

STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

SCOPE

This policy applies to all Job Training Institute Pty Ltd (JTI) staff who are involved in providing support services to JTI students.

Students receive training, assessment and support services that meet their individual needs.

POLICY

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

“Registered providers 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.”
AND

Clause 1.3 SRTOs 2015 The RTO states, *for all its scope of registration, and consistent with its training and assessment strategies, sufficient:*

- *Trainers and assessors to deliver the training and assessment;*
- *Educational and support services to meet the needs of the learner cohort/ undertaking the training and assessment;*
- *Learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and*
- *Facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.*

According Clause 1.7 SRTOs 2015, *the RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.*

This policy ensures that appropriate support services are available to international students to ease transition into life and study in Australia and to assist them as needed. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

PROCEDURE

Whilst all staff employed by JTI have the responsibility to provide support to all students, JTI has appointed the following persons as the contact staff available to all international students during business hours.

1. The Trainer/Assessor
2. The Course Managers
3. Student Support Officers (SSO)
4. The International Department Head (IDH)/General Manager
5. Campus Manager/Coordinator

JTI will conduct an age and culturally appropriate orientation program including information regarding:

- Support services available to assist in the transition into life and study in Australia
- Legal services
- Emergency and health services
- Facilities and resources

- Complaints and appeals processes; and
- Information on visa conditions relating to course progress.

The SSO is responsible for ensuring that up-to-date information is available for the following services and the contacts listed are current. This information is given to students during their orientation program outlined below:

Student Support Services

The following support services are to be available and accessible for all students studying at JTI. JTI will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by JTI 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 Job Training Institute.

- ***Academic issues***

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 can 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. This is to be addressed with their respective trainers and if concerns persist, the student should consult the Course Manager for further assistance.

All students' progress and attendance are monitored, and guidance and support provided where unsatisfactory results are identified. For more details on support offered in this regard see **COURSE PROGRESS AND INTERVENTION POLICY AND PROCEDURE**.

A student can access the Course Manager and appointments can be done through Admin staff, to discuss any academic, attendance, or other related issues to studying at Job Training Institute at any time. The Course Manager will be able to provide advice and guidance, or referral, where required.

- ***Personal / Social issues***

There are many issues that may affect a student's social or personal life and Students have access to the SSO through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the SSO feel further support should be gained, a referral to an appropriate support service will be arranged. JTI has contracted services of an external counsellor to support staff and students and this information is available with SSO.

- ***Accommodation***

While Job Training Institute does not offer accommodation services on campus, the SSO at JTI are able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements. Details available on accommodation options are on the *Pre-enrolment guide and student handbook*.

All students are encouraged to have accommodation organised prior to arrival in Australia.

- ***Medical Issues***

SSO will always have an up to date list of medical professionals within access from the JTI's location and any student with medical concerns should inform the SSO who will assist them in finding an appropriate medical professional.

Local medical services are also listed on the *Pre-enrolment guide and student handbook*.

The emergency phone number for an ambulance in Australia is **'000'**. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

- **Legal Services**

Job Training Institute can provide some advice and guidance in a limited range of situations. Where the SSO feels it appropriate for students to have professional legal advice students will be referred to an appropriate legal professional (Legal Aid). More details can be found in the *Pre-enrolment Guide and Student Handbook*.

- **Social Programs**

Apart from the Student Orientation Program, the SSO will occasionally organise social events that allow all students enrolled with JTI to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the SSO.

Student Orientation Program

All students are required to attend the orientation day at the beginning of their studies with the Job Training Institute. This orientation program is managed by Course Managers and must include the following:

- A tour of JTI identifying classrooms, student areas, student administration area, and any other relevant areas within Job Training Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of power points presentation.