

Student Support Service Policy and Procedure

1. Purpose

This policy outlines the services provided by EIA to support students to adjust to life in Australia and study requirements, achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled.

The following procedures provide guidance to management and staff about their responsibilities to ensure adequate support is provided to students to meet their needs while studying at EIA.

This policy complies with the Higher Education Standards Framework (Threshold Standards) HESF 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Sections 1.3, 2.3 and 3.3 and to the ESOS National Code Standard 6.

2. Scope

This policy and procedure applies to all students and administrative staff who are responsible for providing student services.

3. Responsibility

The Board of Directors is responsible for overseeing and approving this policy and procedure.

The Executive Manager of Operations is responsible for implementing this procedure and ensuring that all staff and students are aware of its application, and that staff is capable of implementing its requirements.

4. Requirements

4.1 EIA will provide students with a range of support services at no additional cost. Students will be advised of the range of services available, through the orientation program and the Student Handbook.

4.2 EIA will provide students with access to academic support services and counselling designed to assist them in meeting course/unit requirements, achieving expected learning outcomes and maintaining attendance and progression during their study period at no additional cost to the student.

4.3 EIA will provide students with access to welfare-related support services to assist with any issues that might arise during their study. These issues may include course progress, attendance requirements, accommodation arrangements, and psychological issues. These services will not incur additional cost to the students.

4.4 EIA's Welfare Support Officer will be the official point of contact for students and provide access to up-to-date details about EIA's support services.

4.5 EIA will provide access to student learning support consistent with the requirements of the course, and the student's place of study and mode of study. EIA will provide sufficient student support personnel to meet the needs of enrolled students.

4.6 EIA will ensure that its staff members who interact directly with students, including overseas students are aware of the EIA's obligations, including its obligation under the ESOS framework, and the potential implications for students arising from the exercise of these obligations.

EIA will:

- 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.
- maintain and deliver up-to-date and correct information to students in relation to support services, study issues, emergency, legal and health service and facilities, and resources.
- make information accessible to students on how to lodge complaints and appeals.
- regularly review student support services at least annually as part of its ongoing continuous improvement processes.

4.7 EIA will provide additional academic assistance and career pathway information where a student is identified as requiring or requests the additional support.

4.8 Where students require services that are outside of EIA's expertise, students will be referred to an appropriate external service provider at no additional cost.

4.9 Send notice to international students (via student portal and student learning management system) to remind them to check and update all their contact details (address, email address and mobile number) every 6 months.

5 Procedure

Student Support Available:

5.1 Arriving in Australia

When completing the application form and before travelling to Australia, international students may indicate to EIA whether they wish to be met at the airport by a EIA staff member by completing the EIA's Airport pick up for students form

5.2 Orientation and transition support

EIA will organise an Orientation Program for all students, including late enrolled students, before commencing their course. This Program will enable them to familiarise themselves with the campus, EIA staff, facilities, living and studying in Melbourne city. The contents of the Orientation Program include, but are not limited to:

- A tour of EIA's campus
- Details of the course, timetable, key staff members' contact details
- Welfare and academic issues including academic integrity issue
- Details of Student Services to assist students to help them adjust to study and life in EIA and in Australia, which are also available in the Student Handbook which will be emailed to them before they arrive.
- Information about other support services available, e.g. English language and study skills programs, legal, emergency and health and housing services
- Grievance and appeal processes
- Visa requirements, requirements for course attendance and/or progress, information on work right, conditions and advice and student safety for international students living abroad.

5.3 Student Handbook

All students will be given a copy of the Student Handbook during their Orientation week at EIA. The Handbook contains information on:

- Services, facilities, and resources available to students at their campus
- Visa requirements for international students
- EIA policies and procedures including academic integrity
- Other important and relevant information to assist them with adjusting to life while studying in Melbourne, Australia

5.4 Student Services Support

Students may approach any EIA staff member for help with issues of a general nature, for example, directions, public transport and other day-to-day needs. Many of the staff speak different languages and will be able to help students who want to converse in their native tongue.

The Welfare Support Officer will be the designated point of contact for students and will have access to up-to-date details about the EIA's support services. For emergency contact, students are advised to ring the EIA's number (0478 151 051) or the Welfare Support Officer. For after hour services, this number is available for text messaging only. The contact numbers will be available and updated in the Handbook.

Other staff members are also available to support students. Their contact details will be made available in the Student Handbook.

5.5 Career Support Services

EIA provides all current students and recent graduates with a range of services and resources to help build and or extend their careers. Career advice classes will be held regularly by a Career Advisor to help those who want to practice their job seeking skills. EIA also make a periodic arrangement or upon request by students to organize Career Advisors to help students with all career-related queries, as well as presenting some job-preparation workshops throughout the academic year.

EIA Career Support will organize career expos throughout the year which are free-to-student events that will provide students with an opportunity to meet with employers who are seeking graduates.

5.6 Student Welfare Services

EIA has a designated Welfare Support Officer to provide basic counselling services to all students. Assistance is available to students if they experience difficulties with any aspect of their lives, including issues of an academic or personal nature.

The Welfare Support Officer will be the first point of contact for students to make an arrangement for counselling service. If an issue is beyond the scope of the Officer, EIA will refer the student to an external service at no cost to the students.

The Welfare Support Officer is also available to international students to help them access study support and welfare services such as:

- Legal services – EIA can refer a student to a legal practitioner. Before a student is referred to a legal practitioner, the Student Admissions & Enrolment Officer must seek approval from the General Manager. The student will bear the costs of the external legal service and advice.
- Accommodation – EIA may offer accommodation advice to all international students from the point of application through to the completion of their course. EIA will provide up-to-date information on accommodation options and/or providers; this

advice will be provided free of charge. The fees for any external agencies will be the responsibility of the student.

- Emergency and health services – During orientation, students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to talk with any of the Student Services staff. In the event of an emergency, students will be advised to seek appropriate assistance, i.e. dial “000” on landlines or “112” on mobile phones.
- If necessary, students will be referred to nearby hospitals or clinics, such as <http://www.cbddoctorsmelbourne.com.au/>.
- At Orientation, students are given a guided tour of the campus and they will be shown the various facilities and resources available to them then.
- Students will be made aware of the EIA feedback, complaints and appeal processes. The Student Grievance and Appeals Policy and Procedure will be made available during the Orientation Week and included in the Student Handbook. For further information, see the Student Grievance and Appeals Policy and Procedure.
- Students are advised at the Orientation what they must do to adhere to their visa conditions and requirement. The expectations for course progress and attendance are detailed in the Student Handbook and explained during the Orientation.

Welfare-related support services are available to help students with any issues arising during their study, including program progress, attendance requirements, and accommodation.

EIA has a Critical Incident Policy and Procedure for managing critical incidents that could affect a student’s ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The Procedure requires the maintenance of a written record of any critical incident and remedial action taken by EIA for at least two years after the student ceases to be an accepted student. The EIA Critical Incident Policy and Procedures detail the steps taken to manage any critical incident. This policy also includes the required follow-ups, the recording of the incident and the action that needs to be taken:

- 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 spousal violence, sexual assault, drug or alcohol abuse
 - For further information, see the Critical Incident Policy and Procedure.

5.7 Special support services

EIA will provide support for students with special needs where resources are available. Students can be referred to these services by the Welfare Support Officer or other EIA staff. Special support services include:

- Disability support
- Indigenous student support
- Prayer room
- Campus access –EIA has an ongoing program to ensure that all the buildings are accessible to students with a disability.

EIA understands that indigenous students may have specific needs. The Welfare Support Officer will be working with the General Manager to designate a staff member to be the Indigenous Student Welfare Support Officer. The role of the Indigenous Student Welfare Support Officer is to provide indigenous students with the assistance they need to succeed in

their time at EIA. EIA can refer to indigenous students who need special support to the indigenous centre that is most relevant to the student's need.

A prayer room is available from Monday to Friday within EIA's premises. Students who need the prayer room service need to contact the Welfare Support Officer for authorisation. Authorised users wishing to use the room should submit a booking request a minimum of 24 hours before the desired time.

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Date Created	20/05/2020
Created By	Executive Manager of Operations
Current Version	2.1
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Approval Authority	Board of Directors
Custodian	Governance Officer
Responsible for Implementation	Executive Manager of Operations
Version History	
Version Number	Amendments
1.1 (approved on 29/05/2019)	
2.0 (approved on 19/05/2020)	<ol style="list-style-type: none"> 1. Add reference to Standard 6 of National Code in the history table 2. Remove reference to: <ul style="list-style-type: none"> • compulsory 80% attendance • Standard 11 of the National Code (which no longer exist) • staff conduct 3. Add information to: <ul style="list-style-type: none"> • 4.2 and 4.5 Learning outcomes, progression, learning support consistent to the course, place of study and mode of study • include the wording of Standard 6.8 in relation to critical incidents • 4.8 refer students to external service at no extra cost • 4.9 requirements to send notice to students to update their contact details every 6 months. • 5.2 Organise orientation to late enrolled students • 5.3 update to sending text message only after hour
2.1	Change company name to Edvantage Institute Australia (EIA); update responsibility