

STUDENT SUPPORT SERVICES POLICY



SIA will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough Orientation Program for all new students that includes:

- a. Support services to assist students to transition to life and study with SIA.
- b. Legal issues
- c. Emergency and Health Services
- d. Facilities and resources
- e. Complaints and appeals policy and process
- f. Refund Policy and Procedure
- g. Transferring, Deferring, suspending or cancelling enrolment
- h. Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- i. Student rules / Code of Behaviour and expectations
- j. Academic counselling services, intervention strategies and maintaining attendance
- k. Privacy policies
- l. Updating of student contact details

Students will be taken on a short tour of the college.

Student ID cards will be organised.

Student timetables will be issued.

College classroom maps will be provided to students

Other information as relevant will be provided to students including: Australian laws

Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students

The International Student Orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. Other key areas in the International Student Handbook will be reinforced during orientation.

The Student Support Officer must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

SIA will review and where identified, improve the orientation process a minimum of annually.

SIA will provide support or access to support for students to assist in meeting course requirements and maintaining their attendance. SIA will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student.

SIA has a 'Critical Incident Policy and Procedure' which will be activated immediately in the event of a critical incident.

SIA has one student support officer for international students and one back up officer, however this will be monitored/reviewed as enrolments grow within the institution.

All staff receive electronic versions of the ESOS legislation and International Students Staff Handbook. Staff are inducted in the Critical Incident Policy and Procedure during staff induction.

Skills Institute Australia has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Skills Institute Australia

Skills Institute Australia will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

In addition to client support the college provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate the college will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counselling or support should discuss the matter with their trainer and/or International Student Support Office as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

Contact Details for Student support Officer:

Name /s

Email: sia@skills.qld.edu.au

Phone/Mobile: 0433666441

Times available: 8:00 am – 9:00 pm

Student support officer : Rubinder Singh

After hours contact details: Daman Bedi - 0418875270

The college provides one student support officer for international students and one back up officer, however this will be monitored/reviewed as enrolments grow within the institution.

All students and staff are to kept informed of the current/correct contact details of the current Student Support Officer. Any changes are to be circulated immediately.

All staff who interact with students on international student visas, need to be aware and up to date on the following at the minimum:

- The ESOS Framework and Policies and Procedures contained in the Staff Manual for International Students.
- The Student Welfare Support Officer/s
- Student support services that are provided and external services including, but not limited to:
 - Personal and welfare-related support services to transition to life and study including accommodation issues/assistance
 - Assistance available to students for problem resolution including legal, emergency and health services
 - Academic counselling services, intervention strategies and maintaining attendance
 - Student Code of Behaviour and expectations
- Tutorial and workshops times, facilities and resources as relevant to their area.
- Student visa conditions as appropriate
- Students are reminded at least 3 monthly to update their phone, address and email. This is implemented via the “BULK SMS” system. This system sends out the SMS to the required/all students in relation to their current contact details.

Trainers are to provide assistance with vocational advice as well as course information and support, and / or refer the student to the specialist staff member.

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Compliance Manager or CEO.

Academic / Attendance issues

If Students 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 they should contact the Student Welfare Officer in the first instance.

All students' progress and attendance is monitored and guidance and support provided where unsatisfactory results are identified.

Other issues including personal matters

Students should in the first instance contact the Student Welfare Officer or their trainer

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: <http://www.immi.gov.au/students/visa-conditions-students.htm>

Directory of Schools (State and Non State) in Queensland
<http://education.qld.gov.au/directory/schools/index.html>

In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.