

RTO	Alma Mater College Australia
Type	Internal External
Applicable standards	Standards for Registered training Organisations 2 15
Authorised by	Chief Executive Officer (CEO)
Version	1. – January 2 22

Student Support Services

Student Support Policy & Procedure

Policy Statement

AMCA will ensure that they assist International Students to adjust to study and life in Australia, including through the 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) AMCA's facilities and resources;
- f) Complaints & appeals processes;
- g) Any Student Visa condition relating to course progress and/or attendance as appropriate;
- h) Assistance if personal circumstances are 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 Student 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 (but not limited to):
 - i. Employment rights;
 - ii. Conditions of employment;
 - iii. Resolving workplace issues; and
 - iv. The role of the Fair Work Ombudsman.

AMCA must give relevant information or provide referrals for International Students to participate in services or provide access to services designed to assist International Students above. AMCA must also 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. While providing a referral service for many community-based and fee for service providers who can assist with general welfare and academic support, AMCA also provides reasonable support to International Students enabling them to achieve their expected learning outcomes.

AMCA has in place 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. AMCA has the following learning support services available internally:

- Academic tutorial support with a Trainer and/or Assessor
- Study skills assistance;
- English language skills assistance;
- Culture shock support

Where AMCA does not have the learning support services available internally, it provides access via a referral to specialist centres and professionals who can provide the learning support required.

Where there is online study involved in the CRICOS registered course, AMCA understands that not all cultures and backgrounds have been exposed to the same learning and teaching methods as we have in Australia and some Students may not have good information technology skills or be familiar with using a computer or the internet for example. AMCA provides International Students with a preliminary review of the capacity of the International Student to engage in that mode of study and identifies any potential support needs through this review. Learning support needs that AMCA provides to support International Students with these modes of delivery include (but are not limited to):

- Tutorial support with a Trainer; and
- Digital literacy assistance.

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, and accesses, all required support strategies. Where possible and relevant, AMCA staff will liaise with any external agencies as part of a broader intervention strategy to support the International Student maximising their ability to achieve and maintain satisfactory course progress.

AMCA 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, records of the incident and remedial action taken. These records must be maintained for at least two (2) years after the International Student ceases to be an accepted Student of the course.

AMCA has a designated member of staff to be the official point of contact for International Students. The student contact officer has access to up-to-date details of the registered provider's support services. The Student Welfare Officer performs these duties as required at BAA.

AMCA has sufficient Student support personnel to meet the needs of the International Students enrolled. AMCA also ensures that its staff members who interact directly with International Students are aware of the registered provider's obligations under the ESOS framework and the potential implications for International Students arising from the exercise of these obligations.

Procedure

Student Orientation

1. AMCA provides a compulsory orientation session to all International Students prior to commencement of their course. This will usually take place in a group format, however, where the International Student does not arrive in Australia in time for the orientation, or misses the compulsory session for any reason, the International Student must complete an orientation session with Training Manager and Student Support Staff prior to commencing classes.
2. The compulsory International Student orientation must include all of the following elements:
 - a) Student support services available to 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) AMCA's facilities and resources;
 - f) Complaints & appeals processes;
 - g) Any Student Visa condition 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 Student 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 (but not limited to):
 - i. Employment rights;
 - ii. Conditions of employment;
 - iii. Resolving workplace issues; and
 - iv. The role of the Fair Work Ombudsman.
 - k) Occupational Health and Safety at AMCA, including evacuation points;
 - l) Introduction to courses offered by AMCA;
 - m) Ensure that important information from the student Handbook is reviewed;
 - i. Complaints and Appeals;
 - ii. Refunds;
 - iii. Assessment and reassessment;
 - iv. ESOS Framework;
 - v. Course progress and attendance expectations; and
 - n) International Students are provided with an orientation kit which includes a variety of forms and information for International Students, including application forms for RPL and credit transfer, code of conduct, etc.

Overseas Student Contact Officer

1. AMCA will dedicate a staff member at all times as the internal Overseas Student Contact Officer; this role is known as Student Welfare Officer. The Overseas Student Contact Officer (Student Welfare Officer) will ensure that they make themselves available as a student contact point at all times for contact and referral in relation to academic enquiries, Student support and general welfare matters. Where the Overseas Student Contact Officer (Student Welfare Officer) has been notified by AMCA staff that they have concerns about a student's academic, support or general welfare, the Overseas Student Contact Officer (Student Welfare Officer) must make confidential enquiries with the student and, where necessary, refer the student for further support. The provision of support within AMCA 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, the Overseas Student Contact Officer (Student Welfare Officer) will try and refer the student to a free or low-cost service when available although this may not always be possible.
2. The Overseas Student Contact Officer (Student Welfare Officer) will:
 - a) Assist the Student with concerns including academic, course progress or attendance and refer the International Student to any relevant training staff who may be able to provide further support or advice; and
 - b) Where a staff member of AMCA becomes aware of an International Student having an accommodation or general welfare issue, they must refer the International Student to the Overseas Student Contact Officer (Student Welfare Officer) who will provide advice (or refer if necessary) and provide counselling assistance with personal, emotional or cultural issues. Where the Overseas Student Contact Officer (Student Welfare Officer) is not a qualified counsellor, they will not provide personal counselling in areas where they are not qualified to provide such advice and will always refer International Students to qualified counsellors external to the organisation. It should be noted that the International Student's OSHC cover will often have a free 24-hour counselling and legal service to support International Students also.
3. The Overseas Student Contact Officer (Student Welfare Officer) will maintain a confidential record of all Student support enquiries and maintain a student support file that will remain confidential at all times. Access to these records will be secured and restricted for access to AMCA appointed staff and management only.
4. Where the International Student has established contact with Student support services for any reason that may impact on their academic course progress or attendance, the Overseas Student Contact Officer (Student Welfare Officer) must create a written record and liaise with academic (and any other relevant staff) to ensure that the International Student is supported as required.
5. The Overseas Student Contact Officer (Student Welfare Officer) will prepare a quarterly report for the Senior Management Team and Chief Executive Officer to ensure that if more support services are required, provision for it is made, review the provision of all support services provided and identify ways of ensuring continuous improvement of AMCA's provision of support services.
6. All staff that commence employment with AMCA 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. Furthermore, all employees of AMCA must complete the [ISANA National Code Online Tutorial](#) within the first month of their employment at AMCA.