

Student Support Services Policy & Procedures

1.0 Policy

- 1.1 This policy/procedure supports the RTO 2015 standards, The National Code of Practice 2018 to provide student support services to enrolled students.
- 1.2 This policy ensures that all students are given support while studying at Swanston Institute. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.
- 1.3 Swanston Institute provides students with access to academic and personal/welfare support services available to assist them in meeting course requirements.
- 1.4 There is no cost to access student support services provided within Swanston Institute.
- 1.5 There are also no costs for a referral to an external support service, however accessing services outside Swanston Institute may incur costs and should be clarified prior to engaging external support services.
- 1.6 Swanston Institute conducts an age and culturally sensitive Student Orientation Program to enrolled students to provide them with the following, but not limited to, information:
 - a) About Swanston Institute
 - b) Legislative frameworks
 - c) Client Feedback
 - d) Offered qualifications or training programs
 - e) Credit Transfer
 - f) Recognition of Prior Learning

Student Support Services Policy & Procedures

- g) support services available to assist them in the transition into life and study in Australia
- h) legal services
- i) emergency and health services
- j) facilities and resources
- k) complaints and appeals processes; and
- l) information on visa conditions relating to course progress and attendance.
- m) Swanston Institute relevant policy and procedures including but not limited to:
 - Monitoring International Student Academic Progress Policy and Procedures
 - Critical Incident Policy and Procedures
 - Transfer between Course Providers Policy and Procedures
 - Extending Course Duration Enrolment Policy and Procedures
 - Complaints and Appeals Policy and Procedures (and Intervention programs)
 - Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedures
- n) Applicable student visa conditions
- o) Student's rights and obligations
- p) Swanston Institute rights and obligations
- q) All information contained in the Student Information Handbook (copy to be provided to them during the orientation program or to refer them to Swanston Institute website).
- r) English language or study assistance
- s) The support services available to assist overseas students with general or personal circumstances that are affecting their education in Australia.

Student Support Services Policy & Procedures

t) Information on their employment rights and conditions and how to resolve workplace issues such as through fair work ombudsman.

1.7 Swanston Institute implements a critical incident policy and 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.

Critical incidents include but not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse
- Non-life-threatening events

1.8 Swanston Institute will help students in accessing study support and welfare-related services during the duration of their course.

1.9 Students will be provided with the Change of Personal Details form, which is also available at the reception,

1.10 Swanston Institute ensures that staff members who interact directly with overseas students are aware of its obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies.

Student Support Services Policy & Procedures

2.0 Procedure

2.1 Prior to Enrolment

Swanston Institute provides information of the available support services, as detailed in this policy and procedures which is made available in the Student Information Handbook to potential applicants prior to their enrolment either by directing them to access the Student Information Handbook in Swanston Institute website or by sending them a copy through electronic methods.

2.2 Student Orientation

A Student Orientation Program is conducted to newly enrolled students. A schedule is set for them to attend the orientation program.

2.3 Nominated Student Support Officers

Whilst all staff employed by Swanston Institute have the responsibility to provide support to all students, Swanston Institute shall nominate:

- **‘Student Support Officers’** who are on site and are a first point of contact for students requiring academic or personal support.
- An **Admin Manager**, who shall be available to all students, on an appointment basis, through the standard Swanston Institute hours of business (Monday - Friday 9-5pm).

Student Support Services Policy & Procedures

Students can access the **Admin Manager** directly or via nominated **Student Support Officers** and an appointment will be organised as soon as practical.

The **Admin Manager** is able to provide links to external sources of support where staff at Swanston Institute is not qualified or it is in the student's best interests to seek professional advice. All preferred/suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the **Student Support Officers**.

3.0 Student Support Services

The following support services are to be available and accessible for all students studying with the Swanston Institute. Swanston Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by Swanston Institute at no cost to the student, but fees and charges may apply where the student uses an external service and prior to using such services outside of Swanston Institute, this should be clarified by the student

3.1 Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress monitored, and guidance and support provided where non-satisfactory results are identified.

Student Support Services Policy & Procedures

A student is able to access the **Student Support Officer** to discuss any academic, attendance, or other related issues to studying at Swanston Institute at any time. The **Admin Manager** will be able to provide advice and guidance, or referral, where required.

3.2 Personal / Social / Welfare issues

There are many issues that may affect a student's social or personal life and Students have access to the **Support officer** through normal Swanston Institute hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the **Admin Manager** feels further support should be gained, a referral to an appropriate support service will be organised.

3.3 Critical Incident

Swanston Institute has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

3.4 Complaints and appeals processes

Students have access to Complaints and Appeals Policy. When Swanston Institute receives a complaint, it is dealt with under the Complaints and Appeals Policy and Procedure. Any areas for improvement, which become apparent whilst handling a complaint, are raised with the relevant area, and actioned accordingly.

Student Support Services Policy & Procedures

3.5 Accommodation

While Swanston Institute does not offer accommodation services or take any responsibility for accommodation arrangements, Swanston Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the **Admin Manager** can refer students to appropriate accommodation services if required.

3.6 Medical Issues

Student Administration will always have an up-to-date list of medical professionals within access from Swanston Institute location and any student with medical concerns should inform the **Admin Manager**, who will assist them in finding an appropriate medical professional. A list of local medical services can be gained from the Admin Manager.

3.7 Legal Services

Swanston Institute is able to provide some advice and guidance on a limited range of situations. Where the **Admin Manager** feels it appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional.

3.8 Social Programs

Student Support Services Policy & Procedures

Apart from the Student Orientation Program, the **Admin Manager** will occasionally organise social events that allow all students enrolled with Swanston Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions, and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the **Admin Manager**.

3.9 An up-to-date copy of the Student Information Handbook is maintained in Swanston Institute 's website which is accessible to students.

3.10 On receipt of enquiry from students, they will be directed to Swanston Institute website, or a copy of the Student Information Handbook will be provided to them by post or email.

3.11 Student Support Services Referral List

The **Admin Manager** is able to provide links to external sources of support where staff at Swanston Institute is not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the **Admin Manager**.

4.0 Following are the useful links and contact details:

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & obsessive-compulsive disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au http://www.hostelworld.com	

Student Support Services Policy & Procedures

	http://www.reiv.com.au	
Asthma	www.asthmansw.org.au/	1800 645 130
Abortion & Grief Counselling		1300 363 550
Consumer credit and debt	www.cclcnsw.org.au	1800 808 488
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	http://www.beyondblue.org.au	1300 22 4636
Department of Home Affairs	https://www.homeaffairs.gov.au/	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvsg.or.au	1800774744
HIV/AIDS	www.sesiahs.health.nsw.gov.au	9332 9700
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244
Legal information and advice	www.lawaccess.nsw.gov.au	1300 888 529
Mental health advice	www.mentalhealth.asn.au	9816 5688
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017

Student Support Services Policy & Procedures

Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfnsw.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

5.0 Relevant Documents

- Change of Personal Details form
- Student Support Services Referral List

6.0 Other Relevant Documents

- List of Medical professionals
- Student Information Handbook
- Critical Incident Policy & Procedure
- Complaints and Appeals Policy & Procedure