STUDENT SUPPORT AND SERVICES POLICY AND PROCEDURE

Approving authority	Executive Management Team
Purpose	This policy and procedure has been developed to meet the requirements of Standard 6 of the National Code 2018 and the VRQA Minimum standards and Guidelines. In particular, this policy is designed to ensure that Ozford College provides the necessary services, staff and resources to support students, consistent with the values of the College, in achieving their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course.
Responsible Officer	International Student Coordinator
Associated documents	Admission and enrolment Policy and Procedure Anti-discrimination Policy and Procedure Anti-Bullying and Harassment Policy and Procedure Academic Progress and Completion within Expected Duration Of Study Policy and Procedure Attendance Policy and Procedure Child Safety Policy and Procedure Child Safe Risk Management Policy and Procedure Critical Incident Policy and Procedure Diversity, Cultural Safety and Equity Policy and Procedures\ Human Resource Policy and Procedure and Procedure Information, Communication and Technology (ICT) Acceptable Use Policy and Procedure Mandatory Reporting Policy and Procedure Responding to and reporting allegations of suspected child abuse Policy and Procedure Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedure Student Behaviour Management Policy and Procedure (includes Student Code of Conduct) Student with Special Needs Policy and Procedure Student Complaints and Appeals Policy and Procedure Transfer Policy and Procedure Younger Students and Homestay Policy and Procedure Record Management Policy and Procedure

1. RATIONALE

This Ozford College (hereafter referred to as the College) policy has been developed to meet the requirements of the National Code 2018 Standards 5 and 6 and the VRQA Minimum standards and Guidelines, where Ozford College (the College) supports 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 and procedures applies to:
- the Executive management team
- staff directly engaged or employed by the Executive management team
- contracted staff ie. contracted service provider whether or not a body corporate or any other person is an intermediary) engaged by the
- volunteers; and
- students.

This policy and procedures applies to all College environments. College environments means any of the following physical, online or virtual places, used by students during or outside school hours.

3.   POLICY

3.1   The College 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

- providing appropriate support services to help them to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

- offering reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to them. The nature and extent of support provided are informed by the requirements of the course, modes of study and the needs of student cohorts.

3.2   The College ensures that

- students receive the services detailed in their agreements, including academic and welfare support services.

- students are provided with, an orientation program that is tailored to the needs of the student cohort, access to information about living and studying in Australia, including information about safety on campus and while living in Australia.

- there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

3.3   The College has a Critical Incident Policy and Procedure to assist staff and students to manage any concerns following a serious or critical incident.

3.4   The College regularly reviews the appropriateness and adequacy of the services provided to the students.

3.5   As required by Ministerial Order 1359 Managing the Risk of Child Abuse in Schools and School Boarding Premises, this policy is reviewed after any significant child safety incident, or at least every two years, and improved where applicable.

4.   PROCEDURE

Student Services
4.1   The provision of student support is a joint responsibility of Student Services and the academic staff.

4.2   All College staff who interact directly with overseas students must be appropriately trained as set out in the Human resource policies and procedures.

4.3   The Student Services Front Desk is open daily 8.30am to 5pm, from Monday to Friday. Students are welcome to approach the Student Services Front Desk for any help or to 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.

4.4   The official point of contact for students is the International Student Coordinator who has access to up-to-date details of the College's support services.

4.5   There are also other staff members who are available to support students:

- Student Welfare Officer
- ICT Support Officers
- Librarian
- Student Mentors
- Marketing Officers

4.6   Students can make a request at the Student Service Desk if they need to speak to any of the staff members above.

4.7   There is no cost for the student services provided by Ozford staff. If a student is referred to an external provider such as medical services or professional counseling or psychology services, the external service will be at the cost of the student.

Arrival

4.8   All students are provided with a Pre-Enrolment Guide before their arrival in Australia. It provides them with information what to expect at life in Australia and how best to prepare themselves to study at the College. A copy is also available on the College website.

4.9   The College can arrange for international students to be met at the airport and taken to their accommodation upon request. Students are asked to indicate the need of this service when filling in the application form.

Orientation

4.10   Before each orientation, the Admission Officer will provide the International Student Coordinator a list of new student details who are scheduled to attend orientation. Details provided include students' names, gender, date of birth, nationality, and course enrolled. The list will be used to amend the orientation presentation to ensure orientation program is age and culturally appropriate for the new student cohort.

4.11   All new students must complete an Orientation Program during their first week of College. The orientation program aims to assist students in familiarisation with the expectations, rules and facilities of the College and adjusting to student life. Before an orientation is conducted, the orientation program will be reviewed to ensure it is tailored and adjusted to the needs of the student cohort for the intake.

4.12   The orientation includes:

- Students are required to present their passport to verify their identification before they attend orientation.
- Students will have their individual photos taken for the purpose of student ID card production. IT will prepare and distribute student ID cards after the orientation.
- An orientation presentation by College staff.
- Students are provided with opportunities to get to know each other.
- Students are provided with an orientation pack which contains:
  - o   Student Information Sheet and Student Handbook;
  - o   Student Enrolment Checklist; and
  - o   Student Profile form.
  - o   Medical form (if required)

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- o Subject selection form.
- o All students under the age of 18 are issued with a student safety card

4.13   The orientation presentation by College staff includes:

- Welcome and introduction to key staff and associated responsibilities

- A welcome exercise to encourage student interaction

- Campus tour of facilities, safety and security arrangement including emergency evacuation procedure;

- Enrolment related policies and procedures including acceptance of agreement and grounds for deferring, suspending and cancellation;

- General information, preparation and expectation on student transition to high school study;

- Details of the course, timetable and teaching staff details

- Academic related information, policy and procedures academic progress and assessment requirements;

- Learning, academic and English language support available to assist students in maintaining course progress

- Details of the course and staff members contact details including official point of contact for students;

- Policies and procedures related to student life, student experience and child safety.
  - o Students are informed that Ozford has zero tolerance for child abuse, and advised how they can report a concern or a child abuse allegation;
  - o Students are provided with information on their rights to feel safe and support on how to seek help and report on incidents that significantly impacts on students' safety and wellbeing including.
  - o Students are informed that some areas of the campus are under constant camera surveillance.
  - o The emergency evacuation plan is explained to students.
  - o Personal safety, home safety travel safety are covered in the student handbook.
  - o Students are informed that they can seek assistance from the College for and report an incident that significantly impacts on their wellbeing, including critical incidents.

- Other support and services available to assist students with general or personal circumstances that might adversely affect their education including counselling, health and wellbeing, emergency and critical incidents, legal services, advocacy;

- Details on how to seek assistance for, and report on incidents that significantly impacts on students' wellbeing, including Child safe and critical incidents;

- Student visa requirements and conditions relating to:
  - o enrolment
  - o attendance, course progress and completion within course duration

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        o   work rights and conditions

        o   health insurance

        o   contact details

- Child Safe information and Accommodation requirements for under 18 students

- General information on living in Australia and Melbourne, including social and cultural norms and rules, general safety and accommodation options;

- Information about working in Australia, including employment rights and conditions;

- Social and community support available for student participation including Study Melbourne Centre

4.14   At the end of the orientation, students will be given an opportunity to complete a survey to gather their feedback about the orientation program and ascertain any additional needs or specific requirements to support their transition. Student feedback will be collated and additional transition support provided based on student survey result.

Student Safety Card Information

4.15   The Student Welfare Officer will provide younger overseas students (students under the age of 18 years) with important age and culturally appropriate safety information, including

- What to do and who to contact in an emergency, and
- How to seek assistance and report any incident or allegation of sexual, physical or other abuse.

4.16   All students under the age of 18 years will be provided with a Student Safety Card which includes:

- for any student on a CAAW letter in homestay accommodation, the homestay accommodation provider's address, home telephone number and mobile numbers,
- Ozford's contact details including 24/7 contact details for Head of Student Support
- general emergency contact information
- a statement that "*Ozford is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact VRQA at www.vrqa.vic.gov.au*".

STUDENT SAFETY CARD
Residential Address:
Carer/Homestay Contact name & Number:
INTERNATIONAL STUDENT COORDINATOR DETAILS:
OFFICE HOUR CONTACT NUMBER of College: +61 (03) 86637188
24/7 CONTACT NUMBER of College: +61 0403062050
EMERGENCY CONTACT NUMBER IN AUSTRALIA: 000
**Notice*: Ozford College is regulated by the Victorian Registration and Qualifications Authority. You can contact VRQA at:
www.VRQA.vic.gov.au***

Student information

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4.17   All students are required to complete the Student Profile Form.

4.18   The Student's contact details and medical condition/ special needs provided on the Student Profile Form will be updated to the Compass Student Management System after the orientation.

4.19   The students' details entered in the Compass Student Management system includes: Student Names, D.O.B., Contact Details, Victorian Student Number (VSN), current residential address, emergency contact details, name and contact details of any parent or guardian, Medical Condition and Special Needs requirements (if any).

4.20   For students (under 24 years of age) without a VSN, a VSN number is generated for student on DET VSN-VSR website (http://www.vcaa.vic.edu.au/pages/schooladmin/vsn/index.aspx).This number is recorded in the student management system.

4.21   PRISMS is updated with the student contact and welfare information to ensure the College's PRISM data is accurate and complete.

4.22   The College confirms that student contact details are accurate at the commencement of each semester. Students as part of the semester enrolment and the subject selection process confirm their contact details,

4.23   The Records management Policy sets out the process for keeping the records of each accepted student who is enrolled with Ozford College or who has paid any tuition fees to the College accurate in the student management system and in PRISMS.

4.24

Timetable

4.25   The Student's subject selections are entered into Compass Student management system.

4.26   A timetable is generated and issued to students from the Compass Student management system.

4.27   Teachers are informed of the students allocated to their classes and any new students and their learning needs.

Transition

4.28   After orientation, ongoing transition support is provided to students by the Student Services team.

4.29   All under 18 students are required to meet with the Student Welfare Officer on the orientation day or on the same week of the orientation. Further information is set out in the Younger Student Policy and Procedures.

4.30   Other transition workshops include Living in Melbourne, Learning about Australian culture and etiquette (for international students), hints on adjusting successfully to living away from home, Safety and Security, and Budgeting.

Accommodation Support

4.31   Students who require Accommodation support can speak to the Student Services staff.

4.32   Students under the age of 18 years not living with a parent of DHA approved relative must live in approved accommodation as set out in the Younger Students and Homestay policy and procedures.

4.33   Students over the age of 18 years will be provided with a list of accommodation options and Student Services staff can help students to make accommodation arrangements in consultation with students.

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IT Support

4.34   The IT Support Officers from the IT Department provide support to both staff and students both on site and off site.

4.35   Staff and students who require IT support are advised to lodge an IT service ticket via email or phone. Email: itservicedesk@ozford.edu.au Phone: 8663 7188 Ext: 111.

4.36   The IT Department will respond to all service request tickets promptly.

Academic and Learning support

4.37   Students can make contact with the Student Services team if they feel that their personal circumstances are having an adverse effect on their study.

4.38   Students who require unit specific academic support are advised to first speak to their teacher. The teacher will refer students to the High School Coordinator if the support is required at a course level.

4.39   The High School Coordinator is available to assist students with:

- Subject/unit selection advices
- Timetable
- Course requirements

4.40   The College has Weekly Mentor sessions, programs or other ongoing support appropriate to the needs of students are provided, including:

- study skills;
- stress and time management;
- exam preparation.

4.41   Student Mentors and class teachers are also responsible for alerting the High School Coordinator and the Student Services Coordinator of any problems with students relating to any of these matters including the illegal consumption of alcohol, cigarettes or illegal drugs as these are prohibited at Ozford.

4.42   The College conducts weekly English support sessions. Students who require language support are encouraged to attend the English support sessions.

4.43   Referrals to specialist support will be provided, if required, in the following areas:

Literacy
- Essential writing tasks.
- The use of group exercises for assessments.
- Ensuring that documents and forms are written and formatted in plain English.
- Advice on using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language
- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Use of practical examples in assessment.
- Encouraging students to ask questions which is sometimes not part of the educational culture of some overseas students.

Liaison and Advocacy Support

4.44   At times, students may require help to understand or clarify the College's policies and procedures. They may feel that they have been treated unfairly or inequitably or unsure

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of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal.

4.45   Students' issues will usually relate to one of the following three broad areas:

- academic issues ;
- administrative issues;
- issues involving discrimination and harassment.

4.46   Students can approach Student Services to raise their concerns. The Student Services staff will help students navigate these processes in order to resolve their issue.

4.47   Students may receive free and confidential advice and support from the International Student Coordinator to ensure that they are fairly represented and understand their rights and responsibilities within the College.

Health, Wellbeing, Welfare, Counselling and Psychological Services

4.48   Regular workshops are conducted to raise awareness of the importance of maintaining health and wellbeing throughout student life. Workshop topics include:

- Positive lifestyle habits;
- Importance of physical activity;
- Recognising signs of physical and mental health issues;
- Drug education;
- Sexual health education;

4.49   A list of medical centres with contact details and fees charged are provided in the Student Handbook. The Student Services staff can assist students who require to make a booking for medical appointments.

4.50   During enrolment and while studying, students are required to declare any disability that may affect their studies and the College will use the information provided to work on a support plan for students with disability. The details are outlined in the Students with Special Needs Policy and Procedures

4.51   Students who are encountering difficulties in their personal life can utilise the College support services. Students can make an appointment to see the Head of Student Support to discuss any issues in a relaxing and confidential setting.

4.52   The Student Support service at the College is not a psychological counselling service in that any form of counselling other than for the purposes of assisting students to maintain their general well-being necessary to achieve satisfactory academic progress within the time frame of the student course is not the role of the service.

Specifically;

- making, or seeking information from students for the purposes of, psychological assessment prior to, or during, enrolment is not part of the role of the College's Student Support Services;
- setting up emergency management plans for students identified as 'at risk' of aggressive or violent behaviours due to psychological issues is not the role of this service;
- providing risk assessment and management options for ongoing mental health issues or mental health emergencies, is not the role of the service Local community after-hours mental health services have staff rostered and trained for mental health risk assessment and management of such emergencies. They also have direct access to the full range of health support and care options required by sufferers of serious mental health episodes. The appropriate role is to ensure that pathways between the

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Student Support Service and the appropriate community services are effective and clearly identified;

- in addition, the Student Support Service at the College cannot provide long-term counselling or intensive on-going support to students.

4.53   With student consent, external counselling service with professional counselling can be organised if deemed appropriate. There is no charge for the referral service. Any cost charged by the external services will be paid by students. The external counselling practice is:

> Stephy Yu Counselling Services
> Add: Ground Floor, 69 Canterbury Road,
> Canterbury, VIC 3126
> Ph: 0425884437
> Stephy YU is a registered counsellor with the Australian Counselling Association (ACA)

4.54   Students assessed as requiring professional psychological assistance will be referred to an external provider arranged by the College. There is no charge for this referral service.

Social and Community Events and Activities

4.55   The College provides students with various opportunities to participate in social activities to enrich student experiences. Opportunities are provided to facilitate student involvement in community activities. Examples of activities provided include:

- regular excursions and sports activities;
- social events to generate interaction between different student groups and help students build social network, enhance student sense of connectedness and gain valuable practical skills;
- Graduation Ceremony where all staff and students are invited to attend to celebrate the success of our graduates

4.56   International students Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two Australia's peak representative organisation for international students. Students are introduced to their services and encouraged to sign up with CISA and AFIS to get involved with the activities and programs organised by CISA and AFIS to enrich their study experience in Australia.

4.57   Other external events and activities in Melbourne appropriate for students are advertised in the Student Noticeboard.

Complaints and Appeals

4.58   Any students with a concern or complaint may raise the matter with the staff of the College and attempt an informal resolution of the question or concern.

4.59   Students are free to seek the support and assistance of the College's student services staff as part of this process.

4.60   The Student Complaints and Appeals policy and procedures will be implemented if an informal resolution cannot be reached.

Assisting with legal matters, emergency crisis or critical events

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4.61   Students who have problem understanding law or require legal advice will be referred to external legal assistance. Some external organisations that provide free legal advice include the Study Melbourne Student Centre, Youth Law Front yard, community legal centres. Information is published in Student Handbook.

4.62   The Student handbook sets out the Australian emergency call services Triple Zero emergency number (000) and students are advised that where there is an immediate risk of harm to self or others, to call 000 or 106 for those who have speech or hearing impairment. Students are also introduced to other organisations that provide help, support counselling in an emergency/ urgent situation.

4.63   The College will activate its Critical incident policies and procedures in the event of a critical incident.

Financial Support

4.64   The Accounts Office is the central hub for all fees, payment and financial enquiries. Students who are experiencing financial issues are advised to contact the Accounts Office to seek support.

4.65   Flexible payment plan can be organised for students who are experiencing financial hardships.

Analysis of Student Needs and Review of Student Support

4.66   While objective number such as staff/student ratios are useful as indicators of the student experience, these are not definitive. The College is committed to the provision of student support staff (FTE)/student ratio of 1:50. Student feedback will be used as a measure to review the adequacy and quality of student support.

4.67   Before each orientation, the International Student Coordinator will receive a list of orientation attendees' names, gender, and date of birth, nationality and course enrolled from the Admissions Department. The list will be used to amend the orientation presentation to ensure orientation program is age and culturally appropriate to the cohort of new students.

4.68   After the orientation, students will be given an opportunity to complete a survey to gather their feedback about the orientation program and ascertain any additional needs or specific requirements to support their transition. Student feedback will be collated and additional transition support provided based on student survey result.

4.69   To ensure that support services offered reflect the needs of student cohorts, every six months, students have an opportunity to assess the quality, quantity and appropriateness of the College's student support services through a student survey. In addition to this, students who visit and meet with student support personnel or request services from support personnel are surveyed on the quality, quantity and appropriateness of the College's student support services.

4.70   Once this information is collected and analysed, the results will be passed onto the Executive Management Team for consideration. Once this process is completed, decisions will be made as to the future needs of students. Staffing levels and procedures will be adjusted to create a satisfactory level of student support.

5.   FEEDBACK

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.

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