RGIT students.

RGIT 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 further information see Critical Incident Policy and Procedure

## PROCEDURE

1. All students will have access to our student support services through our Student Contact Officers (SCO)/ Student Support Officers (SSO). The SCO/ SSO will have access to available student welfare services available locally.

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2. Where the nature of the concern is beyond the SCO/SSO's experience and abilities, the student will be referred to an appropriate person for professional assistance
3. The SCO/ SSO will respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
4. The SCO/SSO will assist with accommodation or general welfare issues, through providing appropriate advice and direction. The SCO/SSO is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc) as they see fit
5. The SCO/SSO will detail the student support services provided to each student, and ensure details of services provided are placed on the students file.
6. Academic counselling is provided by the relevant Course Coordinator or delegate who is responsible for monitoring all aspects of student academic progress. Discussion notes, outcomes and follow up action are recorded in student files.
7. Trainers / teachers will report to the relevant Course Coordinator any concerns they have about changes in a student's behavior, attitude, health or general demeanour for immediate follow up.
8. In circumstances requiring personal counselling and where there is no qualified counsellor employed as a staff, the SSO will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. The SSO will ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary.

Recommended agencies are listed below.

Counselling Referral Agency: Lifeworks Relationship Counselling & Education Services Level 4/255 Bourke St, Melbourne, Vic, 3000 Ph: (03) 8650 6200 Website: [www.lifeworks.com.au](http://www.lifeworks.com.au)

International Student Care (ISCS) Free service

**Phone:** 1800 056 449 (free call from landline phones) **E-mail:** [info@iscs.vic.gov.au](mailto:info@iscs.vic.gov.au)

**Drop-in to the office:** 599 Little Bourke Street, Melbourne 3000

9. The Director of WACA will ensure that the Student Support Services are reviewed regularly in VET and ELICOS Academic Panel Meetings, and corrective actions are applied as appropriate.