



OXFORD COLLEGE OF BUSINESS **RTO No. 21442 (CRICOS: 02573B)**

Student Support and Services Policy

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 College of Business (Ozford) staff 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. 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.

5. OVERVIEW OF AVAILABLE STUDENT SUPPORT

5.1 Arrival, Accommodation, Enrolment and Transition

All students are provided with a **Pre-Enrolment Guide** before they enrol at OZFORD. It provide them with information what to expect at life in Australia and how best to prepare themselves to study at Ozford. A copy is also available on Ozford website.

Ozford offers the services of **airport pick up** and taken to their accommodation. Student need to indicate the need of this service when filling in the enrolment application form.

At Ozford, we have extensive experience in helping students to find suitable **accommodations**. Students who require this service must fill in relevant application form and provide accommodation requirement details. To comply with visa requirements, international students under the age of 18 must be placed in accommodation approved by the College.

All students go through an **Orientation Program** during their first week at Ozford. The Orientation program involves familiarisation with living and studying in Melbourne. The orientation program is tailored to the age and culture of the student.

All students are provided with a copy of the **Student Handbook** during orientation. It contains information on:

- Services, facilities and resources available to students
- Visa requirements for international students
- Ozford's policies and procedures
- Other relevant information in assisting students to adjust to life & study in Australia

A copy of the Student Handbook is also available on Ozford website.

5.2 Student Services Support

Ozford has a Student Services Team designated to support students during their time with us.

The **Students Services Hub** is open 8am to 5pm Monday to Friday. Students are free to approach the Student Services Hub for any help or make general enquiries, for example: directions, public transport, banking and other day-to-day needs. For students requests that cannot be completed on the spot, students are advised to fill in a Student Services Request form in order for staff to attend to their request.

The official point of contact for students is the Head of Student Services who has access to up-to-date details of Ozford's support services. For emergency after hours, students are advised to ring the following number: 0403 062 050

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

1. Student Services Officers
2. Student Welfare Officer
3. Enrolments Officer
4. IT Support Officer
5. Librarian
6. VET Coordinator

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

5.3 Student Care

Ozford has a Student Welfare Officer on site. Students are advised to make an appointment to see the Welfare Officer if they have any issue or concerns regarding life at Ozford and in

Australia including personal, health, family, relationship or accommodation issues. Urgent matters will be attended to promptly.

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

The Student Admin Coordinator is also on site to assist students with enrolment, **complaints and grievances** related issues if required.

5.4 Academic, Language and Learning Support

The Ozford training team (trainers and 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 or the VET Coordinator for more information or support where required.

The VET Coordinator assists students with the following:

- Study Skills
- Subject/Unit selections
- Timetables
- Learning Support Strategies

5.5 Further Education and Career

Regular Further Education/relevant industry workplace Information Seminars are conducted. There is also a **Career Advisor** to help students in terms of future options. Contact Details are available in the Student Handbook. Guest speakers from industry are invited to provide students with industry updates from time to time.

5.6 Critical Incident Management

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 Policy & Procedures for further information.

5.7 IT Support Services

The IT Support Officer 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: itservicedesk@ozford.edu.au Phone Ext: 111

5.8 Student Social Activities

Ozford provides students with various activities to enrich students' experiences at Ozford and in Australia. These activities are advertised on Ozford intranet and newsletter. Below are some activities that are conducted at Ozford

- A new student welcome social breakfast is organised every three months.

- A weekly free morning tea for all students to get to know each other
- A Graduation Ceremony is organised at the end of each term
- A movie night is organised where staff and students get to enjoy a movie together
- Living in Australia (including integration and Safety Awareness) Seminars
- Job Search Seminars and CV preparation/interview skills sessions
- Excursions to explore Melbourne and surrounding areas

6. Standards Orientation and Graduation Procedures

Orientation

The Standard orientation procedures are specified in the Enrolment and Orientation policy and procedures.

Graduation

1. Short introduction and alumni information
2. Head of Department & external speaker speech
3. Presenting of the certificates
4. Student speeches
5. Awards & door prizes
6. Refreshment
7. Group photos

7. RELEVANT LEGISLATION

There is a range of legislation and regulatory requirements that significantly affect staff duties and applicable to all staff. It is vital that all staff members must ensure that they carry out their duties in accordance to the current legislation and regulatory requirements. The Information on relevant legislation and regulatory requirement can be found at the following websites:

Education Services for Overseas Students (ESOS)

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Nation Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

VET Quality Framework

The VET Quality Framework comprises:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements, and
- the Data Provision Requirements.

<http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/the-vet-quality-framework.html>

Standards for Registered Training Organisations (RTOs) 2015

Oxford Business College Pty. Ltd. is trading as Oxford College of Business (CRICOS No. 02573B, RTO No. 21442, ABN 82 106 243 378)

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<https://www.legislation.gov.au/Details/F2014L01377>

Standards for VET Accredited Courses

<http://www.asqa.gov.au/about-asqa/national-vet-regulation/standards-for-vet-accredited-courses.html>

Occupational Health and Safety

<http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety>

The Privacy Act

<https://www.oaic.gov.au/>