

# Student Support Services – Standard 6

## Purpose

The purpose of this policy and procedure is to outline Gen Institutes approach to ensuring that student support services are made readily available to all domestic and Overseas students to ease the transition into life and study in Australia and to assist them.

## Scope

This policy/procedure applies to all student operations of Gen Institute whether Overseas or domestic.

## 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

This policy supports Standard 1 Clause 1.3 section b, d and Clause 1.7

This policy also supports Clause 1.7 of the Standards for Registered Training Organisations 2015.

This policy ensures that all students are given support while studying in Australia. This includes both academic and personal support and the following procedures ensure that students are made aware of the support available. Gen Institute will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

## Definitions

<b>Academic Counselling</b>	Study skills, time management and other information relevant to enhancing academic performance for enrolled students.
<b>Course Advice</b>	Provision of advice by Gen Institute staff to students on how to make an appropriate program and/or career choice.
<b>Currently Enrolled Student</b>	A person who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.
<b>Personal Counselling</b>	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
<b>Program Information</b>	This includes details of programs, student services and educational services.

### **Nominated SSO (ESOS 6.5)**

Whilst all staff employed by Gen Institute have the responsibility to provide support to all students, Gen Institute shall nominate a 'SSO' (Student Support Officer) who shall be available to all students, on an appointment basis, through the standard Gen Institute hours of business. and will be equipped with up-to-date details of the support services provided at Gen Institute

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

All student support services are at no additional cost to the students.

The following support services are available and accessible for all students studying at Gen Institute. Gen Institute provides students with contact details to refer any matters that require further follow up with qualified professionals. Any referrals are conducted by Gen Institute at no cost to the student, but fees and charges may apply where an external service is used by the student. The service fees and charges should be clarified by the student prior to using any services outside of Gen Institute.

Gen Institute assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about: (ESOS 6.1)

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

### **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 are able to gain advice and support in ensuring they maintain appropriate academic progress, attendance levels and general support to ensure they achieve satisfactory results in their studies. All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the SSO to discuss any academic, attendance, or other related issues to studying at the Gen Institute at any time. The SSO will be able to provide advice and guidance, or referral, where required. There is no additional charge for this service. (ESOS 6.2)

### **Personal and 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 feels further support should be gained, a referral to an appropriate support service will be organised.

## Referral Services Available Name & Location

Counselling service Lifeline 13 11 44

These details are also present in the Pre enrolment Book. Gen Institute will not charge for a referral.

## Accommodation and Welfare

Gen Institute will provide the chance for students to access welfare related support services to assist with issues that may arise during their study, including accommodation issues.

While Gen Institute does not offer accommodation services or take any responsibility for accommodation arrangements, the SSO of the Gen Institute is 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. All students are encouraged to have accommodation organised prior to arrival in Australia but the SSO can refer students to appropriate accommodation services. Details about accommodation can be obtained from the Pre-Enrolment Information book and Handbook. Gen Institute will not charge for a referral.

More welfare support options can be accessed from the Australian govt website - <https://www.studyinaustralia.gov.au/English/student-support>

Throughout the pandemic, the Australian govt has been sharing information that can be accessed by Overseas students on this website, like –

- Latest information and updates on Overseas travel during the pandemic
- Financial support that is available for students during the pandemic and how to access the support
- Education and provider support
- Student health and wellbeing

## Medical Issues

SSO will always have an up to date list of medical professionals within access from the college 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 as follows:

### Referral Services

- 1) Alfred Hospital Commercial Rd (Corner St Kilda Rd) 9276 2000
- 2) Nurse-on-Call Telephone health line, providing immediate, expert health information and advice 24 hours a day 7 days a week - 1300 60 60 24
- 3) Royal Melbourne Hospital - 9342 7000
- 4) Royal Women's Hospital - 9344 2000
- 5) St Vincent's Hospital - 9288 2211
- 6) Emergency Help Australian Health Management 24-hour - 1800 006 745

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.) Gen Institute will not charge for a referral.

## Legal Services

The Gen Institute is able to provide some advice and guidance on a limited range of situations. Where the SSO feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Names and contact details for free legal advice and a lawyer is provided in Gen Institute Student Handbook and pre-arrival guide. Gen Institute will not charge for a referral.

## Language, Literacy and Numeracy Support

If a student is found to need additional literacy and numeracy (LLN) support and they were not identified at the time of their application then special LLN classes may be set up as needed. This may incur an additional fee. If the LLN deficiency clearly inhibits the student's ability to complete their course, then they may be advised to defer their course and to enrol on a suitable English course and then resume.

If Gen Institute cannot provide the course then the student will be referred to an organization who can assist in improving their skills. On attaining proficiency, they may then resume or reapply to Gen Institute.

## Reasonable Adjustment

The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible; to meet the needs of a Student with a disability.

At Gen Institute we can do the following to assist with your requirements for reasonable adjustment:

- Make training and assessment materials and methods more accessible.
- Training and assessment methods that suit most students may hinder access for some students with a disability. Gen Institute is able to present information through a range of methods to assist students with a disability.
- Adapt the physical environment and equipment to better suit the student with disability.

Students requiring reasonable adjustment, should speak to their Trainer or the SSO in the first instance

## Student Orientation Program

A free orientation program is conducted before Institute's classes begin, in consideration of the following:

- Student's privacy and confidentiality as per the Privacy Act.
- Cultural sensitivities considered to prevent offence to the students, their families or any of their representatives, for example education agents.

Attendance is compulsory for all Overseas students and highly recommended for domestic students. The program includes an introduction to Gen Institute, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of the Institute that are necessary for successful study.

The orientation program also involves social activities, which will help you to meet other students and familiarize yourself with the Institute and surrounds.

Apart from the Student Orientation Program the SSO will occasionally organise social events that allow all students enrolled with Gen Institute 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.

This orientation program is managed by the SSO and include the following:

- A tour of the Gen Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Gen Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the Student handbook.
- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

### **Transition Activities**

It is acknowledged that the first year of learning can present challenges to all new learners, particularly those students from backgrounds in which Overseas education might not be a typical path. Regardless of the campus, Gen Institute provides structured orientation courses to cater to the diverse needs of learners who may be at different stages of preparedness for study at Gen Institute. These experiences ensure new students have opportunities to:

- Identify and meet key academic, support and other relevant campus staff to build connections within Gen Institute
- Be introduced to Gen Institute Learning Management System and understand how it is used to support students
- Familiarize themselves with academic and support services that will assist with the development of successful study and learning habits
- Develop a sense of belonging to Gen Institute

Gen Institute aims to deliver a consistent standard of orientation content across campuses and delivery sites.

In case of Pandemic situations Gen Institute will implement Online Orientation to provide information for new students and practice opportunities to use features of the Learning Management System prior to commencement of studies. Orientation Online is also a resource for students to refer back to during their first two terms of study because transition is an ongoing process.

### **Support Matrix**

- 1 Student support is provided by a number of different staff and all staff are required to support the students wherever possible. Many issues are best handled as soon as possible. Simple requests such as “how to open a bank account” can be answered

by anyone and should be. On the other hand, managing a family crisis at home whilst trying to study would require professional counselling support.

- Any member of staff will try to help and if necessary will arrange the student to meet the right person. If you need external counselling or support, Gen Institute will arrange this through the SSO.

Service	Academic Staff	Admin manager	SSO	Operations manager	External Agencies <sup>1</sup>	CEO
Informal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
General Information regarding Gen Institute	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
“How to” in Australia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Course Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Course Progress	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Finances		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Language, Literacy or Numeracy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Complaints / Appeals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Counselling – personal issues			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Legal					<input checked="" type="checkbox"/>	
Accommodation			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### SSO Duties (ESOS 6.7)

Gen Institute ensures that the staff members who interact directly with students are aware of the obligations of Gen Institute 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 in the policies on the Gen Institutes intranet pms and in the Staff Handbook.

All students will have unlimited access to our student support services through our SSO and shall have access to available student welfare services available locally. (ESOS 6.3)

- Where the nature of the concern is beyond the SSO’s experience and abilities, the student shall be referred to an appropriate person for professional assistance.
- The SSO shall 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.
- The SSO shall assist with accommodation or general welfare issues, through providing appropriate advice and direction.

- The SSO is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit
- The SSO shall detail the student support services provided to each student, and ensure details of services provided are placed on the students file.
- The Course coordinator shall ensure that the Student Support Services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate

**Sufficient Resources to provide the service**

The topics to be covered by Student Support are wide and varied. Many tasks can be handled by SSOs, whilst others are provided by specialists. Gen Institute monitors the time allocated by staff members currently to project the requirements for the future. Bases on the number of student currently enrolled and the projected numbers for the next term of studies the number of SSO's are recruited. (ESOS 6.6)

**External Student Support Services Referral List**

Support	Website	Phone no.
Emergency–Police, Fire, Ambulance		000
Alcohol and Drug Foundation	<a href="http://www.adf.org.au">www.adf.org.au</a>	1300858584
Anxiety Support	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300224636
Accommodation	<a href="http://melbourne.gumtree.com.au">http://melbourne.gumtree.com.au</a> <a href="http://www.domain.com.au">http://www.domain.com.au</a> <a href="http://www.realestate.com.au">http://www.realestate.com.au</a>	
Asthma	<a href="http://www.asthmaustralia.org.au">www.asthmaustralia.org.au</a>	1800278462
Crime stoppers Victoria	<a href="http://www.crimestoppers.vic.com.au">www.crimestoppers.vic.com.au</a>	1800333000
Consumer Affairs Victoria– Overseas Students	<a href="http://www.consumer.vic.gov.au/internationalstudents">www.consumer.vic.gov.au/internationalstudents</a>	1300558181
Depression(National Initiative)	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300224636
Department of Health and Human Services (Melbourne CBD Office)	<a href="http://www.dhhs.vic.gov.au">www.dhhs.vic.gov.au</a>	1300650172
Department of Home Affairs	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>	131881

<b>Disabilities</b>	<a href="http://www.ideas.org.au">www.ideas.org.au</a>	<b>1800029904</b>
<b>Domestic violence</b>	<a href="http://www.respectvictoria.vic.gov.au">www.respectvictoria.vic.gov.au</a>	<b>1800737732</b>
<b>Epilepsy</b>	<a href="http://www.epilepsy.org.au">www.epilepsy.org.au</a>	<b>1300374537</b>
<b>Gambling Helpline</b>	<a href="http://www.gamblinghelponline.org.au">www.gamblinghelponline.org.au</a>	<b>1800858858</b>
<b>Grief support</b>	<a href="http://www.solace.org.au">www.solace.org.au</a>	<b>53311344</b>
<b>Lifeline</b>	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	<b>131144</b>
<b>Melbourne Water</b>	<a href="http://www.melbournewater.com.au">www.melbournewater.com.au</a>	<b>131722</b>
<b>National Accreditation Authority for Translators and interpreters</b>	<a href="http://www.naati.com.au/">www.naati.com.au/</a>	<b>0396423301</b>
<b>Overseas Students Ombudsman</b>	<a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>	<b>1300362072</b>
<b>Study Melbourne Student Centre(SMSC)</b>	<a href="http://www.studymelbourne.vic.gov.au">www.studymelbourne.vic.gov.au</a>	<b>1800056449</b>
<b>Telephone Interpreter Service</b>	<a href="http://www.tisnational.gov.au/">www.tisnational.gov.au/</a>	<b>131450</b>