

1. Purpose

The purpose of this document is to ensure that students are assessed for and provided with all necessary support services.

2. Related Documents

Critical Incident Policy and Procedure

RPL and Credit Transfer Procedure

LLN Policy and Procedure

3. Related Legislation

National Code 2018

4. Scope

This procedure applies to all students enrolled in nationally recognised training programs with Contempo College.

5. Responsibility

Whilst the provision of student support is formally the responsibility of the Chief Executive Officer the day-to-day responsibility has been delegated to the Supervisor, Student Services.

6. Definitions

Educational and support services	<p>may include, but are not limited to:</p> <ul style="list-style-type: none"> • Pre-enrolment materials. • Study support and study skills programs; • Language, literacy and numeracy (LLN) programs or referrals to these programs; • Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity. • Learning resource centers; • Mediation services or referrals to these services; • Flexible scheduling and delivery of training and assessment; • Counselling services or referrals to these services; • Information and communications technology (ICT) support; • Learning materials in alternative formats, for example, in large print; • Learning and assessment programs contextualised to the workplace; and • Any other services that the RTO considers necessary to support students to achieve competency.
Student	a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.
Student Services Officer	The National Code 2018 Standard 6.5 requires the provider to have a designated member of staff to be the official point of contact for students. You must list a designated member of staff – or members of staff – to be the official point of contact for students. You must keep these contact details up to date.

7. Policy Provisions

7.1 Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services. Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services. The following student support services are available and accessible for all overseas students studying with Contempo College:

- 7.1.1 student support services available to students in the transition to life and study in a new environment
- 7.1.2 legal services
- 7.1.3 emergency and health services
- 7.1.4 facilities and resources
- 7.1.5 complaints and appeals processes; and
- 7.1.6 any student visa condition relating to course progress and/or attendance as appropriate
- 7.1.7 working and employment rights and conditions

7.2 Orientation

7.2.1 A culturally sensitive and age-appropriate orientation must be undertaken, in support of assisting students (and their families) to adjust to living in Australia, commencing their study and achieving the academic progress as outlined in their Training Plans. All information is to be provided without cost to the student.

7.2.2 The orientation program should be accessible to all overseas students and allow for late arrivals and students who begin at different entry points.

7.2.3 Information provided on orientation should be included in, and not conflicting with the International Student Handbooks and website.

7.2.4 The orientation will cover information regarding studying in Australia, such as the following:

- 7.2.4.1 support services available to assist in the transition into life and study in Australia
- 7.2.4.2 legal services
- 7.2.4.3 information on visa conditions relating to course progress and, if applicable, attendance
- 7.2.4.4 emergency and health services i.e. police, hospitals, fire, ambulance
- 7.2.4.5 English language and study assistance programs
- 7.2.4.6 personal and crisis support services available and how to access them
- 7.2.4.7 information on employment rights and conditions, resolving workplace issues and services available such as the Fair Work Ombudsman
- 7.2.4.8 key points and information on housing and accommodation with regulators contact information
- 7.2.4.9 Australian currency, banking and shopping
- 7.2.4.10 Personal security and safety

7.2.5 The orientation will also cover information about the RTO such as

- 7.2.5.1 a comprehensive student handbook
- 7.2.5.2 outline of facilities and resources
- 7.2.5.3 relevant course information
- 7.2.5.4 requirements for course attendance and progress, as appropriate
- 7.2.5.5 important dates such as term/study period/semester, breaks and public holiday dates
- 7.2.5.6 complaints and appeals processes
- 7.2.5.7 information on mediation and or Overseas Students Ombudsman
- 7.2.5.8 critical incidents and how they are handled
- 7.2.5.9 reinforcing the RTO expectations on behaviour and academic progress

Document Name: Student Support Policy and Procedure	RTO Code: 45720	CRICOS Code: 03933H
Version: 2.1	Approved: 12 Apr 24	Review Date: 12 Apr 25
		Page 2 of 8

7.3 Introducing Student Support

7.3.1 Engaging students through an orientation day within the first week of their study period, orientation day will cover key points of the Student Support Program and role of the Supervisor, Student Services, such as:

7.3.1.1 Who are their Student Services Officers?

7.3.1.2 When are they available?

7.3.1.3 Contact details

7.4 Provision of Information

7.4.1 Assistance shall be provided to all students, **regardless of a student's place of study**, to access study support and welfare-related services, **both at orientation and throughout their time as a student**.

7.4.2 Contempo College provides free services designed to assist students in achieving academic progress, with sufficient student support personnel to meet the needs of the overseas students enrolled.

7.4.3 Electronic methods of disseminating such information include the website, emails and SMS.

7.4.4 Written formats methods of disseminating such information include the International Student Handbook, noticeboard, newsletters or even a wallet-sized card with useful numbers.

7.4.5 Students have the right to privacy and as such all staff, policies and practices must consciously safeguard the student's privacy and confidentiality in order to satisfy the Privacy Act.

7.4.6 Student Services staff are engaged to provide such assistance, with at least one designated member of staff to be appointed as Student Contact Officer, this officer or officers must have access to the most up-to-date details regarding support services.

7.4.7 Contempo College has comprehensive Critical Incident Policy and Procedures to support students in times of need. These procedures contain immediate, during, after and post Critical Incident event and are well documented with feedback and review components.

7.4.8 Contempo College have dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.

7.4.9 Contempo College are committed to ensuring that their Student Services Officers as well as any staff members who interact with overseas students are well informed and up to date with the ESOS framework and have an understanding of that framework, including our obligations and any possible implications of these obligations.

7.4.10 All modes of study and learning needs will be catered for to facilitate access to and the provision of student services, such as students undertaking practical or industry work placements.

7.5 Safety and personal security

7.5.1 Contempo College is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for overseas students, both on campus and at practical or industry work placements.

7.5.2 Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student and staff handbooks.

7.5.3 Personal security and safety information is provided and readily available at any time to both students and staff.

7.5.4 Detailed information will be provided to all overseas students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing, (including critical incidents).

7.5.5 Contempo College will provide overseas students with general information on safety and awareness relevant to life in Australia or refer them to such information as appropriate (including electronically).

8 Policy Information

Document Name: Student Support Policy and Procedure	RTO Code: 45720	CRICOS Code: 03933H
Version: 2.1	Approved: 12 Apr 24	Review Date: 12 Apr 25
		Page 3 of 8

Authorised Officer	CEO
Supporting documents, procedures & forms of this policy	Critical Incident Policy and Procedure RPL and Credit Transfer Procedure LLN Policy and Procedure
Related Legislation and Codes of Practice	National Code 2018
Audience	Public

9 Procedure

9.1 Student Characteristics and Needs

9.1.1 Supervisor, Student Services find out if students have needs related to the following:

- 9.1.1.1 English levels – written and spoken,
- 9.1.1.2 Academic level / educational background.
- 9.1.1.3 Learning styles.
- 9.1.1.4 Physical or intellectual ability.
- 9.1.1.5 Language, literacy and numeracy levels.
- 9.1.1.6 Location.
- 9.1.1.7 Cultural or ethnic background.
- 9.1.1.8 Socio-economic factors. or
- 9.1.1.9 Family.

9.2 Education and Learning Support Needs

9.2.1 Supervisor, Student Services finds out about the student's prior formal and informal learning and advise the student about RPL where relevant. This is conducted in accordance with the *RPL and Credit Transfer Procedure*.

9.2.2 Supervisor, Student Services identifies a delivery mode and attendance patterns that accommodate the student's needs, within the confines of the course, as detailed in the Training and Assessment Strategy.

9.2.3 Contempo College asks students on the Enrolment Form or in a pre-enrolment interview (if required) about any characteristics or needs which may affect their learning or assessment.

9.2.4 Supervisor, Student Services monitors and coordinate student's English, educational and language, literacy and numeracy needs. This can be done by (where applicable):

- 9.2.4.1 Checking for specific English, educational requirements and language, literacy & numeracy content which may require extra or remedial activities and tuition, and, where it has been identified, make arrangements for the additional and/or remedial tuition;
- 9.2.4.2 Organize remedial support for students with English, educational requirements and language, literacy & numeracy needs prior to enrolment.

NOTE: Enrolment may be refused where the student's English, educational requirements and language, literacy & numeracy proficiency is insufficient

- 9.2.4.3 organize remedial support for students with English, educational and language, literacy & numeracy needs identified during training.

9.3 Information about Support

9.3.1 In accordance with the Marketing Policy and Procedure, Contempo College:

9.3.1.1 Inform students of any educational and learning support available prior to enrolment.

9.3.1.2 Show students how/where to access support services during orientation; and

9.3.1.3 Provide information regarding educational and learning support services in the International Student Handbook and on the Contempo College website, etc.

9.4 Identification of Needs

9.4.1 Supervisor, Student Services obtains information from:

9.4.1.1 Pre-enrolment documentation and information.

9.4.1.2 Enrolment procedures and information provided.

9.4.1.3 Discussions and Interview (if conducted) with the student and/or their agent/s; and

9.4.1.4 Formal needs assessment if required.

9.5 Needs Assessment

9.5.1 Contempo College identifies a student's support needs using various needs assessment processes as soon as practicable, and ensure the student is provided relevant and appropriate support for their identified needs.

9.6 Assistance

9.6.1 Contempo College has implemented strategies to assist students as appropriate through access to the following (if/when required):

9.6.1.1 Internal support staff and processes, and

9.6.1.2 External support providers details and information.

9.6.2 Contempo College ensures that their support strategies are integrated with their relevant learning and assessment strategies and practices.

9.6.3 Contempo College ensures that support offered and/or provided to students does not compromise safety in any learning or simulated workplace environment.

9.7 Types of Support

9.7.1 Contempo College identifies the type of support needed. Types of support may include for example:

9.7.1.1 English levels – written and spoken,

9.7.1.2 Academic level / educational background,

9.7.1.3 Language, Literacy & Numeracy (LLN),

9.7.1.4 Mentoring,

9.7.1.5 Disability support,

9.7.1.6 Information Technology (IT) support,

9.7.1.7 Job searches and placement,

9.7.1.8 Personal counselling,

9.7.1.9 Career guidance, and

9.7.1.10 Study skills programs.

9.7.2 Supervisor, Student Services ensures that support is requested and/or required as follows:

9.7.2.1 In-house (by suitably qualified Contempo College Student Support Officers and staff),

9.7.2.2 With Work Based Training Placements – for the SIT courses (by suitably qualified Contempo College Student Services Officers, Trainers/Assessors), and

9.7.2.3 By an external organisation and/or provider as required.

Document Name: Student Support Policy and Procedure	RTO Code: 45720	CRICOS Code: 03933H
Version: 2.1	Approved: 12 Apr 24	Review Date: 12 Apr 25
		Page 5 of 8

9.7.3 Consistency with Learning and Assessment Strategies

9.7.3.1 Supervisor, Student Services confirms that the support provided is suitable for:

9.7.3.1.1 The learning and/or assessment program that the student is enrolled,

9.7.3.1.2 Where and how the learning and assessment is/may take place,

9.7.3.1.3 For current and continuing students; and

9.7.3.1.4 The training packaging requirements for the relevant qualifications and the assessment requirements of each relevant unit of competency, skill set and/or accredited course.

9.8 Remediation

9.8.1 Wherever possible, Supervisor, Student Services refers the student to the relevant Contempo College Student Services Officers and/or staff and where applicable for the SIT courses, the appointed/relevant workplace supervisor and/or responsible person - for remedial tuition and support.

9.8.2 Where internal remedial tuition and support is required, the Supervisor, Student Services works with relevant Contempo College staff to ensure the student/s are provided the required and relevant support required.

9.8.3 Where the student/s need educational and support services requiring support services from an external provider, the Supervisor, Student Services takes action to engage and secure the services of an appropriate support/services provider to provide remedial assistance – this may include using an external provider whom Contempo College have a pre-existing standing agreement in place with an organisation/provider, or another selected specialised support organisation for external remedial tuition.

9.9 Delivery of Support

9.9.1 Supervisor, Student Services:

9.9.1.1 Liaise with the student, trainers and assessors, and stakeholders to ensure that any intervention is effective for the student and their course/outcomes; and

9.9.1.2 Confirm that suitably qualified personnel with appropriate resources are in place for the provision of the support that is to be provided.

9.10 Follow Up

9.10.1 Supervisor, Student Services conducts follow up checks of remedial assistance provided wherever practicable and possible to confirm the positive outcomes.

9.11 Appeals

9.11.1 Students are entitled, through the *Complaints and Appeals Policy and Procedure*, to appeal any decision made regarding support services offered and/or provided by Contempo College in support of the student during their enrolment in a course/s with Contempo College. Any appeal made regarding support services will be processed in accordance with the Contempo College policy and Procedures for Complaints and Appeals – available on the Contempo College website at: www.contempocollege.edu.au or on request from the Contempo College reception.

9.12 Records

9.12.1 Supervisor, Student Services ensures that all documentation and/or records of a student's support needs, and services and support provided are placed on the student's file, this must include details of the remedial assistance provided and outcomes.

9.13 Improvements to Support Services

9.13.1 All support services are subject to undergoing a Monitoring & Review Process in accordance with the Contempo College Continuous Improvement Policy and Procedures.

9.13.2 Supervisor, Student Services documents the following:

9.13.2.1 Needs assessment processes and results;

9.13.2.2 Support services embedded into learning and assessment programs;

9.13.2.3 Information provided to staff and students regarding support services.

9.13.2.4 Changes to support services;

9.13.2.5 Changes to access and use of student support services;

9.13.2.6 Modifications to resources, facilities and equipment;

9.13.2.7 Obtain feedback from the students regarding the effectiveness of support services.

Revision History

Version	Creation/ Revision Date	Comment	Created/ Revised By
1.3	Oct 2022	Student Support Policy and Procedure approved	CEO
2.0	6 Apr 2023	Added RTO and CRICOS code, minor updates	CEO
2.1	12 Apr 2024	Review and update	CEO