



## Student Support Services Policy

### Scope

The management of Vibe College and staff are committed to the provision of support services for students who enrolled, provided with an orientation event which includes guidance concerning student support services.

This policy is to ensure that under Standard 6 of the National Code 2018. This policy also supports the Standards for RTOs 2015 - Standard 1, 4 and 5.

### Policy

- a. Vibe College is committed to supporting 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.
- b. Vibe College assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme 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
  - facilities and resources
  - complaints and appeals processes
  - any student visa condition relating to course progress and/or attendance as appropriate.
- c. Vibe College has an extensive orientation program committed to provide comprehensive information about available student support services and support staff to meet the needs of all students enrolled at Vibe College. This service is at no additional cost to the student. Contact details of students' support staff are given in the International Student Handbook.
- d. Vibe College provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their progress.
- e. Vibe College provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress, accommodation issues etc. These services are provided at no additional cost to the student.
- f. Vibe College has 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.



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- h. Vibe College has appointed student support officer to be the official point of contact for students. The student support officer must have access to up-to-date details of Vibe College support services.
- i. Vibe College provides sufficient student support personnel to meet the needs of the students enrolled with the College and ensures that its staff members who interact directly with students are aware of Vibe College's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

### **Procedures**

The ACADEMIC MANAGER shall remain a designated member of staff at Vibe College and provide a contact point for all overseas students. The ACADEMIC MANAGER shall ensure that where staff has identified, or enrolled students have indicated their need of support or welfare, the ACADEMIC MANAGER shall seek further advice from the student. The ACADEMIC MANAGER shall:

- Respond to questions concerning academic or course progress and refer the student to any relevant training staff for further advice.
- Where an accommodation or general welfare issue arises, refer the student to the ACADEMIC MANAGER who will provide advice on accommodation, State Public services, counselling assistance with personal, emotional or cultural issues.

### **Support Provided**

#### **Arrival in Australia**

For international students, Vibe College arranges for students to be met at the airport and taken to their accommodation. Students need to indicate the need of this service when submitting the application form.

#### **Orientation and Transition Support**

All students go through an Orientation Program before the students commence the study at Vibe College. The Orientation program involves the following:

- Familiarisation with the campus and facilities
- Details of the course, timetable, staff members contact details
- Details of other Student Services and Support available in the Student Handbook
- Information on other support available eg. Legal, emergency and health services available
- Visa requirements and student safety for international students
- Welfare and Academic issues
- A copy of Student Handbook

When an international student completes orientation, they are asked to sign a student induction checklist which is filed in the student's file.



## Welfare & Guidance Services

If, at any time, a student needs counseling or advice and Vibe College staff are not able to help or are unqualified, the student will be given a referral to a qualified counselor. The following numbers are a guide to some of the help services available.

<b>Reverse charge</b>	<b>12 555</b>
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health New South Wales-wide	07 3839 9988
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counselor or crisis accommodation fees may apply which the student will be responsible for.

This information is located in the International Student handbook that the students will receive.

## Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin, they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

**To find your closest Embassy and / or Consulate visit:**

<https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx>

## Student Support Services Review

The Academic Manager shall maintain a log of student support service events and enquiries and:

- Liaise with and maintain advice on current progress with students referred to either training staff.
- Prepare a quarterly report of student support services accessed by students and submit to Vibe College's Management for review.

The PEO shall ensure that Student support services are reviewed quarterly in Vibe College's Management Review meetings and that corrective actions required are applied.