

Student Support Services Policy

Purpose

The purpose of this policy is to support international 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 applies to all International Student enrolled at VIMT.

Policy

This policy supports 'Standard 6 – Overseas Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' (ESOS 2018) 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

This policy supports Standard 1 Clause 1.3 b, Clause 1.3 d, Clause 1.7, Standard 5 Clause 5.4 and Standard 6 Clause 6.1 to 6.6 of the Standards for Registered Training Organisations 2015.

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

Definitions

Academic:	Study skills, time management and other information relevant to enhance academic performance for enrolled students.
Course Advice:	Provision of advice by VIMT staff to students on how to make an appropriate program and/or career choice.
Currently Enrolled Student:	A person, who has been admitted to an accredited program of study, has not completed that program and has registered into classes which 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.

Nominated SSO (*Standard 6.5 National Code 2018*)

Whilst all staff employed by VIMT have the responsibility to provide support to all students, VIMT shall nominate a 'SSO' (Student Support Officer) who shall be available to all students, on an appointment basis, through the standard VIMT hours of operations.

Students can access the SSO directly or via student administrations and an appointment will be organised as soon as practical.

Currently, the role and responsibility of the SSO is maintained by:

Name of SSO	Phone No.	Availability
Harpreet Kaur	03 9923 7734	Monday- Friday; 08:30am- 05:30pm
Lakhwinder Singh	0406 408 709	Afterhours

VIMT ensures that all students and staff are kept informed of the current/correct contact details of the current SSO. Any changes are to be circulated immediately.

Student Support Services at VIMT

The following support services are at no additional cost and are available and accessible for all students studying at VIMT. VIMT provides students with contact details to refer any matters that require further follow up with qualified professionals. Any referrals are conducted by VIMT at no cost to the student, but fees and charges may apply where an external service is used by the student. The service fees and charges should be clarified by the student prior to using any services outside of VIMT.

VIMT 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 (*Standard 6.1 National Code 2018*):

- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Academic issues
- Personal and Social issues
- Accommodation
- Medical Issues
- Social Programs
- Emergency and health services

- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to course progress and/or attendance as appropriate

Academic Issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic progress, attendance levels and general support to ensure they achieve satisfactory results in their studies. All student's course progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the SSO to discuss any academic, attendance or other related issues to studying at the VIMT at any time. The SSO will be able to provide advice and guidance or referral where required. There is no additional charge for this service (*Standard 6.2 National Code 2018*).

Personal and Social issues

There are many issues that may affect a student's social or personal life and students have access to the SSO through VIMT's business hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the SSO feels further support should be gained, a referral to an appropriate support service will be organized at no cost. Details of the available services can be obtained from the International Student Handbook.

Accommodation

While VIMT does not offer accommodation services or take any responsibility for accommodation arrangements, the SSO of the VIMT is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the SSO can refer students to appropriate accommodation services. Details about accommodation can be obtained from the International Student Handbook. VIMT will not charge for a referral.

Medical Issues

SSO will always have an up to date list of medical professionals within access from VIMT and any student with medical concerns should inform the SSO who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

- 1) Alfred Hospital Commercial Rd (Corner St Kilda Rd) 9276 2000
- 2) Nurse-on-Call Telephone health line, providing immediate, expert health information and advice 24 hours a day 7 days a week - 1300 60 60 24
- 3) Royal Melbourne Hospital - 9342 7000

- 4) Royal Women's Hospital - 9344 2000
- 5) St Vincent's Hospital - 9288 2211
- 6) Emergency Help Australian Health Management 24-hour - 1800 006 745

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialed in an emergency where you require ambulance, police, or fire attendance.) VIMT will not charge for a referral.

Legal Services

VIMT is able to provide some advice and guidance on a limited range of situations. Where the SSO feels it is appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Names and contact details for legal advice and a lawyer is provided in VIMT International Student Handbook. VIMT will not charge for a referral.

English Language

General Purpose English Language Support

General English support sessions are scheduled throughout each year to assist students with both general and specific English Language skill development. VIMT encourages students to enhance their English language skills in the four macro skill areas of Listening, Reading, Writing and Speaking.

Vocabulary

Communication and clarity of expression are of central importance to all aspects of study. Strategies for developing and extending vocabulary include the use of a dictionary and /or a thesaurus for word meanings, practicing using words in a variety of contexts and reading widely to discover new words.

Grammar

The rules of English grammar determine how words are used in a variety of settings and contexts. Using accurate grammar in spoken and written tasks is important for all students at VIMT. VIMT provides the opportunity for all students to enhance their skills through group sessions.

Speaking, Listening and Presenting

Communication is central to all aspects of the education process and to lifelong learning. Speaking and listening are integral to the entire process of communication for educational and social purposes. All students at VIMT have the opportunity to enhance speaking and listening skills in conjunction with reading, writing and presenting information.

Oral Presentation Skills

Effective oral presentations require detailed planning and preparation, including such aspects as audience considerations and concept mapping. Techniques and strategies for the delivery of oral presentations are discussed and practiced in group at VIMT. Listening skills form an important and integral part of the practice sessions.

Reading and Researching

Reading Strategies – VIMT will provide the opportunity for students to practice effective reading and research strategies such as skimming and scanning, identifying key words and main ideas, reading for meaning and evaluation of resources.

Note taking Skills – The development of good note-taking strategies is important for all students when researching topics for subjects, finding relevant information and main ideas, summarizing in one's own words and for revision purposes.

Academic Writing

Presenting a clear and unified piece of writing is an essential requirement in the completion of tasks and assignments at VIMT. The linking of sentences and paragraphs in projects, reports, resumes, letters and is of paramount importance in the establishment of meaning and unity in English writing.

Referencing and Citation Styling

VIMT will provide sessions for students on general format for in-text citations and correct referencing style.

If a student is found to need additional literacy and numeracy (LLN) support then special LLN classes may be set up as needed. If the LLN deficiency clearly inhibits the student's ability to complete their course, then they may be advised to defer their course and to enrol on a suitable English course and then resume. VIMT will ensure that students meet English Language Requirements. If VIMT cannot provide the course, then the student will be referred to an organization who can assist in improving their skills. On attaining proficiency, they may then resume or reapply to VIMT.

Reasonable Adjustment

The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible; to meet the needs of a student with a disability.

At VIMT we can do the following to assist with your requirements for reasonable adjustment:

- Make training and assessment materials and methods more accessible.
- Training and assessment methods that suit most students may hinder access for some students with a disability. VIMT is able to present information through a range of methods to assist

students with a disability.

- Adapt the physical environment and equipment to better suit the student with disability.

Students requiring reasonable adjustment, should speak to their Trainer or the SSO in the first instance.

Student Orientation Program

A free orientation program is conducted prior to the course commencement. Attendance is compulsory for all international students. The program includes an introduction to VIMT, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and policies and procedures of the VIMT that are necessary for successful study.

The orientation program also involves social activities, which will help you to meet other students and familiarize yourself with the Institute and surrounds.

This orientation program is managed by the SSO and include the following:

- A tour of the VIMT identifying classrooms, student areas, student administration area, and any other relevant areas within the VIMT such as toilets, fire exits, and restricted areas
- Detailed outline of the course, timetable, trainer and assessor contact details
- Tuition fee payment plan and account team contact details
- VIMT's policies and procedures (at the minimum):
 - Academic and attendance requirements
 - Refund policy and procedure
 - Complaints and appeals
 - Emergency evacuation/critical incidents
 - Transferring, deferring, suspending or cancelling enrolment
 - Code of behaviour/student rules
 - Updating of student contact details
 - Visa requirements
- Students are also assisted with information in the following areas:
 - Australian laws and legal services
 - Public transport system
 - Healthcare and emergency services
 - Banking facilities
 - Telephone and postal services
 - Available counselling services

Students are provided with a copy of International Student Handbook and link to VIMT's website for further information.

Support Matrix

- 1 Student support is provided by a number of different staff and all VIMT staff are required to support the students wherever possible. Many issues are best handled as soon as possible. Simple requests such as “how to open a bank account” can be answered by anyone and should be. On the other hand, managing a family crisis at home whilst trying to study would require professional counselling support.
- 2 Any member of VIMT staff will try to help and if necessary will arrange the student to meet the right person. If you need external counselling or support, VIMT will arrange this through the SSO.

Services	Academic Staff	Administration Staff	SSO	External Agencies	CEO
Informal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
General Information regarding VIMT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
“How to” in Australia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Course Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Course Progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Finances		<input type="checkbox"/>			<input type="checkbox"/>
Language, Literacy or Numeracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Complaints / Appeals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Counselling – personal issues			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal				<input type="checkbox"/>	
Accommodation			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SSO Duties (Standard 6.7 National Code 2018)

VIMT ensures that the staff members who interact directly with students are aware of the obligations of VIMT 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 in the policies on the VIMT's website.

All students will have unlimited access to our student support services through our SSO and shall have access to available student welfare services available locally.

- Where the nature of the concern is beyond the SSO's experience and abilities, the student shall be referred to an appropriate person for professional assistance.



- The SSO shall respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate
- The SSO shall assist with accommodation or general welfare issues, through providing appropriate advice and direction
- The SSO is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit
- The SSO shall detail the student support services provided to each student, and ensure details of services provided are placed on the students file
- The CEO/delegate shall ensure that the Student Support Services are reviewed regularly in management meetings, and corrective actions are applied as appropriate

Sufficient Resources to Provide the Service

The topics to be covered by Student Support are wide and varied. Many tasks can be handled by SSOs, whilst others are provided by specialists. VIMT monitors the time allocated by staff members currently to project the requirements for the future. Based on the number of student currently enrolled and the projected numbers for the future intakes the number of SSO's are recruited (*Standard 6.6 National Code 2018*).

Complaint and Appeals Process

The Complaints and Appeals Policy and Procedure is available on the website and made available to students from administration at any time. The policy and procedure is specifically explained both in the International Student Handbook and during orientation program (**See Complaints and Appeals Policy**).

Critical Incident policy

VIMT has a documented Critical Incident Policy together with procedures that covers the action/s 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**).