

## Student Support and Welfare Policy and Procedure

### Policy

AIP is committed to providing appropriate support and welfare services to students to enable and provide them an environment, in which each student feels safe and supported, and contributes in a positive manner in their learning journey and feels safe and supported at AIP.

- a) AIP will ensure that appropriate student support services are available to assist the students in completing their studies and reaching their academic goals.
- b) AIP will ensure to give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia.
- c) AIP will offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student.
- d) AIP has a critical incident management policy.
- e) AIP will ensure there are sufficient staff, in addition to academic staff, to support and advice Overseas students who request assistance.

### Purpose

The purpose of this policy is to provide a student support mechanism/system that not only provides academic and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their student journey at AIP.

### Scope

This policy/procedure applies to all international students.

### Student Support

#### Orientation Program

Orientation programs help and familiarize overseas students with the AIP 's rules and facilities, and introduce the social and cultural customs which overseas students need to be aware of while they are in Australia.

AIP gives all overseas students access to an age and culturally appropriate orientation program. This includes making the program available to late arrivals or overseas students who begin at different entry points.

**Head Office**

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AIP orientation program provides information about:

1. Support services available AIP to assist overseas students to help them adjust to study and life in Australia;
2. Student Handbook;
3. Student Academic Calendar;
4. Course information;
5. English language and study assistance;
6. AIP 's facilities and resources;
7. Complaints and Appeals Policy and Procedure;
8. The requirements for course progress;
9. The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia;
10. Services overseas students can access for information on their employment rights and conditions;
11. How to resolve workplace issues, such as through the Fair Work Ombudsman;
12. Information about the Work Based Training (WBT) /Practical component if applicable.

**Access to support services**

AIP endeavours to offer reasonable support to overseas students to enable them to achieve expected learning outcomes, irrespective of the overseas student's place of study or the mode of study of the course at no additional cost.

At AIP the overseas students have access to a range of services. Services include:

1. English and academic support services;
2. tutoring support;
3. counselling and mental health support;
4. career services;
5. housing and tenancy services;
6. financial support services; and
7. health and disability services.

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### Student Handbook

All current and prospective students will be provided with a Student Handbook containing all the essential information to adjust to life in Australia for international students, AIP facilities and resources to help them with their studies.

A copy of the Student Handbook is available on AIP website.

### Student Support Officers

AIP has at-least 2 on-campus Admin/Student Support Officers at any given time, who provide student support services for learning and academic support services in consultation with the RTO Manager and Administration Manager.

Academic and learning support needs will be referred to the RTO Manager and Administration Manager. The Student Support Officer will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities.

Counselling services and other external referrals will be arranged if deemed appropriate by the Student Support Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by the students.

All students are required to attend an orientation day at the beginning of their studies. The Student Support Officer shall discuss the provision of support services and how best the students can avail these services during their learning journey at AIP.

### Academic and Learning Support

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 program or completing within the expected duration. AIP will, accordingly, provide an ongoing academic support to students in form of Language, Literacy and Numeracy (LLN) programs or referrals to these programs if needed, course progress intervention and academic support if deemed at risk of not completing the course on time, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties.

Students can access institute's student support services by approaching either the Student Support Officer or any staff member in their immediate contact.

All students will have access to institute resources and an equal opportunity to access institute programs, services and resources, including Information Technology (IT), library, course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records.

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### Students with Disability

AIP acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disability.

Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact Course co-ordinator and bring supporting documents for consideration of disability (e.g. a letter from your treating professional).

Reasonable adjustments to training and assessment methods are made using the following principles:

1. Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged as a result of disability.
2. The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
3. Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. students with disabilities are still required to demonstrate a pre-determined level of ability in relation to essential competency requirements.

### Student Hardship

The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review their workload or other related matters.

To make a request, a student will be required to fill in the Student Support request form describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

1. Financial hardship: Financial documents, pay slips or bank statements which indicate financial status;
2. Medical grounds: Medical certificates stating nature of condition, duration;
3. Family Situation: Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation

Student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

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**Staff and support personnel**

AIP has sufficient student support personnel to meet the needs of the enrolled overseas students. In determining the sufficient level of staff, AIP has taken into consideration the number of overseas students enrolled, the types of courses being offered and the likely needs of the overseas students.

**Critical Incident policy**

AIP has a well-documented Critical Incident Policy and Procedure.

**Responsibility**

The RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The Student Support Officer is responsible for responding to and addressing the mental, physical, social and spiritual well-being needs of students; and making appropriate referrals to external agencies when required.

The Administration/RTO Manager are responsible for identifying and supporting academic needs.

The Trainer and assessor appointed is responsible for planning, implementing, and monitoring learning and academic support services.

The CEO has the overall responsibility for management of these guidelines.

Staff members in their respective roles are responsible for using these guidelines to plan and enhance support services.