

## P27- Student Support Services

### 1. Purpose

- 1.1 ATMC is committed to supporting students to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. ATMC has an extensive orientation program devoted to provide comprehensive information about available student support services and support staff to meet the needs of all students enrolled within our Institute. This service is at no additional cost to the students.
- 1.2 Our Critical incident policy ensures the interests of the students and their families are managed appropriately and show that ATMC is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.
- 1.3 ATMC will:
- i) Provide sufficient student support personnel for the number of students enrolled.
  - ii) Provide a Student support officers at each campus to direct or arrange appropriate student support services.
  - iii) Provide appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
  - iv) Maintain and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources.
  - v) Make accessible to students information on institutional complaints and appeals procedures.
  - vi) Regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress, attendance and visa conditions (applicable only to International students).
  - vii) Provide welfare-related support services at no cost to the students including referrals to any additional services.
  - viii) Ensure staff who interact directly with students are aware of ATMC's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations
- 1.4 Orientation & Transition Support
- i) All students go through an Orientation Program during their first week at ATMC. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne.

### 2. Responsibility

- i) Director of Skills is responsible for implementation of this policy and ensure that staff and students are aware of its application and that the Student Support Coordinator/Operations Manager will execute its procedures.

### 3. Definitions

- i) Student Support Services also oversees academic progress of the students. Therefore the Student Support Manager is also the Academic Support Manager.

### 4. Requirements / Process

#### 4.1 Linked Services

Student Support is wide overarching requirement to enable the student to excel at their chosen course. Many areas of support are more specifically dealt with by other policies and procedures and will not be repeated in this document.

This policy should be read in conjunction with the following:

- P01 Student Code of Behaviour
- P06 Critical Incidents

- P08 Complaints and Appeals
- P09 Completion within Expected Duration
- P10 Course Progress (only applicable to overseas student)
- P13 Defer Suspend or Cancel
- P20 Assessment
- P21 Plagiarism and Cheating
- P26 Fees and Refunds
- P44 Students with Special Needs

## From Application to Enrolment

### 4.2 Student Engagement Before Enrolment

- i) Prior to ATMC accepting a student, or an intending student, for enrolment in a course, ATMC will provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
- the requirements for acceptance into a course;
  - the minimum level of English language proficiency;
  - educational qualifications or work experience required and whether course credit or RPL may be applicable;
  - the course content and duration, qualification offered if applicable, modes of study and assessment methods;
  - campus locations and a general description of facilities, equipment, and learning and library resources available to students;
  - details of any arrangements with another registered provider, person or business to provide the course or part of the course;
  - indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
  - information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
  - a description of the ESOS framework made available electronically by DET; and
  - relevant information on living in Australia, including indicative costs of living; and relevant accommodation options.

### 4.3 Arrival in Australia

- i) ATMC can arrange for students to be met at the airport and taken to their accommodation. Applicants are asked to indicate the need of this service when submitting the application form.

### 4.4 Orientation & Transition Support

- i) All students go through an Orientation Program during their first week at ATMC. The Orientation program involves familiarisation with the campus, facilities and living and studying in Australia. Contents of Orientation program include:
- (1) Orientation to Melbourne/Sydney and a tour of ATMC
  - (2) Details of the course, timetable, staff members contact details
  - (3) Welfare and Academic issues
  - (4) Details of other Student Services and Support available in Student Handbooks
  - (5) Information on other support available eg. Legal, emergency and health services available
  - (6) Visa requirements, and student safety
  - (7) Students can have access to a copy of Student Handbook online on ATMC's website or may request for a hard copy if preferred.
  - (8) Training plan and Learning Management System (LMS) account

### 4.5 Student Handbook

- i) All students are directed to the availability of a copy of the Student Handbook during their orientation at ATMC.
- ii) It contains information on:
  - (1) Services, facilities and resources available to students
  - (2) Visa requirements for international students
  - (3) Relevant policies and procedures such as attendance and progress policy and Suspension of studies
  - (4) Other relevant information in assisting students to adjust to life & study in Australia

## Student Support Services

4.6 Initial points of contact for students to the ATMC Student Services team:

- i) Student support services is open daily from 9.00am – 5.30 pm Monday to Saturday. Reception at the administration office is opened from 9am to 5.30pm Monday to Saturday.
- ii) Students are free to approach any ATMC staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- iii) The initial point of contact for students is the Student Support Officer who has access to up to date details of ATMC's support services.
- iv) Student Support Officers/Manager are highlighted during Orientation and information can be found in the student handbook.
- v) For emergency after hours, students are advised to ring: 0413 862 319 (Viet Nguyen) or 0403 364 999 (Sophia Ng).

4.7 All other staff members are also available to support students at all times.

4.8 Academic, Language and Learning Support

- i) Academic support is the responsibility of the Trainers.
- ii) Students are advised to approach their Trainers, Course Coordinator, the Student Support Officers or Student Support Manager if they need assistance in meeting course requirements.
- iii) The Student Support Officer and Student Support Manager and/or Director of Skills can assist students with the following:
  - (1) Study Skills
  - (2) Timetables
  - (3) Learning Support Strategies
  - (4) Any other academic issues
- iv) Student newly arrived in Australia, whether as permanent residents or international students may experience issues relating to language. Domestic students typically undertaking Certificate I or II qualifications or units may in addition, experience difficulties with Literacy and/or Numeracy. If any member of staff, suspects issues here, they should discuss with the relevant coordinator of the course and the Director of Studies with a view of early intervention. Failure to support a student in this area can lead to a student beginning to fail or not attend classes. Dependent upon the needs, an intervention strategy should be put in place with the agreement of the student to aid and support them. They may be some additional coaching, mentoring, pairing or attendance on English Language classes.
- v) Whilst the Student Support Officer or Student Support Manager may lead any intervention plan, it should be agreed with the course coordinator and may also use the services of the English Department for additional support.

4.9 Student in Skills First Funding Contract 2018 program where computer-aided learning takes place during an industry or practical placement and involves the Eligible Individual student being temporarily located interstate or overseas for a defined period. No more than 50% of the total scheduled hours applying to the Training Services in which the Eligible Individual is enrolled may be delivered online during this period.

4.10 Student Welfare Services

- i) ATMC has designated Student Support Officer and Student Support Manager to provide basic counselling services to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The table "Support Organisations" at the end of this document contains contact details of a non-exhaustive list of appropriate support organisations.
- ii) The Student Support Officer is available to students to help them access study support and welfare-related services such as;
  - (1) Legal Services
  - (2) Accommodation
  - (3) Emergency and Health Services
  - (4) Facilities and Resources
  - (5) Complaints and appeals processes and,
  - (6) course progress and or attendance as appropriate

4.11 ATMC can refer students to external Counselling Service for various issues if necessary. Each case is dealt with on a case by case basis. There is no fee attached to the internal welfare support and referral service. However any cost charged by the external service provider will be paid by students.

### **Critical Incidents**

4.12 ATMC also 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.

4.13 Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

For further information see Critical Incident Policy.

### **Special needs**

4.14 Students with disability are encouraged to disclose the nature of their disability and their special needs during enrolment process through the Pre-training review.

4.15 Local marketing/ admin. staff will then notify Student support manager and Course coordinator of the courses in which the students with disability are enrolled.

4.16 The student with disability will be documented in the training plan

4.17 The Student support Manager shall be responsible for:

- Academic counseling services for students with disabilities;
- The supervision and review of the progress of the students with disabilities;
- The development of teaching and assessment methods appropriate to students with disabilities.

4.18 The Course coordinator of the relevant course shall be responsible for:

- Monitoring the students with disability
- Communicating with the Student support manager to facilitate appropriate teaching and assessment methods (where applicable)
- Assigning qualified trainer to assist and provide extra support to the students
- Allocating suitable classroom for students who may have mobility issues.

### **Indigenous students**

4.19 Any individual who in the application for enrolment answers "Yes" to the question: "Are you of Aboriginal or Torres Strait Islander origin?" may be referred to the Victorian Aboriginal Education Association, phone (03) 9480 0800, fax: (03) 9481 4072, email vaeai@vaeai.org.au, website vaeai.org.au, or the

Victorian Aboriginal Education Association may be consulted by ATMC when determining the most appropriate support strategies (if required) for students who answered "yes" to this question.

## PROCEDURE

### 4.20 Access to support services

- i) All students will have unlimited access to our student support services by making initial contact with the Student Support Officer/Manager or Student Contact Officer (for details of the contact names and phone numbers, refer to student handbook).
- ii) Reception will keep a list of day to day information that might be needed by a newly arriving student such as local banks, doctors, telephone providers etc. This list should be continuously updated as information such as this loses its currency quickly.
- iii) Where the nature of the request is more than basic information or instructions on how to find something, then the student should speak to the Student Support Manager (SSM).
- iv) Where the service required to assist the student is beyond the scope of the SSM, then the SSM should offer to refer the student to an appropriate 3<sup>rd</sup> party service provider. The SSM is authorised to refer the student to any professional welfare assistance (Centrelink Social Workers, Legal Aid, etc) as they see fit. The table "Support Organisations" at the end of this document contains contact details of a non-exhaustive list of appropriate support organisations.
- v) Many 3<sup>rd</sup> party support services provider are free, however some provider may charge consultation fees. The SSM will make it clear to the student that ATMC does not charge for their services and also does not pay for the 3<sup>rd</sup> party services on behalf of the student.
- vi) The SSM must respond to all questions relating to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- vii) The Student Support Officer/Manager will assist with accommodation or general welfare issues, through providing appropriate advice and direction. However Student Support Officer/Manager is NOT an accommodation agency and should not undertake this role, but refer students to external agencies. For further information, please refer to Student Handbook and see table below.

### 4.21 Recording of Support Services

- i) For internal support the Student Support Officer/Manager should ensure that a note covering the issue is recorded in "Student Communication Log". It may become important later to be able to trace the history of a developing issue.
- ii) A note should be made on the Student File-(counselling form) that such information exists.
- iii) Any external referral should also be noted on the file and followed up with the student to ensure a satisfactory outcome.

The CEO shall ensure that the Student Support Services are reviewed in management meetings, and corrective actions are applied as appropriate.

5. ATMC may refer students to the following organisations for support, or alternatively, ATMC's staff may refer to these organisations when determining the best support strategies for students

Support organisations	
Beyond Blue Website <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a> toll free 1300 22 4636	National LGBTI Health Alliance <a href="http://lgbtihealth.org.au/">http://lgbtihealth.org.au/</a> Email: <a href="mailto:info@lgbtihealth.org.au">info@lgbtihealth.org.au</a> Telephone: 02 8568 1123 Fax: 02 8212 9013
Domestic Violence Victoria Website <a href="http://dvvic.org.au/">http://dvvic.org.au/</a> Email: <a href="mailto:admin@dvvic.org.au">admin@dvvic.org.au</a> Phone: 03 9921 0828	Lifeline Ph. 13 11 14 <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>  Kids Helpline 1800 55 1800
The Salvation Army website <a href="http://www.salvationarmy.org.au/">http://www.salvationarmy.org.au/</a>	St Vincent de Paul Society Website <a href="https://www.vinnies.org.au/">https://www.vinnies.org.au/</a>



<p>Telephone: (61 3) 8878 4500          Fax: (61 3) 8878 4840          Email: salvosaus@aus.salvationarmy.org</p>	<p>Phone 03 9895 5800          Fax 03 9895 5850          Email info@svdp-vic.org.au</p>
<p>Alcoholics anonymous          Website <a href="http://www.aa.org.au/">http://www.aa.org.au/</a>          Toll free 1300 222 222</p>	<p>Gambling help hotline          Website <a href="https://www.gamblinghelponline.org.au/">https://www.gamblinghelponline.org.au/</a>          Ph. 1800 858 858</p>
<p>Headspace          Website <a href="https://headspace.org.au/">https://headspace.org.au/</a>          headspace National Office: (03) 9027 0100</p>	<p>Q Life          Website <a href="https://qlife.org.au/">https://qlife.org.au/</a>          phone and chat 1800 184 527</p>
<p>Health and human services  <a href="https://services.dhhs.vic.gov.au/">https://services.dhhs.vic.gov.au/</a>           Disability  <a href="https://services.dhhs.vic.gov.au/disability">https://services.dhhs.vic.gov.au/disability</a>          Tel. 1300 650 172</p>	<p>Yooralla Community Learning and Living Centre          Email <a href="mailto:yooralla@yooralla.com.au">yooralla@yooralla.com.au</a>          Website <a href="http://www.yooralla.com.au/services">http://www.yooralla.com.au/services</a>          Tel. (03) 9666 4500          TTY (03) 9916 5899</p>
<p>Centre for Developmental Disability Health          Victoria,          Monash Health          Level 2 / 122 Thomas Street          Dandenong, VIC 3175          (03) 9792 7888</p>	<p>Learning Difficulties Australia          Phone (03) 9890 6138          Email <a href="mailto:enquiries@ldaustralia.org">enquiries@ldaustralia.org</a>          Website <a href="http://www.ldaustralia.org">www.ldaustralia.org</a></p>
<p>Victorian Aboriginal Education Association          Phone (03) 9480 0800          Fax: (03) 9481 4072          Email <a href="mailto:vaeai@vaeai.org.au">vaeai@vaeai.org.au</a>          Website <a href="http://vaeai.org.au/">http://vaeai.org.au/</a></p>	<p>Vision Australia          Phone 1300 84 74 66          Email <a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>          Website <a href="http://www.visionaustralia.org">www.visionaustralia.org</a></p>
<p>BrainLink          Toll free: 1800 677 579          Landline: 03 9845 2952          Fax: 03 9845 2882          Email <a href="mailto:admin@www.brainlink.org.au">admin@www.brainlink.org.au</a>          Website <a href="http://www.brainlink.org.au">www.brainlink.org.au</a></p>	<p>VicDeaf          TTY (03) 9473 1199          P (03) 9473 1111          F (03) 9473 1122          E <a href="mailto:info@vicdeaf.com.au">info@vicdeaf.com.au</a>          Website <a href="http://www.vicdeaf.com.au">www.vicdeaf.com.au</a></p>
<p>Mental Health Foundation Australia (Victoria)  <a href="http://mhfa.org.au/">http://mhfa.org.au/</a>          helpline: 1300 643 287</p>	<p>SANE Helpline  <a href="https://www.sane.org/">https://www.sane.org/</a>          Tel. 1800 187 263</p>
<p>Department of Human Services          Website: <a href="http://www.dhs.vic.gov.au/home">http://www.dhs.vic.gov.au/home</a></p>	<p>Scope          Phone 1300 4 72673          Fax (03) 9843 2030          Email <a href="mailto:contact@scopevic.org.au">contact@scopevic.org.au</a>          Website <a href="http://www.scopevic.org.au">www.scopevic.org.au</a></p>
<p>Dyslexia Melbourne  <a href="http://dyslexiamelbourne.com/">http://dyslexiamelbourne.com/</a></p>	<p>AREFEMI (Association of Relatives and Friends          of the Emotionally and Mentally III)          Carers Australia VIC  <a href="https://www.carersvictoria.org.au/contact-assets/mental-health-support/arafemi/">https://www.carersvictoria.org.au/contact- assets/mental-health-support/arafemi/</a></p>



Helpline: 1300 550 265

Please note: this list is not exhaustive, and further research may be necessary to find the most appropriate support option

End

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