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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 its associated procedures meet the requirements of Standards 2.1, 2.3, 2.4, 2.5, and 2.6 of the Outcome Standards for Registered Training Organisations (RTOs) 2025, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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, which 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 students with the opportunity to participate in services or access services designed to assist them in meeting course requirements and maintaining attendance.
6. The Everest Institute of Education (Ei) has 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 serve as the official point of contact for students and will be equipped with up-to-date information on 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 the 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 are considered to prevent offence to the students, their families or any of their representatives, for example, education agents.

Procedure

1. 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 a 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 SSOs are required to effectively administer assistance to students, as well as know who to refer students to when further help is required 	<p>CEO 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 (e.g. providing students with advice regarding training and assessment rather than referring the student to their Trainer/Assessor) 	<p>CEO General Manager Administration Department</p>

2. 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 role of the Student Support Officer at the Institute, including their responsibilities to students in terms of academic, personal, and/or administrative support. 	<p>General Manager Administration Department</p>
<p>Identifying students requiring further support</p> <ul style="list-style-type: none"> The 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, and welfare support. 	<p>General Manager Administration Department</p>

3. Providing Support for Students

Procedure	Responsibility
<p>A. Administrative Support</p> <ul style="list-style-type: none"> Student Support Officers assist with one or all of the following: <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 	<p>General Manager Administration Department</p>
<p>B. Academic Support</p> <ul style="list-style-type: none"> Student Support Officers assist with one or all of the following: <ul style="list-style-type: none"> Individual support plans Study methods Additional support Study groups 	<p>General Manager Administration Department</p>
<p>C. Welfare Support</p> <ul style="list-style-type: none"> Student Support Officers may assist with providing guidance related to: <ul style="list-style-type: none"> Opening up bank accounts Accommodation Legal services Emergency and health services 	<p>General Manager Administration Department</p>

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 exceeds the SSO's capabilities and specialised 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 using such services may incur costs for them.

Support	Website	Phone no.
Emergency – Police, Fire, Ambulance		000
Alcohol and Drug Foundation	https://adf.org.au/	1300 85 85 84
Anxiety Support	www.beyondblue.org.au	1300 22 4636
Accommodation	gumtree.com.au http://www.domain.com.au http://www.realestate.com.au	
Asthma	https://asthma.org.au/	1800 278 462
Crime Stoppers Victoria	https://www.crimestoppersvic.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	https://griefline.org.au/	1300 845 745
Lifeline	www.lifeline.org.au	13 11 14
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

Document Control

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