Student Support Services

Policy and Procedure No. 106
Student support services

International Training College has a commitment to support 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.

Purpose

The purpose of this policy and procedure is to facilitate accessibility of vocational education and training for learners and to assist students to adjust to study and life in Australia.

Scope

International Training College will provide guidance, support and/or assistance when requested by a learner, teacher and/or assessor or external agency.

Procedure

International Training College will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme, which is detailed in the International Student Handbook and Information Handbook for International Students, and that includes information about:

- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes, and
- Any student visa condition relating to course progress and/or attendance as appropriate.

International Training College will provide 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 and this information is provided to students during orientation in the Student Agreement and in the International Student Handbook.

International Training College will provide 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 will be provided at no
additional cost to the student. If International Training College refers the student to external support services, International Training College will not charge for the referral. This information is given to students at orientation and in the Student Agreement and International Student Handbook.

International Training College will have 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.

International Training College will designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers will have access to up-to-date details of International Training College’s support services.

International Training College will have sufficient student support personnel to meet the needs of the student’s enrolled with International Training College. This extends to boundaries outside the college academic environment including advice and support in areas including finance, homestay, social events and cultural issues enhancing the students study experiences in Australia at an academic and social level.

Staffing levels are reviewed regularly to ensure an adequate staff student ratio.

International Training College will ensure that its staff members who interact directly with students are aware of International Training College’s obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

References

The National Code 2007

Complaints and Appeals - Policy and Procedure No. 110

International Student Handbook

Policy and Procedure No. 119 Staff Induction