



Student Support Policy & Procedure

Introduction:

Version Control History			
Version	Date	Author	Change Description
001	22 June 2019	DOS/Compliance	Creation of Procedure
002	20 June 2020	DOS/Compliance	Update of Policy
003	21 June 2021	DOS/Compliance	Policy Review
004	22 June 2022	DOS/Compliance	Policy Review

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

Purpose:

ATCWA aims to support students to adjust to study and life in Australia; to achieve their personal learning goals; and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Scope:

This policy and procedure applies to all types of support services that might reasonably be required by international students while studying at ATCWA.

Key Responsibility:

Student Support Officer, Training Coordinator, Trainers/Assessors, Director of Operations

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 is not limited to:

- information and assistance provided at pre-enrolment;
- pre-enrolment materials;
- information provided at the orientation;
- study support and study skills programs;
- language, literacy and numeracy (LLN) 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 assessments;
- 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 assessments, methods, tools and practices;
- learning and assessment programs contextualised to the workplace; and
- any other services that ATCWA considers necessary to help its learners achieve competency and maintain course progress.

Student Support Officer (SSO): is the designated staff member who is the official point of contact for international students.

Alignment	
National Code of Practice for Providers of Education and Training to Overseas Students 2017	
Part C (Section)	12.1
Part D (Standard)	5.1c, 5.1d, 5.2, 5.3a, 6.1a - f, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 10.4b.
National Code of Practice for Providers of Education and Training to Overseas Students 2018	
Part B (Standard)	6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6, 6.1.7, 6.1.8, 6.1.9, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 6.8, 6.9.1, 6.9.2, 6.9.3

Document Version Control History			
Version	Date	Author	Change Description
001	6 June 2019	ATCWA	Creation of policy
002	2 June 2020	ATCWA	Review of Policy
003	23 June 2021	DOS/Compliance	Review and update of the entire policy
004	23 June 2022	DOS/Compliance	Review of Policy

Policy

This policy ensures 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 study 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 to):
 - 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 provision of referrals for international students to participate in services or to provide access to services designed to assist international students.
- ❖ Provide 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 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. 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, 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 (LLN) programs or referrals to these programs
 - equipment, resources and/or programs to increase access for learners with disabilities and other learners
 - 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 RATCWA considers necessary to help its learners to achieve competency and maintain course progress.

- ❖ If ATCWA does not have the learning support services available internally, it provides students with access to such support via a referral to specialist centres and professionals who can provide the learning support that is required.

- ❖ ATCWA ensures that there are sufficient and adequate learning support services in place to assist international students who study online due to COVID19 conditions and due to other applicable reasons.

- ❖ These support services include regular monitoring inside and outside the class by the trainer and assessor, as well as student support staff working collaboratively to ensure that the international student has access to all 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 international student in maximising their ability to achieve and maintain satisfactory course progress.
- ❖ ATCWA *Critical Incident Policy* together with its procedures cover the action to be taken in the event of a critical incident; it requires the following-up of the incident, making records of the incident and taking remedial action. These records must be maintained for at least two (2) years after the international student ceases to be an accepted student of ATCWA.
- ❖ It is recognised that an international student might be an accepted student of ATCWA for more than two (2) years due to any number of factors, including for example (but not limited to) having a pathway program. As the National Code 2018 is so far silent on whether an 'accepted student' means an accepted student of the CRICOS registered provider or of the CRICOS registered course, until the time that this issue is clarified by regulators, ATCWA interprets this to mean two (2) years after the international student is no longer an accepted student of ATCWA studying in any of ATCWA's CRICOS registered courses.

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. They must ensure that students (1) receive training, assessment and support services that meet their individual needs and (2) remain fully informed about any changes to agreed services.
- ❖ In addition to the SSO, ATCWA must have sufficient student support personnel to meet the needs of the enrolled international students. ATCWA must also ensure that its staff members who interact directly with international students are aware of the above obligations under the ESOS framework.

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 must ensure that they are available at all times for students to contact them about any queries. Note: Whilst the SSO is responsible for academic enquiries, 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 LLN test before finalising their enrolment. The results of this LLN test are used to determine learner LLN levels and the support that they require to progress in the enrolled course.
2. In addition to the LLN test, where applicable, ATCWA conducts pre-enrolment interviews. Through these means, the support needed for learners is identified before enrolling them into a course and the appropriate services to be provided can be arranged.

Orientation:

The following support procedure is applicable to orientation:

1. ATCWA must provide a compulsory orientation program to all international students prior to the commencement of their course. This will usually take place at least a week prior to the commencement of each student's course, during or at the end of each term break. Attending orientation is compulsory for all new enrolled students. Whatever the course they enrol in, all new students are required to attend their course orientation.

2. Students who can't attend their scheduled orientation due to some reasonable reasons, must complete an orientation program with the Student Support Officer or the Training Coordinator prior to the commencement of their studies. This orientation will provide them with the information contained in the policy section of this document.
3. International students are provided with an orientation kit which includes a variety of forms and information including application forms for RPL, the credit transfer student support request form, code of conduct etc. The ATCWA's Pre-orientation Checklist and the Orientation Checklist are to be used by the SSO and Training Coordinator to ensure all required documents are included in students' orientation folders. The orientation checklist and the completed forms that students submit to SSO at the end of the orientation are to be retained in student folders.

Ongoing:

The following procedure is applicable to ATCWA when identifying and supporting its learners:

1. Trainer/Assessor identifies the students who require additional learning support due to the following reasons and informs the 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
- Family
- Other personal reasons

The above procedure is also applied if a student approaches the SSO for any support.

2. The SSO meets with the student, reviews the case and finds out what support is needed and what actions are to be taken. Generally, the following actions will be taken:

- Refer to OSCO if the matter is to be handled by OSCO
- Advise student to fill in the Student Support Request form

- Meet with relevant internal staff to review the case and see what support can be extended
- If the issue is related to attendance and course progress, follow the relevant policies and procedures to take action.
- Consult DOO or DOS/Compliance if the case requires further guidance
- Provide information regarding educational and learning support services in the learner Handbook and on the ATCWA website, etc.
- If ATCWA is unable to support the student internally, advise and direct the student to seek external help.

3. Arrange to provide required support.

Examples of some support that ATCWA extends to its students are:

- Extra English sessions (written and spoken)
- Study planning support
- Language, Literacy & Numeracy (LLN) 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 students require
- Job search and placement guidance and sessions
- Soft skills training
- Counselling and career guidance
- Study skills programs

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.

4. Directing student to access external support:

Where support is to be provided from an external provider, the SSO should take action to engage and secure the services of an appropriate support/service provider. This may include using an external organisation/provider with whom ATCWA has a pre-existing standing

agreement in place, or another selected specialised support organisation for external remedial action, such as the Office of the Commonwealth Ombudsman.

5. Follow Up

Wherever possible, the SSO conducts follow up checks of the provided remedial assistance and confirms the outcomes.

6. Appeals

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 in-person request at the ATCWA reception.

7. Records

The SSO ensures that all documentation and/or records of a learner's support needs, and the services and support provided are placed in the learner's file. The documentation must include details about the remedial assistance provided and the assessed outcomes. All records must be kept confidential at all times and should only be accessible to authorised staff.

8. Improvements to Support Services

This policy and above procedures are subject to continuous monitoring and review in accordance with the ATCWA Continuous Improvement Policy and Procedures.

The SSO will report the progress of the above procedures to the CEO on a quarterly basis to identify the areas which 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 the 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

Related 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
- Deferment, 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
- LLN policy and Procedure