



Student Support Services Policy

Purpose

The purpose of this policy is to ensure that Greenwich English College Pty Ltd provides access to sufficient support for all students. Greenwich English College Pty Ltd will provide support services based on the individual needs of each student. For CRICOS students support services will ensure that students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Scope

This policy applies to all staff and stakeholders at Greenwich English College Pty Ltd.

Policy

Greenwich English College Pty Ltd considers service to students as the core of its mission and operation. Greenwich English College Pty Ltd will ensure that students have access to the educational and support services necessary for individual learners to meet the requirements of the training product. In addition, Greenwich English College Pty Ltd will support international 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.

Greenwich English College Pty Ltd will induct each student prior to the commencement of course work to ensure they can settle into their new environment. This will happen via a face to face orientation that is culturally, linguistically and age appropriate. The Orientation program will assist students understand Greenwich English College Pty Ltd's expectations, rules and facilities, and introduce social and cultural norms which overseas students need to be aware of while in Australia.

Greenwich English College Pty Ltd will take all reasonable steps to provide a safe environment on campus or premises for students and staff.

Greenwich English College Pty Ltd will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue. In the first instance this may be the student's teacher/trainer, the service staff at reception, the Student Support Officer, the Director of Studies, or the Operations Manager depending on the nature of the student's need for support services.

Greenwich English College Pty Ltd will ensure it has sufficient student support personnel to meet the needs of all enrolled students. This will include staff who have appropriately formal qualifications and/or experienced so as to be capable of effectively advising and providing counselling to students in an intercultural context about welfare matters and academic progress and future study concerns. Greenwich English College Pty Ltd will ensure that these staff are readily available to students at suitable times.

Greenwich English College Pty Ltd determines the support needs of each individual learner and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Greenwich English College Pty Ltd will, where necessary and appropriate, make reasonable adjustments to services, equipment and premises, delivery, and assessments to support its students.

Greenwich English College Pty Ltd will ensure that all staff that interact directly with students are aware of the both the obligations of Greenwich English College Pty Ltd and their own obligations under the ESOS framework as well as the potential implications to students.

Greenwich English College Pty Ltd will ensure that all students have access to welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If a student is referred to any external support services, there will be charge made by Greenwich English College Pty Ltd for the referral.

This policy applies equally to students enrolled in ELICOS and VET subjects.

RELATED POLICIES

Critical Incident Policy- No.32

OTHER REFERENCES

Greenwich Student Handbook

Policy and Procedure- No.1

Complaints and Appeals - Policy and Procedure No. 1

Access and Equity - Policy and Procedure No. 2

Language, Literacy and Numeracy - Policy No. 5

Standard 6 of the National Code 2018 and with the National ELICOS Standards (Standard 6.9).

Procedure

1. Orientation Program

Greenwich will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers what students will need to know about their course and adjusting to life in Australia, including:

- student support services available to students in the transition to life and study in Australia
- English language and study assistance programs
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- all student visa conditions relating to course progress and/or attendance as appropriate.
- Support services available to assist student with general or personal circumstances affecting their education in Australia, and services student can access for information on their employment rights and conditions such as through Fair Work Ombudsman.
- Provide information on how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents; and
- Provide general information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia.
- Advise on actions to take to enhance overseas student's personal security and safety

At the end of the Induction all Student online Arrival forms are checked to ensure they have been completed correctly. All information is then saved in the SMS.

Late arrivals / starters

In the event a student commences their course late or simply missed the Induction, the Director of Studies or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

To ensure Greenwich English College Pty Ltd has sufficient student support personnel to meet the needs of the students enrolled and to ensure quality services delivery requires a strategic approach. In recognition of the importance of the student support, Student Services will be led by the Operations Manager and General Manager.

Greenwich English College Pty Ltd will have multiple layers of student support staff available to its students at all times. As well as the dedicated student services and support staff, the staff who are involved in delivering the student service functions and duties set out in this policy and procedure document include:

- teachers and trainers
- academic coordinators
- Assistant Director of Studies – ELICOS
- Academic Manager - VET
- Director of Studies
- marketing managers
- admissions officers
- Operations Manager
- General Manager

These staff have a responsibility to care for students needs on a daily and ongoing basis. These needs include, but are not limited to,

- academic progress
- academic outcomes
- course articulation & matriculation
- student welfare and/or well being
- accommodation (housing and tenancy services) support
- student information needs
- financial support services
- satisfaction with any services of Greenwich English College Pty Ltd

Students are able to access such support services and staff via the reception area, via electronic communication with any Greenwich English College Pty Ltd staff member, or via the Greenwich English College Pty Ltd online appointment service. Where a student requires urgent attention, no appointment is required and the student is given immediate attention by the most relevant, senior staff member available.

To ensure that Greenwich English College Pty Ltd services meet client needs, regular feedback about Student Support is collected from students and action plans developed accordingly.

Academic Support Services

Greenwich English College Pty Ltd provides all its students with extensive support relating to:

- Academic progress & learning support
- Academic achievement & assessment support
- Course choices, matriculation and articulation
- Course progress, course attendance and visa obligations
- Course satisfaction

All Greenwich English College Pty Ltd students are encouraged, during induction and lessons, to regularly access this support by speaking with:

- Teachers/trainers
- Academic Managers
- A staff member who can provide 'first language' support, where necessary

Academic support might include counselling regarding:

- Study Skills
- Subject, Unit or course selections
- Timetables
- Time management
- Learning Support Strategies, including for students with special learning support needs

Any support services provided by the College will always be free of charge.

IT Support Services

Greenwich English College Pty Ltd provides support for course related IT services to students both onsite and off site.

Students can access such support via reception or via the online appointment system or via the student IT support email: student.it.support@greenwichcollege.com.au

Student Social Activities

Greenwich English College Pty Ltd provides students with various activities to enrich students' experiences at both specifically at Greenwich English College Pty Ltd and in Australia more generally. This is to support students' social integration with their fellow students and is a crucial aspect of ensuring their well-being.

Below are some activities that are conducted at Greenwich English College Pty Ltd:

- Weekly speaking and conversation clubs
- Weekly free group excursions
- Weekly employment and CV preparation/interview skills sessions
- Monthly student parties
- Graduation Ceremony at the end of each course to celebrate the graduating students.

External Support services

Greenwich English College Pty Ltd employs a number of experienced student counsellors, including the Student Services Officer. However, where the student and/or a Greenwich English College Pty Ltd staff member deem that a student requires professional counselling facilities, they will be directed to the appropriate counselling/mental health and disability services for their needs and assisted in making contact and arranging appointments as necessary. Any such cases will involve the notification of relevant senior personnel, including the Director of Studies and the General Manager.

Any referrals provided to students by the College to support services will be free of charge. However, any associated costs for services provided by a third party who is not related to the College, will need to be covered by the individual student. Students are always reminded to check with their

insurance provider to check if they are eligible for cover for any third party assistance services they access.

Greenwich English College Pty Ltd generally refers its students to the most appropriate one of the following:

- The Redfern Legal Centre
- Australian Council for Private Education and Training (ACPET)
- The Overseas Students Ombudsman

- Reverse charge 12 555
- Interpreting Services 131 450
- ACPET 1800 657 644
- Abortion Trauma and Crisis Pregnancy Help 1300 737 732
- State wide Sexual Assault Helpline 1800 010 120
- Lifeline 13 11 14
- Drug-Arm 1300 656 800
- Men's Telephone Counselling Service 1800 600 636
- Family Law Hotline 1800 050 321
- Privacy Enquiries Line 1300 363 992
- Taxation - Personal Tax Info Line 13 2861
- Consular Contacts <http://www.dfat.gov.au/geo/>