1. PURPOSE
This policy has been developed to support needs of individual learners including 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.

2. SCOPE
This policy applies to all Ozford staff, contractors and students who are currently enrolled.

3. POLICY
3.1 Ozford is committed to providing appropriate support services to students to enable and provide them with every opportunity 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.

3.2 Ozford ensures that clients receive the services detailed in their agreement including academic and welfare support services.

3.3 Ozford determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

4. PROCEDURES
Overview and Review of Student Support

4.1 To ensure Ozford has sufficient student support personnel to meet the needs of the students enrolled and to ensure quality services delivery requires a strategic approach. In recognition of the importance of the student support, Student Services Department will be led by staff at management level.

4.2 The structure of the student support goes beyond the Student Services Department. All students are provided with academic support by the VET Academic staff and the VET Coordinator.

4.3 To ensure that Ozford services meet client needs, regular feedback about Student Support is collected from students and action plans developed according. Please refer to Student Feedback Policy and Procedures for more details.

4.4 The ratio of support staff to proposed student numbers is currently 1:40. This number will be reviewed on a yearly basis based on Student feedback received.
Welfare Support and Services Provided:

Student Welfare Services

4.5 Ozford has a Student Welfare Officer on site 8:30am to 5pm Monday to Friday. Students are advised to make appointment with the Student Services Officer to see the Student Welfare Officer if they have any issue or concern regarding life in Ozford and Australia including course progress and attendance requirements and accommodation issues. Urgent matters will be attended to promptly.

4.6 The Student Welfare Officer will refer students to the appropriate person if the matter is of a non-personal nature. Counselling services and other external referrals will be arranged if deemed appropriate by the Student Welfare Officer.

4.7 There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

4.8 The Student Liaison Officer and Head of Student Services are also on site to assist students with welfare, complaints and grievances related issues if required.

Student Services Support

4.9 Ozford College has a Student Services Team designated to support students during their time at Ozford.

4.10 The Students Services Desks is open 8am to 5pm Monday to Friday. Students are free to ask the Student Services Desk for any help or make general enquiries, for example: directions, public transport, banking and other day-to-day needs. Students are advised to fill in a Student Services Request form in order for their request to be attended to.

4.11 The official point of contact for students is the Student Services Manager who has access to up to date details of Ozford’s support services. For emergency after hours, students are advised to ring: 0403062050

There are also other Ozford staff members available to support students including:

1. Student Services Officers
2. Student Welfare Officer
3. IT Support Officers
4. Library Officer
5. VET Coordinator

The Ozford staff contact details are available in the Student Handbook.

Academic, Language and Learning Support

4.12 The Ozford training team (trainers, Faculty Coordinator Accounting/ Business/IT and the VET Coordinator) have responsibility for academic support of all students. The Ozford training team have extensive experience in delivery quality vocational education training and assessment services and providing academic support services to students. Ozford’s Trainers have experience, skills and knowledge in the area of career counselling and students are encouraged to approach trainers, the Faculty Coordinator Accounting/Business/IT or the VET Coordinator for more information or support where required.

The Faculty Coordinator Accounting/Business/IT and the VET Coordinator assist students with the following:

- Study Skills
- Subject/Unit selections
- Timetables
• Learning Support Strategies
• Personal problems

4.13 Regular University Information Seminars are conducted to provide students with further education information. There is also a Career Advisor to help students in terms of future options. Contact Details are available on Student Handbook.

Critical Incident Management
4.14 Ozford recognises that planning for the management of a critical incident is essential to enable Ozford and its staff to meet the duty of care owed to its students. Please refer to the Critical Incident and Mandatory Reporting Policy & Procedures for further information.

IT Support Services
4.15 The IT Support Officers from Ozford’s IT Department provides support to both staff and students both on site and off site. Students can contact the IT Support officer via emails or phone calls. Email: itservicesdesk@ozford.edu.au  Phone: 8663 7188 Ext: 111

Student Social Activities
4.16 Ozford provides students with various activities to enrich students’ experiences at Ozford and in Australia. Below are some activities that are conducted at Ozford

• A Graduation Ceremony is organised at the end of each semester and all staff and students are invited to attend to celebrate the success of our graduating students.
• A lunch is organised every semester. Students are encouraged to bring a plate of food from their culture and share with the other students.
• A movie night is organised where staff and students get to enjoy a movie together
• Living in Australia and Safety Awareness Seminars are held regularly
• Job Search Seminars and CV preparation/interview skills sessions are held regularly
• Excursions are arranged to support the learning programs
• Guest speakers from industry are invited to address students.

5. RELEVANT LEGISLATION
There are a range of legislative and regulatory requirements that affect students and staff. Staff members MUST ensure that they comply with all legislation and regulatory requirements and ensure students are aware of the requirements.

Please refer to Relevant Legislation and Regulators Information for further information.