



EMPIRE
INSTITUTE OF EDUCATION

National Code 2007
Standard 6
Policy & Procedure





Student Support Services

Student Support

Purpose

The purpose of this policy and related procedure is to support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Scope

This policy and procedure applies to all student operations of Empire Institute.

Definitions:

Currently Enrolled Student:	A person, who has been admitted to an accredited program of study, has not completed that program, and has registered for classes that occur in the current term.
Personal Counselling:	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
Program Information:	This includes details of programs, student services and educational services.

Policy

This policy and procedure supports Standard 6 – Student Support Services of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007 which states:

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

And: *SNR 16: The RTO adheres to the principles of access and equity and maximizes outcomes for its clients.*

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support. The following policy and procedures ensure that students are made aware of the support available. Empire Institute will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Policy Guidelines

All student support services are at no additional cost to the students.

Empire Institute assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- Student support services available to students in the transition to life and study, in a new environment,
- Legal services,
- Emergency and health services,
- Welfare services,
- Facilities and resources,
- Complaints and appeals processes,



- Any Student Visa condition relating to course progress and/or attendance as appropriate.

Empire Institute provides:

- The opportunity for students to participate in services, and provides services designed to assist students in meeting course requirements (See *Course Progress Policy and Procedure*).
- The opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and accommodation issues. These services are provided at no additional cost to the student. If Empire Institute refers a student to external support services, Empire Institute will not charge for the referral.
- A documented Critical Incident Policy together with procedures that cover 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 (See *Critical Incident Policy and Procedure*).
- Designated member/s of staff to be the official point of contact for students. The RTO manager will have access to up-to-date details of the support services provided by the Institute.
- Sufficient staff to meet the needs of the students enrolled, at the Institute.
- Staff members who interact directly with students and are aware of the obligations of the Institute 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 on Empire Institute intranet.

All students will have unlimited access to our student support services through the RTO manager. The RTO manager shall have access to student welfare services that are available, locally and in certain situations:

- Where the nature of the concern is beyond the RTO manager's experience and abilities, the student shall be referred to an appropriate person for professional assistance.
- The RTO manager shall respond to all questions pertaining to the student's progress, course requirements and satisfactory progress, and refer the student to other staff members, as appropriate.
- The RTO manager shall assist with accommodation or general welfare issues, through providing appropriate advice and direction.
- The RTO manager is authorised to refer the student to professional welfare assistance, including Social Workers and Legal Aid.
- The RTO manager shall detail the student support services provided to each student, and ensure details of services provided are placed on the student file.
- The Quality Committee shall ensure that the student support services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate.

Nominated Student Services Representative

While each staff member employed by Empire Institute has the responsibility to provide support to all students, the Institute shall nominate the RTO manager or authorised representative to be available to all students, on an appointment basis, through the Institute's standard hours of business.

Students can access the RTO manager directly or via student administration and an appointment will be organised, as soon as practicable.

Student Orientation Program

An orientation program is conducted before the classes begin and is compulsory for all newly arriving students. The program includes an introduction to the Institute, its services and facilities as well as a basic



introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of the Institute that are necessary for successful study.

A complete orientation will ensure the student is introduced to key personnel, familiarised with the facilities and procedures of the Institute, and adequately prepared for study at Empire Institute and commencing to adapt to Australia.

The orientation program delivered at the commencement of study must be viewed in the context of a developmental process, including:

- Student's pre-enrolment contact with Empire Institute
- Entry to the course of study
- Progress throughout the course
- Exit from Empire Institute.

The needs of a wide range of participants should be considered. This includes students entering courses as traditional first year domestic students, International students, and re-enrolling students.

Apart from the student orientation Program, the Student Support Officers (SSO) can, on request, organise social events that allow all students enrolled at Empire Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. Any suggestions can be forwarded to the SSO.

Programs

- **Student Development:**
Assisting new students to participate comprehensively in the Institute life. This will include appropriate intellectual, emotional, social, ethical, physical and spiritual development, during the course of the student's enrolment.
- **Academic Achievement:**
Equipping students to achieve competent outcomes.
- **Student Retention and Persistence:**
Encouraging students to remain enrolled and persist through the remainder of their studies with Empire Institute.

Short Term Attributes of Orientation

- **Valuing the New Student:**
Demonstrating to new students that they are welcomed and valued by the Institute, in general, and highlighting their enrolled course area, in particular; also, introducing them to their fellow students.
- **Delivering a Meaningful Experience:**
Provide experiences that have relevance to the student's study and future goals.
- **Effective Delivery of Information:**
Communicate sufficient and timely information for the student to begin study in their course, and timely delivery of other information during their first period of study.
- **Making Connections:**
Assisting all new students to become part of the Empire Institute community. The program should link new students with peers and staff. In particular, new students should be made aware of whom to approach for assistance and be orientated to the website, where they will find the policies and forms they may require.



Student Orientation Procedure

1. All students must attend the orientation program.
2. Any student/s who do not attend will be contacted directly and through their agent.
3. Students who have not been able to attend the scheduled orientation will be given an opportunity for an orientation session, at the earliest possible time.
4. The course coordinator will show the students around the campus.
5. Student safety information will be provided to the students, including a PowerPoint presentation that will be shown to the students.

At orientation, these areas will be covered:

- Student Handbook,
- Floor plan (including, exits, facilities, first aid),
- Orientation checklist (signed by the student and collected by the orientation presenter),
- Introduction to the Institute website (including, student services, about Empire, policies and procedures) for future reference,
- Photo for student ID (collect within 14 days),
- Student safety information,
- Original documents verified (offshore students only)

Related Documents

- Student with Special Needs
- Critical Incident Policy
- Critical Incident Form



Document Control

Policy ID:	6
Contact Officer:	RTO Manager
Policy Owner:	RTO Manager
Endorsed By:	Chief Executive Officer
Person Responsible for Implementation:	Student Support Manager
Endorsement Date:	May 2017
Policy Circulation Date	May 2017
Implementation Date:	May 2017
Next Review Date:	May 2018
Version:	1.2
Version Details:	Date Written: Version 1.2 May 2017 Date Reviewed: Version 1.2 May 2017 Date Changes of Version: May 2017 Last Update Version: May 2017
Latest Changes in Version Details:	Minor updates on grammar and formatting of the policy and procedure.
Version History:	Version: 1.0 Nov 15 Version: 1.1 May 16 Version: 1.2 May 17
For Staff Access Policy and Procedure Location:	Empire Google Drive National Code Policy and Procedure/Standard 6 Student Support Policies and Procedures.