



Student Support Policy & Procedure

Policy

Introduction:

This policy ensures that Australian Technical College Western Australia (ATCWA) has sufficient and adequate support services in place for international students.

Purpose:

To ensure that ATCWA supports students to adjust to study and life in Australia, achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Alignment:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Staff Responsible:

- Student Support Officer
- Academic Coordinator
- Trainers/Assessors
- Operations Manager
- Director of Studies
- Managing Director

Definitions:

International students mean international students or intending international students on a student visa under the Migration Act 1958.

Student Support; Student support may include, but are not limited to:

- Information and assistance provide at pre-enrolment;
- Pre-enrolment materials;
- Information provide at the orientation;
- Study support and study skills programs;
- Language, literacy and numeracy (LLNDD) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities; and other learners in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;

- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Digital literacy/Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Reasonable adjustments to assessment, methods, tools and practices;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that the ATCWA considers necessary to support its learners to achieve competency and maintain course progress.
- Student Support Officer (SSO): is the designate staff to be the official point of contact for international students.

Scope:

This policy and procedure applies to all international students of ATCWA. This policy assures that ATCWA assists international students to adjust to study and life in Australia by supporting them in the following ways.

- Provision of a mandatory age and culturally appropriate orientation program that includes information about:
 - a) Student support services available to international students in the transition to life and study in a new environment;
 - b) English language and digital literacy assistance programs;
 - c) Legal services where relevant;
 - d) Emergency and health services;
 - e) ATCWA's facilities and resources;
 - f) Complaints & appeals processes;
 - g) Student visa conditions relating to course progress and/or attendance as appropriate;
 - h) General or personal circumstances that are adversely affecting their education in Australia;
 - i) Information related to living in Australia including (but not limited to):
 - i. Maximising their personal security and safety both on and off campus;
 - ii. How to seek assistance and report incidents that affect international students wellbeing, including critical incidents; and
 - iii. Providing international students with general information on safety and awareness relevant to life in Australia such as (but not limited):
 - Swimming and beach safety;
 - Driving in Australia;
 - Nightlife in Australia; and
 - Assault (including physical, financial, sexual and emotional).

- j) Information related to working in Australia including information such as:
- i. Conditions of employment;
 - ii. The role of the Fair Work Ombudsman
- h) Occupational Health and Safety at ATCWA, including evacuation points.
- Provision of relevant information or provide referrals for international students to participate in services or provide access to services designed to assist international students above.
 - Provide with the opportunity for international students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are must be provided at no additional cost to the international student. If the registered provider refers the international student to external support services, the registered provider must not charge for the referral. While providing a referral service for many community-based and fee for service providers who can assist with general welfare and academic support, ATCWA also provides reasonable support to international students enabling them to achieve their expected learning outcomes.
 - Provide access to learning support services consistent with the requirements of the CRICOS registered courses it offers, regardless of the locations of these courses, the modes of study being undertaken or the individual needs of international students enrolled in those courses. ATCWA has the following learning support services available internally:
 - One-on-one appointments with trainers and assessors
 - Tutorial support
 - Study support and study skills programs (Computer applications, resume writing etc.)
 - Language, literacy and numeracy (LLNDD) programs or referrals to these programs
 - Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
 - Learning resource centres
 - 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
 - Reasonable adjustments to assessment, methods, tools and practices
 - Contextualised Learning and assessment programs and
 - Any other services that the ATCWA considers necessary to support its learners to achieve competency and maintain course progress.

- If ATCWA does not have the learning support services available internally, it provides students to access such support via a referral to specialist services and professionals who can provide them with the support they are required.
- These support services include regular monitoring by the trainer and assessor as well as student support staff working collaboratively to ensure that international students have access to all the required support strategies. Where possible and relevant, ATCWA staff will liaise with any external agencies as part of a broader intervention strategy to support the students and maximise their ability to achieve and maintain a satisfactory course progress.
- ATCWA Critical Incident Policy together with its procedures cover the action to be taken in an event of a critical incident, required follow-up to the incident, records of the incident and remedial actions to be taken. These records must be maintained for at least two (2) years after the international student ceases to be an accepted student of ATCWA.

Student Support Officer (SSO)

- ATCWA Student Support Officer (SSO) is the designated staff who is the official point of contact for international students. The SSO must have access to up-to-date details of the registered provider's support services and the conditions that are applicable to ATCWA and international students under the ESOS Act and the clauses 1.7 and 5.4 of RTO Standards 2015.
- The SSO must ensure that students receive training, assessment and support services that meet their individual needs and the students remain fully informed about any changes to the agreed services.
- In addition to the SSO, ATCWA must have sufficient student support personnel to meet the needs of the international students enrolled, and ATCWA must assure that its staff members who interact directly with international students are aware of the above obligations under the ESOS framework as well as the potential implications for international students arising from the exercise of these obligations.

Overseas Student Contact Officer (OSCO)

ATCWA's Operations Manager covers the role of the ATCWA's Overseas Student Contact Officer. The (OSCO) together with the SSO ensure that they are available at all times for students to contact for any queries. Whilst SSO is responsible for academic enquiries and the OSCO is responsible for other administrative and welfare matters.

Where applicable, both SSO and OSCO must make confidential enquiries with the student and, if necessary, refer the student for further support. The provision of support within ATCWA is at no cost to

the student, however, should the student be required to obtain external support (such as counselling, medical advice, legal assistance), these costs are to be paid for by the student. Where possible, ATCWA will try and refer the student to a free or low cost service when available although this may not always be possible. Both Officers will not provide personal counselling in areas where they are not qualified to provide such advice and will always refer international students to qualified external counsellors and other applicable services.

Procedures

Pre-enrolment:

1. As part of its enrolment procedure, ATCWA requires students who apply as a new student to complete its online LLND test before finalising their enrolment. The results of this LLND test is used to determine learner LLND level and the support that they required to progress I the enrolled course.
2. In addition to the LLND test, where applicable, ATCWA conducts pre-enrolment interviews thus, the support needed for learners is identified before enrolling them into a course and to arrange appropriate services to be provided.

Orientation:

The following support procedure is applicable to orientation:

1. ATCWA provides a compulsory orientation program to all international students prior to commencement of their courses. It usually takes place at least a week prior to the commencement of each course or on the first day of the course. Attending orientation is compulsory for all new enrolled students. Despite the course that they enrol in, all new students should attend their orientation.
2. Students who couldn't attend their scheduled orientation due to an acceptable reason, will be invited to attend one-on one orientation with the Student Support Officer or the Academic Coordinator. The information provided at the orientation is listed at the end of this document.
3. International students are provided with an orientation kit which includes a variety of forms and other supplementary information including student support request form and code of conduct etc. The ATCWA's Pre-Orientation Checklist and the Orientation Checklist are to be used by the SSO and Academic Coordinator to ensure all required documents are included in students' orientation folders. The orientation checklist and the completed forms that students submit to the SSO at the end of the orientation are to be retained in student folders.

Ongoing Support:

The following procedure is applicable for ATCWA to identify the needs and support its learners are required. All staff that commence employment with ATCWA and interact with international students must, as part of their induction program, be provided with information regarding the National Code as it relates to their employment.

1. Trainer/Assessor identifies the students who require additional learning support due to the following reasons and inform SSO.
 - English levels – written and spoken,
 - Academic level / educational background
 - Learning styles
 - Physical or intellectual ability
 - Language, literacy and numeracy levels
 - Location
 - Cultural or ethnic background
 - Socio-economic factors or
 - Family
 - Other personal reasons
2. SSO meets with the student and review the case and finds out what support is needed and what actions to be taken. Generally, the following actions will be taken.
3. Refer to the Director of Studies (DOS) of the Managing Director (MD) if the matter is to be handled by them;
4. Advise student to fill in the Student support request form;
5. Discuss with the relevant internal staff to review the case and see what support can be extended;
6. If related to attendance or course progress, follow relevant policies and procedures to take action;
7. Consult Managing Director or DOS/Compliance, if the case requires further guidance;
8. Provide further information regarding the support and services available to access;
9. If unable to support internally, advise and refer the student to seek external supporting agencies such as councillors etc. Examples of some support that ATCWA extends to its students are:
 - Extra English sessions (written and spoken)
 - Study planning support
 - Language, Literacy & Numeracy (LLNDD) support 'extra learning sessions/reasonable adjustments to learning resources and assessments
 - Mentoring and coaching

- Disability support by referring to relevant service providers and arranging facilities to accommodate their needs
 - Information Technology (IT) support – having an IT Coordinator on campus to assist with the IT support that the students are required.
 - Job search and placement guidance and sessions
 - Soft skills training
 - Counselling and career guidance
 - Study skills programs
10. Where support to be provided from an external provider, the SSO takes action to engage and secure the services of an appropriate support/service provider to provide remedial assistance. This may include using an external provider whom ATCWA have a pre-existing standing agreement in place with an organisation/provider, or another selected specialised support organisation for external remedial action including the details of the Office of the Commonwealth Ombudsman.
11. SSO conducts follow up checks of remedial assistance provided wherever practicable and possible to confirm the positive outcomes.
12. Learners are entitled, through the *Complaints and Appeals Policy and Procedure*, to appeal any decision made regarding support services offered and/or provided by ATCWA. Any appeal made regarding the support services will be processed in accordance with the ATCWA Complaints and Appeals policy and Procedures available on the ATCWA website at: <https://atc.wa.edu.au> or on request to collect at the ATCWA reception in person.
13. SSO ensures that all documentation and/or records of a learner's support needs, and services and support provided are placed in the learner's file and recorded in the SMS. This must include details of the remedial assistance provided and outcomes assessed. All records must be kept confidential at all times and only to be accessible by the authorised staff only.

Continuous Improvements:

This policy and above procedures are subject to continuously monitor and review in accordance with the ATCWA Continuous Improvement Policy and Procedures. The SSO will report the progress of the above procedures to the Director of Studies & Compliance on a quarterly basis to identify the areas where need improvement. Based on these reviews, this policy and procedure is to be reviewed annually.

The SSO is responsible to report on the following areas for review.

- Feedback from the learners regarding the effectiveness of support services
- Changes to access and use of student support services
- Support services embedded into learning and assessment programs
- Information provided to staff and learners regarding support services
- Changes to support services
- Modifications to resources, facilities and equipment
- Needs assessment processes and results

Supporting Documents:

- Continuous Improvement Policy and Procedure
- Critical Incident Policy & Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Monitoring Policy and Procedure
- Attendance Policy and Procedure
- Refund Policy
- Student Misconduct Policy
- Deferral, Suspension and Cancellation Policy & Procedure
- Access and Equity Policy
- Student Support Register
- Student Support Request Form
- Continuous Improvement Request Form
- RPL and CT Policy and Procedure
- LLND policy and Procedures

Document Version Control History			
Version	Date	Author	Change Description
1.0	6 June 2019	ATCWA	Creation of policy
2.0	2 June 2020	ATCWA	Review of Policy
3.0	23 July 2021	DOS/Compliance	Review and update the entire policy
4.0	13 July 2022	DOS/Compliance	Annual review- Minor changes to some of the wordings.
5.0	26 Aug 2023	DOS/Compliance	Annual review- Addition to SSO's scope.
6.0	13 Oct 2024	DOS/Compliance	Annual review- Minor changes to the intervention strategy.
7.0	3 June 2026	DOS/Compliance	Annual review- Amended the policy and procedure to align with the tasks and key staff responsible.