

P08 STUDENT SUPPORT AND WELFARE POLICY

Purpose

This policy and procedure supports the ESOS Act National Code Standard 6.

“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.”

Responsibility

- a) Queensberry College of Vocational Education as an organization is committed to creating awareness and access to a variety of student support services and ensuring that international students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.
- b) The Student Support Officer, Student Administration Manager, Student Welfare Officer and Compliance Manager are responsible for the implementation of this policy.
- c) The procedural aspect of this policy will be executed by every member of Queensberry College of Vocational Education Staff. With specific matters dealt by specialized personnel.

Requirements

- a) Queensberry College of Vocational Education must ensure to have an age and culturally sensitive orientation program is required, including information regarding:
 - support services available to assist in the transition into life and study in Australia
 - legal services
 - emergency and health services
 - facilities and resources
 - Course Progress and Intervention
 - complaints and appeals processes; and
 - information on visa conditions relating to course progress and, if applicable, attendance.
- b) Queensberry College of Vocational Education has a documented critical incident policy that covers 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.
- c) Queensberry College of Vocational Education must help the students access study support and welfare-related services.
- d) A contact officer or officers must be appointed as the official point of contact for students.
- e) The students must be informed about the contact officer on the day of the orientation.
- f) Queensberry College of Vocational Education must ensure that staff members who interact directly with overseas students are aware of the providers’ obligations under the ESOS framework.
- g) There is no longer a requirement to appoint a ‘suitably qualified person’ as the international student contact officer. Under the National Code 2018, the provider must clearly identify a member or members of staff as the official point of contact and ensure there are adequate support personnel.

- h) Queensberry College of Vocational Education shall organise various student support activities (such as workshops, LLN support, Excursions, Field Trips). All the activities planned in each calendar year needs to be maintained in a 'student support plan'. The plan is created for the 3 years and must be reviewed every year.
- i) There must be a written critical incident policy and procedures that include follow-up action required in the event of a critical incident. *Refer to Critical Incident Policy*

Student Orientation

a) Arrival in Australia.

- a) Queensberry College of Vocational Education can arrange for students to be picked-up at the airport and driven to their accommodation.
- b) Students requesting this service can access it by completing a request pick up from airport form at the time of enrolment.

b) Orientation and Transition period

All students are required to participate in an Orientation Session on the first day at Queensberry College of Vocational Education.

The Orientation Session involves;

- Welcoming presentation to Australia
- Discussion of how study life works in Australia (Melbourne)
- Campus facilities etc.
- Orientation to Melbourne and a tour of Queensberry College of Vocational Education campus
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Details of other Student Services and Support available in International Student Handbook
- Information provided about the first point of contact (contact officer) for student support.
- Information on other support available e.g. Legal, emergency and health services
- available
- Visa requirements, and student safety Students are provided with:
- A copy of International Student Handbook When a student completes orientation they are asked to sign a student induction checklist which is filed in the student's file.

c) Student Handbook

All students are provided with information on the link to the Queensberry College of Vocational Education website of the International Student Handbook during their Orientation Session. The Student Handbook provides information on;

- Student support services available to them
- Services, facilities and resources available to students
- Assessment
- Recognition to Prior Learning and Credit Transfers
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures
- Other relevant information in assisting students to adjust to life and study in Australia

d) Orientation

At the commencement of a student's first class the Queensberry College of Vocational Education Trainer and Assessor will detail and explain the following;

- Learning and assessment program
- OH&S
- Facilities and equipment
- Assessment requirements
- Questions

Facilities

Queensberry College of Vocational Education provided students with the range of facilities to enhance and support their learning experiences, Such as:

Staff and participants have access to:

- Learning resources (supplied to each participant)
- internet access
- Learning and assessment material and tools (supplied to all trainers/assessors)
- Equipment including computers, Microsoft Office, digital projectors, whiteboards, flip charts
- Simulated office environment at the institute
- Access to simulated documents as normally found in a workplace
- Students are provided with a student handbook prior to enrolment in the course
- Spacious common room
- Kitchen facilities with Fridge, microwave, toaster, basic utensils an eating area.

For each unit a complete resource package is available for trainers, these consist of:

- Unit outline
- Mapping
- Session Plans
- Assessment and marking guidelines

- Assessment tools
- Trainer's guide

The main campus facilities comprise:

- 5 classrooms
- Breakout area with computers and the student's library
- 1 large reception area
- Student support room
- Toilets

Student Support Services

- a) Student Support Services include:
- Academic, Language and Learning Support. See details [here](#)
 - Complaints and Appeals
 - Any student visa condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions.
 - Deferment and suspension in compassionate circumstances
 - Financial Hardship
- b) The primary mechanism for student support is through the Student Support Manager who is responsible for responding to requests for assistance from students. Mandeep Kaur is the designated Student Support Officer.
- c) QCVE has a dedicated Student Support officer/Manager to handle student support requests.
- d) Queensberry College of Vocational Education has a Student Services team designated to support students. Reception is open daily from 09.00am – 05.00pm Monday to Sunday.
- e) Students are free to approach any Queensberry College of Vocational Education 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.
- f) Students requiring additional assistance will be referred to the appropriate Institute staff, e.g. Student Administrator, Compliance Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- g) There are also other staff members available to support students. Their contact details are available in the Student Handbook.
- h) Student Support Contact Officer: Mandeep Kaur (Phone number: 0434 298 238)

Academic, Language and Learning Support

Academic support is the responsibility of the trainers. Students are advised to approach their trainers, Student Support Officer or the Compliance Manager if they need assistance in meeting course requirements. The mentioned personnel can assist with the following;

- Study Skills

- Timetables
- Learning Support Strategies
- Academic issues
- LLN Support - Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.

Student Welfare Services

- a) Queensberry College of Vocational Education has a designated Student Support Welfare Officer to provide a basic counselling service to all students. Student Welfare officer is available once a week. (09:00 AM – 05:00 PM). Students can seek appointment with the welfare officer at the reception.
 - b) Vivek Bhojak is the designated Student Welfare Officer. Appointments can be made at the reception for counselling session with the Student Welfare officer
 - c) This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of personal and social nature. The student welfare officer is available to students to help them access welfare-related services such as;
- Legal Services – Queensberry College of Vocational Education can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
 - Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. Queensberry College of Vocational Education will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost 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 student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform QCVE as soon as appropriate.
 - Facilities and Resources – At orientation students are given a guided tour of the campus and all Queensberry College of Vocational Education facilities and during that process they will become aware of all the resources available to them.
 - Queensberry College of Vocational Education can also refer students to external Counselling Service for various issues if necessary, however, each issue is dealt with on a case-by-case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

A few of these external counselling services are listed below

- Beyond Blue <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites>
- Melbourne Counselling Services, Level 2, 69 Bourke St, Melbourne, 3000
- Better Help <https://www.betterhelp.com>
- My Turn to Talk <http://www.myturn2talk.com/>
- Study Melbourne

- Students may also be referred to Council for International Students Australia for seeking additional support and activities.
<http://www.cisa.edu.au/>
<https://www.studymelbourne.vic.gov.au/>

Student social activities and excursions

Students are given the opportunity to participate in a range of social activities organised by QCVE.

Job search and career advice

Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

Procedure

A. Student Support Requests – Student Initiated

- All requests for student support/welfare services must be made in writing at the reception or with the student support officer. The written request must be made using the ‘*Student Support Request Form*’.
- The contact officer will assign the responsibility to the nominated staff member.
- The nominated staff member will address the request within 7 working days and contact the student and make an appointment.
- Once the student support request has been addressed to, the student provides final feedback in the section provided in the ‘student support request form’.
- The completed form is handed back to the student support officer. The student support officer lodges a corresponding entry into the ‘student support services register.’

B. Student Support Activities – Queensberry College of Vocational Education Initiated

- LLN Support Strategy. Refer Pre-training Review and LLN Support Policy
- The Student Support Officer organises or allocates the various activities as mentioned in the *Annual Student Support Plan*.
- In case of organising a workshop, the nominated staff member will be responsible for preparing the workshop handouts and delivery of the session. The staff member must maintain an attendance at the workshop and seek feedback from the participants at the end of the workshop. All the templates for the above documents shall be provided by the student support officer.
- In case of organising a field trip/excursion, the nominated member must fill a ‘excursion approval form’ and each participant student must fill a ‘medical authorisation form’. The students’ attendance must be maintained by the nominated staff member.
- The student support officer must maintain record of all the activities and student support services provided in a year plus another year after the occurrence of the activities.