

STUDENT WELFARE AND SUPPORT SERVICES

Purpose

This policy ensures that students are supported to adjust to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course.

This policy outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

AETA is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with AETA. Student support services will be regularly reviewed through AETA Continuous Improvement Policy. Services provided by Accredited Education & Training Australia are at no additional cost to the students. Where external support services may be required, AETA will not charge the students for the referral.

Policy

ORIENTATION PROGRAM

- 1.1 AETA is committed to ensuring that all students receive support in adjusting to life and study in Australia. An orientation program will be compulsory for all students prior to commencing their course.
- 1.2 Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Support Services Officer will go through the orientation on an individual basis.
- 1.3 The orientation program will include information provided through a power point presentation on:
 - i. support services available to assist overseas students to help them adjust to study and life in Australia
 - ii. English language and study assistance programs
 - iii. any relevant legal services
 - iv. emergency and health services
 - v. the registered provider's facilities and resources
 - vi. complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
 - vii. requirements for course attendance and progress, as appropriate
 - viii. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - ix. services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 1.4 AETA will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents.

- 1.5 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.
- 1.6 The information or referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in 1.3, will be at no additional cost to the overseas student

LEARNING SUPPORT

- 2.1 Students are provided with a range of learning support options and resources to enable them to achieve learning outcomes in addition to meeting course requirements and maintaining attendance including:
- a) Mentoring from appropriately qualified trainers including their phone and email contact details.
 - b) Tutorial support assistance.
 - c) English Language /Literacy and/or Numeracy Support
 - d) Support and exercises for some courses.
 - e) Computer and technology support.
 - f) Referral to external services
 - g) Useful links
- 2.2 The services listed in 2.1 or any other learning support services consistent with the requirements of the course will be at no additional cost to the overseas student
- 2.3 Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the AETA Course Progress.

ADDITIONAL SUPPORT SERVICES

- 3.1 AETA recognizes that people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issues that may affect their ability to achieve their training goals.
- 3.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.
- 3.3 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

WELFARE SERVICES

- 4.1 Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice. AETA offers a referral to Life Resolutions Services.
- 4.2 AETA recognises that student may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation issues.

- 4.3 Information about welfare services available are provided in the Student Handbook, International Student Prospectus and Website. Students are also informed about these services at course orientation.

INFORMING STUDENTS

- 5.1 Students are advised of the support services available to them in the international prospectus and on the website and orientation program

ACCESSING SERVICES

- 6.1 Students wishing to access any support services should discuss this with their trainer/assessor or call our office. Contact details for relevant staff are included in the Student Handbook, International Student Prospectus