

Contents

Purpose	1
Definitions	1
Policy	2
Procedure.....	3
A. Access to Student Support Officer (SSO)	3
B. Orientation Program	3
C. Providing Support for Students.....	4
D. External Student Support Services Referral List.....	4
Document Control	6

Purpose

The purpose of this policy and procedure is to outline Everest Institute of Education (Ei)’s approach to ensuring that student support services are made readily available to all domestic and international students to ease the transition into life and study in Australia and to assist them.

This policy and procedure ensures compliance with Standards for Registered Training Organisations 2015 Chapter 3—Support and progression, Clause 1.7, 5.4 and also National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standard 6.

Definitions

ASQA means Australian Skills Quality Authority

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Academic Counselling means study skills, time management and other information relevant to enhancing academic performance for enrolled students.

Course Advice means provision of advice by Ei staff to students on how to make an appropriate program and/or career choice.

Currently Enrolled Student means 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.

Personal Counselling means assisting enrolled students to manage themselves and deal with issues of a personal, family and/or psychological nature.

Program Information means details of programs, student services and educational services.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

Educational and support services may include, but are not limited to:

1. pre-enrolment materials;
2. study support and study skills programs;
3. language, literacy and numeracy (LLN) programs or referrals to these programs;
4. equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
5. learning resource centres;
6. mediation services or referrals to these services;
7. flexible scheduling and delivery of training and assessment;
8. counselling services or referrals to these services;
9. information and communications technology (ICT) support;
10. learning materials in alternative formats, for example, in large print;
11. learning and assessment programs contextualised to the workplace; and
12. any other services that the RTO considers necessary to support learners to achieve competency.

Policy

1. Everest Institute of Education (Ei) 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.
2. Where there are any changes to agreed services, Ei will advise the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
3. Everest Institute of Education (Ei)'s has a complaints and appeals policy where all complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
4. Everest Institute of Education (Ei) will assist students to adjust to study and life in Australia, including both orientation programs and publications, that include 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 process, and,
 - f. Any student visa condition relating to course progress and/or attendance as appropriate.
5. Everest Institute of Education (Ei) 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 attendance.
6. Everest Institute of Education (Ei) have 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.
7. Everest Institute of Education (Ei) 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. These services will be provided at no additional cost to the student.
8. If the Everest Institute of Education (Ei) refers the student to external support services, the Institute will not charge for the referral.
9. Designated staff members at the Institute will act as the official point of contact for students, and will be equipped with up-to-date details of the support services provided at the Everest Institute.
10. Everest Institute of Education (Ei) will ensure that it has sufficient support personnel to meet the needs of students enrolled, and that all support personnel are aware of the Institute's obligations under the ESOS Framework as well as implications and rights of students.
11. Ei conducts a thorough and appropriate (age and culturally sensitive) compulsory student orientation / induction program to all enrolled students, 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.

Procedure

A. Access to Student Support Officer (SSO)

Procedure	Responsibility
<p>Access to Student Support Officer</p> <ul style="list-style-type: none"> All students enrolled with Everest Institute will have access to student support officer. Prior to commencing studies with Ei all students will undergo a Language, Literacy and Numeracy (LLN) assessment to determine the students' needs relevant to the qualification level in which the student has enrolled to determine :- <ul style="list-style-type: none"> Language, Literacy and Numeracy (LLN) support assistive technology support additional tutorials support Appointed SSO's are required to effectively administer assistance to students, as well as know who to refer students to when further help is required 	<p>CEO Director of Operations General Manager</p>
<p>Role of Student Support Officers</p> <ul style="list-style-type: none"> The Student Support Officer's role is to provide first-hand assistance to students regarding: <ul style="list-style-type: none"> Transition to life and study in a new environment Legal services Emergency and health services Facilities and resources Complaints and appeals processes Student visa conditions relating to course progress and/or attendance Academic assistance Referrals to external services The Student Support Officer must provide current and relevant advice to students, and must not give advice when unsure of the facts (for e.g. providing student with advise in regards to training and assessment rather than referring the student to their Trainer/Assessor) 	<p>CEO Director of Operations General Manager Administration</p>

B. Orientation Program

Procedure	Responsibility
<p>Introducing students to the Everest Institute</p> <ul style="list-style-type: none"> International Students new to the Institute will be informed of the services provided by the Ei through their website, orientation program, consisting of info-sessions, Student Handbooks and/or Orientation PowerPoints These sessions/materials will consist of relevant and up-to-date information regarding student support services offered by the Institute These sessions/materials will outline the Student Support Officer, their role at the Institute and their obligation to the students in terms of academic, personal and/or administrative support. 	<p>Director of Operations General Manager Administration</p>

Procedure	Responsibility
Identifying students requiring further support <ul style="list-style-type: none"> Student Support Officer will identify through informal and formal conversations with students who they believe may require further support for example in academic assistance, administrative support, welfare support 	Director of Operations General Manager Administration

C. Providing Support for Students

Procedure	Responsibility
1. Administrative Support <ul style="list-style-type: none"> Student Support Officers may assist with: <ul style="list-style-type: none"> Collecting all documents required at the time of Orientation Settling into life and study in Australia Complaints and appeals Student Visa conditions relating to course progress and/or attendance 	Director of Operations General Manager Administration
2. Academic Support <ul style="list-style-type: none"> Student Support Officers may assist with: <ul style="list-style-type: none"> Individual support plans Study methods Additional support Study groups 	Director of Operations General Manager Administration
3. Welfare Support <ul style="list-style-type: none"> Student Support Officers may assist with: <ul style="list-style-type: none"> Opening up bank accounts Accommodation Legal services Emergency and health services 	Director of Operations General Manager Administration

D. External Student Support Services Referral List

While all students will have free and unlimited access to student support services, it is acknowledged that in some instances, the support required by the student is beyond the capability of the SSO and more specialized external services are required. Referral to the external services is free of cost to the student. However, students will be advised, prior to engaging external support services, that the use of the external services may attract costs on them.

Support	Website	Phone no.
Emergency – Police, Fire, Ambulance		000
Alcohol and Drug Foundation	www.adf.org.au	1300 85 85 84
Anxiety Support	www.beyondblue.org.au	1300 22 4636
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au	
Asthma	www.asthmaustralia.org.au	1800 278 462
Crime stoppers Victoria	www.crimestoppers.vic.com.au	1800 333 000
Consumer Affairs Victoria – International Students	www.consumer.vic.gov.au/internationalstudents	1300 55 81 81
Depression (National Initiative)	www.beyondblue.org.au	1300 22 4636
Department of Health and Human Services (Melbourne CBD Office)	www.dhhs.vic.gov.au	1300 650 172
Department of Home Affairs	www.homeaffairs.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	www.respectvictoria.vic.gov.au	1800 737 732
Epilepsy	www.epilepsy.org.au	1300 37 45 37
Gambling Helpline	www.gamblinghelponline.org.au	1800 858 858
Grief support	www.solace.org.au	5331 1344
Lifeline	www.lifeline.org.au	13 11 44
Melbourne Water	www.melbournewater.com.au	131 722
National Accreditation Authority for Translators and interpreters	www.naati.com.au/	03 9642 3301

Overseas Students Ombudsman	www.ombudsman.gov.au	1300 362 072
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au	1800 056 449
Telephone Interpreter Service	www.tisnational.gov.au/	131 450

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