

Care Plus Training Pty Ltd

T/A



RTO ID 41009

STUDENT SERVICES STUDENT WELFARE & SUPPORT

References:

Standard 1 Clause 1.7 Education and Student Support
NC Standard 6 Student Support Services

VERSION HISTORY

Policy Owner:	Director	Jai Seelam
Document Management:	Administration & Compliance Manager	
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STUDENT WELFARE, ACADEMIC AND INDIVIDUAL SUPPORT

PURPOSE

Nurse Training Australia (NTA) will endeavour to support all students to achieve a satisfactory course outcome and enjoy their study experience. We will have extra support services for overseas students so that they have a successful transition to life and study in Australia. We will protect the personal safety of students within our responsibilities under VET Quality Framework and the ESOS Act and National Code.

Standard 1	Clause 1.7 Support learners
NC Standard 6	Student Support Services

IMPLEMENTATION

The **Director** is ultimately responsible for compliance with legislation and the welfare of students, the staff and the College.

The **Administration and Compliance Manager** is the primary contact point for students. This role is the reference point for matters that escalate or have to be referred to outside agencies.

The **external counsellor** will be contacted by the Administration and Compliance Manager as required to provide specialist support that is considered necessary for the student on a case by case basis.

The **Student Services staff** are responsible for day to day communications and monitoring of student welfare. The staff is trained in policy and procedures and will know when to assist and when to refer on to their supervisor.

The **Director of Studies** will be the primary contact point for academic matters relating to students.

The **education staff and trainers** are trained in policy and procedures and will know when to assist students in personal and academic matters and when to refer on to the Student Services team and/or the Director of Studies.

The **trainers** will provide tutorial support and be rostered on at set times to provide this academic tutoring as part of student welfare and education support

PROCESS

Nurse Training Australia support students to adjust to study and life in Australia. We recognise that orientation programs and support services provided to all students help them enjoy their time at the College and living in Sydney and will improve the quality of their educational experience.

We have responsibilities to provide access to support services and support staff. We will provide:

Orientation program

The orientation program is offered at least every term, at the start of every new intake in a course and as required.

The orientation program will include information on how to make the most of study at NTA. See the orientation policy and materials.

Contact points for students

The Administration Manager will be the nominated primary contact person for all student matters.

The Director of Studies will be the nominated contact person for academic matters.

There are staff trained in handling student enquiries

We have a list of names and photos of staff on the notice board.

We have staff at the reception every day who are there to support the students with day to day enquiries and assistance.

We provide email contact for students

The RTO Manager student portal

The NTA website has a link to RTO Manager student portal where students can access answers to the many day to day information enquiries that come through student services area.

Student will be encouraged to use the student portal as the first point of information

They can access:

- Their personal details and update contact information
- Their timetables
- Attendance records
- Course progress and results
- Notices to students
- Download of forms

Contacts for students adjusting to study and life in Australia

We provide the orientation

We provide information in the handbook and on the noticeboards for:

Travel and transport information

Student ID cards

Accommodation noticeboard

Legal services

Emergency services

Local doctors and medical and health services

Student visa condition relating to course progress and/or attendance

Academic – attendance, course progress and the intervention strategy

The student portal provides up to date information.

Counselling on attendance, how students are coping with their studies and study skills will be the responsibility of the Trainers as the first point of contact with students.

The Administration and Compliance Manager monitors attendance, course progress and student support through the reception area. The Manager generates reports (by exception) every month.

The Director of Studies receives reports every month and counsel's trainers and students.

The Director of Studies works with the Administration and Compliance Manager on the intervention plans.

Academic - tutorial support

Rooms and times across the week are allocated to tutorial support

The noticeboard has information about tutorial support and how to book in

Trainers are available at these times

Students can book into tutorial sessions at no cost

Individual education support is provided at these sessions

Career advice

For advice on education pathways beyond our College courses, we can offer some advice and assistance. However, more general questions will be referred to Centrelink, Austudy, the University Admission Centre, TAFE and counselling professionals.

Counselling – social support and welfare

The Administration and Compliance Manager is the point of contact and co-ordination for matters relating to general student welfare.

We can also refer on for professional services if required.

We will provide students with Study in Australia booklets that give extra information on how to find your way around Sydney and be a student in a new country.

We will arrange some social gatherings for the students each term.

We will not offer classes at very late hours that will create situations where young men and women have to travel alone on a bus or train. We will encourage students to travel in groups.

Accommodation support

We do not organise accommodation arrangement. We can counsel students having problems with their accommodation.

Relocation of the College

If the College decides to add a new location or relocate, we will notify students as early as possible and at least 1 month prior to moving. Currently enrolled students who are seriously inconvenienced by such a move will be assisted with travel subsidies and helped to find alternate accommodation if necessary on a case by case basis.

DOCUMENTS AND EVIDENCE OF PROCESSES

Orientation program

International Student Handbook

Domestic Student Handbook

Website – extra information

RTO Manager system – student portal log in and notices to students

Notice board

Tutorial bookings

Intervention strategy

Course progress reports

DIBP and PRISMS letters