



Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be reviewed	December 2024			Version no	1.7	CRICOS Provider No	03450E
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Other information as relevant will be provided to students including: Australian laws; Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students

Whilst all staff employed by Dalton College has the responsibility to provide support to all students, Dalton College has designated Student Support Officers who are available to all students, on an appointment basis, through College hours of business.

Students can access the Student Support Officers directly or via student administration/reception and an appointment is organised as soon as practical. All Student Support Officers have access to up-to-date details of the range of Student Support Services (refer to Student Support Services Referral List below).

Dalton College's Student Support Officers are:

**Name:** Missy Chen      **Ph:** (03)9043 1668      **Email:** [studentsupport@daltoncollege.vic.edu.au](mailto:studentsupport@daltoncollege.vic.edu.au)

**Name:** Nathaniel LING **Ph:** (03) 9043 1668 **Email:** [studentsupport@daltoncollege.vic.edu.au](mailto:studentsupport@daltoncollege.vic.edu.au)

AFTER HOURS CONTACT DETAILS ARE: MOBILE 0415800087

Dalton College ensures that all Student Support Officers who interact directly with overseas Students are aware of obligations under ESOS framework and potential implications for overseas Students arising from the exercise of these obligations.

Dalton requires all administration staff who interact with international students to undertake the online course on the ESOS Legislation and retain evidence on their staff file refer:

<http://www.isana.org.au/national-code-online-tutorial/>

Students are provided a list of student support services document in the Student Handbook.

This list provides details of many support services available to students during the day and after hours.

The College provides Students with contact details of external professionals whenever this is considered as a more appropriate support service to meet the Student's need. Any referrals are conducted by the College at no cost to the Student, but fees and charges may apply where an external service is used by the Student and the Student will be advised prior to using such services outside of the College.

- **English Language and Study Assistance Programs**

### Identifying LLN/Foundation Skills Support Prior to Enrolment or Commencement:

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A Language, Literacy and Numeracy (LLN) Test needs to be administered prior to enrolment into qualifications within Dalton College's scope of registration.

All students are required to undertake the LLN test to ensure they have the appropriate language, literacy and numeracy skills to allow them to undertake the course in which they are enrolling.

Tests are administered by qualified LLN/ELICOS Trainers/Assessors. The main aim of the test is to identify the existing level of foundation skills of the applicant such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. Dependant on the level of any skill gap and Dalton College's professional judgement on the Student's capabilities, Students will be:

- enrolled with a negotiated support program put in place, prepared on a Special Needs Report, which may include additional support such as the Student's commitment to participate in additional English support classes
- not enrolled and referred to a more suitable foundation skills or entry level VET qualification courses (within Dalton College or with an alternative RTO) and/or provision of other skills pathway advice.
- Enrolled into an ELICOS Course prior to commencement of a VET course with a condition of the enrolment being they must pass the English course and meet the required course entry requirements.

## Educational Student Support during training:

Dalton College will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

During training, the Trainer/Assessor may identify the need for additional learner support and discusses options with the Academic Manager.

The Trainer/Assessor completes a Special Needs Report in conjunction with the Trainer/Assessor or Student Support Services Officer. When support needs arise, the Trainers/Assessor includes a range of support needs in the Special Needs Report Action Plan for each individual Student identified. Support needs may include:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to internal and/or external Language, Literacy and Numeracy support.
- Referral to internal study skills support.
- Referral to an external agency (e.g. Department of Home Affairs)

## Responsibilities for initiating the Student Support Services are:

Student Support	Responsibility	Approval
Modification of Training and Assessment resources	Trainer/Assessor	Academic Manager

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Detailed notes must be kept of any support/intervention process on the student file.

### Facilities and resources

- ***Policies and Procedures***

The full Refund and Complaints and Appeals Policy and Procedure must be included into the Student Agreement/Contract.

At Orientation, all students will be given an overview of their Student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc. Students are reminded they cannot work more than 40 hours per fortnight during class session periods.

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 course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels.

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All students' progress and attendance is monitored and guidance and support provided where not satisfactory results are identified. A student is able to access a Student Support Officer to discuss any academic, attendance, or other related issues to studying at the College at any time. The Student Support Officer will be able to provide advice and guidance, or referral, where required. Where it is identified that the Student requires additional educational support, a Special Needs Report Action Plan will be prepared, in consultation with the Students by the Trainer/Assessor and monitored by the Trainer/Assessor. Where other support is required that will support a Student's progression, a Special Needs Report Action Plan will be prepared, in consultation with the Students by the Student Support Officer and monitored by the Student Support Officer. Records must be kept on file of any student support / intervention. Also refer Course Progress Policy and Procedure.

There are many issues that may affect a student's social or personal life and Students have access to the Student Support Officers through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Officer feels further support is required, a referral to an appropriate support service will be organised.

While Dalton College does not offer accommodation services or take any responsibility for accommodation arrangements, the College is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but Student Support Officers can refer students to appropriate accommodation services.

Student Support Officers also have a list of medical professionals within access from the College location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. A list of local medical services can be gained from the student support officer.

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

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Dalton College is able to provide some advice and guidance on a limited range of situations. Where a Student Support Officer feels it appropriate for a Student to gain professional legal advice they will refer the Student to an appropriate legal professional.

Apart from the Student Orientation Program, Student Support Officers will occasionally organise social events that allow all students enrolled with the College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised on demand and Students are encouraged to forward any suggestions to the Student Support team.

All support services are listed on the Guide Student Support Services List, which is also maintained by the Student Support Officers and reviewed regularly.

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