

1. Policy

This policy/procedure supports the requirements to provide student support services to all students.

Dalton College will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough Orientation Program for all new students that includes:

- a. Details about support services to assist students to adjust/transition to life and study with Dalton College
- b. English Language and study assistance programs
- c. Any relevant Legal services
- d. Emergency and Health Services
- e. Facilities and resources
- f. Complaints and appeals policy and process
- g. Refund Policy and Procedure
- h. Requirements for course attendance and progress
- i. Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- j. Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- k. Transferring, deferring, suspending or cancelling enrolment
- I. Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- m. Student rules / Code of Behaviour and expectations
- n. Academic counselling services, intervention strategies and maintaining attendance
- o. Privacy policies
- p. Updating of student contact details

Students will be taken on a short tour of the College.

Student ID cards will be organised.

Student timetables will be issued.

Dalton College classroom maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws.

Students are also assisted with information in the following areas:

- i. Public transport system
- ii. Health and medical services
- iii. Banking facilities
- iv. Telephone and postal services
- v. Available counselling services
- vi. Availability of Legal services to students
- vii. Personal safety and security including sun and beach safety
- viii. Tutorial and workshops times, facilities and resources as relevant to their area.

Document name	Student Support	Author	Compliance	Approved by	CEO	Reference to	Std 1	RTO Code	41340
	Services Policy and		Consultant			SRTO			
	Procedure								
Date Reviewed	December 2020	Date to be	December 2024	December 2024			1.7	CRICOS Provider No	03450E
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ix. Student visa conditions as appropriate. Students are reminded at least 6 monthly to update their phone, address, email and emergency contact/next of kin details. This is implemented by a bulk email to students where tracking of receipt monitored, and evidence is recorded and kept when this takes place. The college also has a notice on the student noticeboard to remind students at all times.

The International Student Orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. Other key areas in the International Student Handbook will be reinforced during orientation.

This policy ensures that all Students are given support at Dalton College. This support includes both academic/educational support and non-academic/educational support and the following procedures ensure that

- all Applicants receive equal and fair treatment in determining their suitability, and
- all Students are made aware of the full range of support available to support their progression.

There is no cost to access student support services provided within Dalton College. There are also no costs for a referral to an external support service however accessing services outside Dalton College may incur costs and will be clarified with the Student prior to engaging external support services.

The Student Support Officer/s must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

The college MUST:

- take all reasonable steps to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.
- Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.
- Provide students with or refer them to (including electronically), general information on safety and awareness relevant to life in Australia.

The College will review and where identified, improve the orientation process a minimum of annually.

The College will provide support or access to support for students to assist in meeting course requirements (including online and distance units/subjects) and maintaining their attendance. Dalton will also provide support or the opportunity for students to access support for welfare related and accommodation issues at <u>no extra cost to the student</u>.

Dalton has a 'Critical Incident Policy and Procedure' which will be activated immediately in the event of a critical incident.

Dalton has 2 student support officers for international students; however, this will be monitored/reviewed as international enrolments grow within the College.

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be reviewed	December 2024			Version no	1.7	CRICOS Provider No	03450E
	Document control management – Uncontrolled when printed Page 2 of 10								



Students requiring counselling or support should discuss the matter with their teacher /trainer and/or Student Support Officer as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

All students and staff are kept informed of the current/correct contact details of the current Student Support Officers. Any changes are to be circulated immediately.

All staff that interact with students on international student visas, need to be aware of the college's obligations and potential implications for students and remain up to date on the following at the minimum:

- The ESOS Framework and Policies and Procedures contained in the *Staff Handbook, Policies* and *Procedures Applicable to CRICOS Students*
 - All staff receive electronic versions of the ESOS legislation during induction. Staff are also given professional development on the legislation/ Standards as any changes occur, either by outsourcing or internal training. Staff are also inducted in the Critical Incident Policy and Procedure.
- The Student Support Officer details and contacts
- Student support services that are provided and external services including, but not limited to:
 - o Personal and welfare-related support services to transition to life and study including accommodation issues/assistance
 - Assistance available to students for problem resolution including legal, emergency and health services
 - $\,\circ\,\,$ Academic counselling services, intervention strategies and maintaining attendance
 - o Student Code of Behaviour and expectations
 - o Personal safety and security on and off campus
- Tutorial and workshops times, facilities and resources as relevant to their area.
- Student visa conditions as appropriate
- Students are to be reminded at least 6 monthly to update their phone, address, email and emergency contact/next of kin details. This is implemented via the college noticeboard and emails to students. Evidence is recorded and kept when this takes place.

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/

The College has a commitment to providing equity in training for all identified groups.

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be	December 2024	December 2024			1.7	CRICOS Provider No	03450E
reviewed									
	Document control management – Uncontrolled when printed Page 3 of 10								



Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Compliance Manager/Academic Manager.

Academic / Attendance issues

If Students 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 they should contact a Student Support Officer or their trainer/teacher in the first instance.

All students' progress and attendance is monitored and guidance and support provided, where unsatisfactory results are identified, or, students are identified as 'at risk'.

Other issues including personal matters

Students should in the first instance contact the Student Support Officer or their teacher/trainer.

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children

Visit http://www.australia.gov.au/topics/education-and-training/school-education for information about schools in Australia.

In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.

Relevant Standards for Registered Training Organisations

Dalton College has, for all its scope of registration, and consistent with its training and assessment strategies, sufficient educational and support services to meet the needs of the Student cohorts undertaking its training and assessment services. Dalton College determines the support needs of individual Students and provides access to the educational and support services necessary for the individual Student to meet the requirements of the training product as specified in training packages or VET accredited courses.

Dalton Support Services policies and procedures are also compliant with National Code Standard 6 requirements. <u>Standard 6: Overseas student support services</u>

2. Procedure

A Student Support Officer will conduct an Orientation Program with every new student as soon as practicable. A checklist of this program (dated and signed by staff and student) MUST be included on the student file.

The orientation process is to be reviewed annually.

The student support officers and the Compliance Manager/Academic Manager are to ensure all staff have access to the *Critical Incident Policy and Procedure*. In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be	December 2024			Version no	1.7	CRICOS Provider No	03450E
reviewed									
Document control management – Uncontrolled when printed Page 4 of 10								of 10	



All student welfare /support issues are to be reported immediately to the Student Support Officers. The Officer will refer the student to the most appropriate area for help. If a trainer/teacher is aware of an issue with a student, they must report it promptly to the Student Support Officer.

All students and staff are to be kept informed of the current/correct contact details of the current Student Support Officers. Any changes are to be circulated immediately.

The Support Officers will conduct the student orientation as outlined below:

Emergency Evacuation Plans must be kept current and legible in every classroom / administration / student area. Staff are to report any issues to the Compliance Manager/Academic Manager or CEO.

In the event of a Critical Incident the *Critical Incident Policy / Evacuation / Emergency Procedure MUST* be followed as relevant.

Standard 6 of the National Code must be adhered to at all times.

Student Orientation

At the beginning of a course of study the Students are to be given detailed orientation which includes the following:

- a. Details about support services to assist students to adjust/transition to life and study with Dalton College
- b. English Language and study assistance programs
- c. Any relevant Legal services
- d. Emergency and Health Services
- e. Facilities and resources
- f. Complaints and appeals policy and process
- g. Refund Policy and Procedure
- h. Requirements for course attendance and progress
- i. Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
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- o. Privacy policies
- p. Updating of student contact details

Students will also be given a tour of the College identifying classrooms, student areas, student administration area, support officers and any other relevant areas within the College such as toilets, fire exits, and restricted areas.

All students are to receive a copy of the current 'Student Handbook' and each section explained to students.

Document name	Student Support	Author	Compliance	Approved by	CEO	Reference to	Std 1	RTO Code	41340
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Date Reviewed	December 2020	Date to be	December 2024	December 2024			1.7	CRICOS Provider No	03450E
reviewed									
	Document control management – Uncontrolled when printed Page 5 of 10								



The orientation checklist is to be completed during orientation to ensure everything is covered and kept on the student file.

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

Nominated Student Support Officer

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 Name: Nathaniel LING Ph: (03) 9043 1668 Email: 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/

Student Support Services

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

<u>Identifying LLN/Foundation Skills Support Prior to Enrolment or Commencement:</u>

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be	December 2024			Version no	1.7	CRICOS Provider No	03450E
	Document control management – Uncontrolled when printed Page 6 of 10								



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

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be	December 2024			Version no	1.7	CRICOS Provider No	03450E
reviewed									
Document control management – Uncontrolled when printed Page 7 of 10									



This may also trigger a formal intervention plan for the student Refer Course Progress P & P		
Modification of the classroom configuration to improve mobility	Trainer/Assessor	Academic Manager
Referral to Language, Literacy and Numeracy courses	Trainer/Assessor	Academic Manager
Referral to an external agency (e.g. Department of Home Affairs)	Academic Manager	CEO
Creation of an Special Needs Report Action Plan, in consultation with Student	Trainer/Assessor or Student Support Services Officer	Academic Manager
Monitoring of Special Needs Report Action Plan with Student	Trainer/Assessor or Student Support Services Officer	Academic Manager

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

Also refer to the Course Progress Policy and Procedure

Facilities and resources

At orientation, Students are given a guided tour of the campus and all Dalton College's facilities so that they become aware of all the resources available to them. This tour also ensures that Students are aware of all occupational health and safety procedures, including emergency evacuation and the critical incident policy and procedure.

• Policies and Procedures

All students are given a briefing about relevant policies and procedures, not limited to Dalton College's course progress policy and procedure, Refund policy and procedure, Attendance Monitoring policy and procedure, Critical Incident policy and procedure and Complaints and Appeal policy and procedure and Student transfers Policy and Procedure. A summary of each relevant policy and procedure may also be found in the Student Handbook, which is considered as the Student's reference to all Dalton College's practices. Student may access the full policies by requesting copies from the Student Support Officers or by contacting Dalton College's Administration Manager.

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

Work Rights

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.

Academic/Educational issues

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,

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be	December 2024	December 2024			1.7	CRICOS Provider No	03450E
reviewed									
	Document control management – Uncontrolled when printed Page 8 of 10								



attendance levels, and general support to ensure they achieve satisfactory results in their studies from either their Trainer/Assessor or a Dalton College Student Support Officer.

All students' progress and attendance is monitored and guidance and support provided where non 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.

• Personal / Social issues

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.

An after hours number is provided for emergencies AFTER HOURS: 0415800087.

• Accommodation

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.

• Medical Issues

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.

For any critical incident, Dalton College have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:

- 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

For more details, please refer to Critical Incident – Policy and Procedure.

Document name	Student Support Services Policy and Procedure	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	Std 1	RTO Code	41340
Date Reviewed	December 2020	Date to be	December 2024			Version no	1.7	CRICOS Provider No	03450E
	Document control management – Uncontrolled when printed Page 9 of 10								



Legal Services

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.

Social Programs

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.

Student Support Services Referral List

Student Support Officers provides referrals to internal expertise and where/ if skilled, provide the services, such as study skill support.

The trainers and teachers for each course normally provide any required academic tutoring/support.

The Student Support Services Officers also make referrals to external sources of support where staff at Dalton College are not qualified or it is in the student's best interests to seek professional advice.

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

Refer: Standard 6: Overseas student support services

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	Services Policy and		Consultant			SRTO			
	Procedure								
Date Reviewed	December 2020	Date to be	December 2024			Version no	1.7	CRICOS Provider No	03450E
		reviewed							
Document control management – Uncontrolled when printed Page 10 of 10								0 of 10	