



Student Support Policy and Procedure

Introduction

The ILLOURA COLLEGE ensures that it has sufficient and adequate educational and support services in place for international students.

Purpose

ILLOURA COLLEGE aims to support students to adjust to study and life in Australia; to achieve their personal learning goals; and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Scope

This policy and procedure applies to all types of support services that might reasonably be required by international students while studying at ILLOURA COLLEGE.

Key Responsibility

- Student Support Officer,
- Training Coordinator
- Trainers/Assessors
- Director of Operations
- Director of Studies

Definitions

- Educational and support services may include, but are not limited to:
 - Information and assistance provided at pre-enrolment
 - pre-enrolment materials;
 - study support and study skills programs;
 - language, literacy and numeracy (LLN) programs or referrals to these programs;
 - equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
 - learning resource centres;
 - mediation services or referrals to these services;
 - flexible scheduling and delivery of training and assessment;
 - counselling services or referrals to these services;
 - information and communications technology (ICT) support;
 - learning materials in alternative formats, for example, large print;
 - reasonable adjustments to assessments, methods, tools and practices;
 - learning and assessment programs contextualised to the workplace; and

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions

Reviewed: February 2024



Student Support Policy and Procedure

- any other services that the ILLOURA COLLEGE considers necessary to support learners to achieve competency and maintain course progress
- **International student** means intending or a current international student on a student visa under the Migration Act 1958
- **Intending international student** means a person who is a citizen and/or resident of a country other than Australia intends to become or has taken the steps toward becoming a student at ILLOURA COLLEGE
- **Student Support Officer (SSO)** is the designated staff member who is the official point of contact for international students.

Policy

This policy ensures that ILLOURA COLLEGE assists international students to adjust to study and life in Australia by supporting them in the following ways:

1. Provision of a mandatory, age and culturally appropriate orientation program that includes information about:
 - A. Student support services available to international students in the transition to life and study in a new environment;
 - B. English language and study assistance programs;
 - C. Legal services where relevant;
 - D. Emergency and health services;
 - E. ILLOURA COLLEGE's facilities and resources;
 - F. Complaints & appeals processes;
 - G. Student visa conditions relating to course progress and/or attendance as appropriate;
 - H. General or personal circumstances that are adversely affecting their education in Australia;
 - I. Information related to living in Australia including (but not limited to):
 - I. maximising their personal security and safety both on and off campus;
 - II. how to seek assistance and report incidents that affect international students wellbeing, including critical incidents; and
 - III. providing international students with general information on safety and awareness relevant to life in Australia such as (but not limited to):
 - swimming and beach safety;
 - driving in Australia;
 - nightlife in Australia; and
 - assault (including physical, financial, sexual and emotional).
 - J. information related to working in Australia including information such as:
 - I. conditions of employment;

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions
Reviewed: February 2024



Student Support Policy and Procedure

II. the role of the Fair Work Ombudsman

K. Occupational Health and Safety at ILLOURA COLLEGE, including evacuation points.

2. Provision of relevant information or provision of referrals for international students to participate in services or to provide access to services designed to assist international students.
3. Provide the opportunity for international students to access 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 must be provided at no additional cost to the international student. If the registered provider refers the international student to external support services, the registered provider must not charge for the referral. ILLOURA COLLEGE also provides reasonable support to international students enabling them to achieve their expected learning outcomes.
4. Provide access to learning support services consistent with the requirements of the CRICOS registered courses, regardless of the locations of these courses, the modes of study being undertaken, or the individual needs of international students enrolled in those courses.

ILLOURA COLLEGE has the following learning support services available internally:

- one-on-one appointments with trainers and assessors
 - tutorial support
 - study support and study skills programs (computer applications, resume writing etc.)
 - language, literacy and numeracy (LLN) programs or referrals to these programs
 - equipment, resources and/or programs to increase access for learners with disabilities and other learners
 - learning resource centres
 - mediation services or referrals to these services
 - counselling services or referrals to these services
 - information and communications technology (ICT) support
 - reasonable adjustments to assessment, methods, tools and practices
 - contextualised learning and assessment programs and
 - any other services that the ILLOURA COLLEGE considers necessary to help its learners to achieve competency and maintain course progress.
5. If ILLOURA COLLEGE does not have the learning support services available internally, it provides students with access to such support via a referral to specialist centres and professionals who can provide the learning support that is required.
 6. ILLOURA COLLEGE ensures that there are sufficient and adequate learning support services in place to assist international students who study online in the case of a pandemic and post pandemic conditions, and due to other applicable reasons.
 7. These support services include regular monitoring inside and outside the class by the trainer and assessor, as well as student support staff working collaboratively to ensure that the international student

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions

Reviewed: February 2024



Student Support Policy and Procedure

has access to all required support strategies. Where possible and relevant, ILLOURA COLLEGE staff will liaise with any external agencies as part of a broader intervention strategy to support the international student in maximising their ability to achieve and maintain satisfactory course progress.

8. ILLOURA COLLEGE Critical Incident Policy together with its procedures cover the action to be taken in the event of a critical incident; it requires the following-up of the incident, making records of the incident and taking remedial action. These records must be maintained for at least two (2) years after the international student ceases to be an accepted student of ILLOURA COLLEGE.
9. It is recognised that an international student might be an accepted student of ILLOURA COLLEGE for more than two (2) years due to any number of factors, including for example (but not limited to) having a pathway program. As the National Code 2018 is so far silent on whether an 'accepted student' means an accepted student of the CRICOS registered provider or of the CRICOS registered course, until the time that this issue is clarified by regulators, ILLOURA COLLEGE interprets this to mean two (2) years after the international student is no longer an accepted student of ILLOURA COLLEGE studying in any of ILLOURA COLLEGE's CRICOS registered courses.
10. The Student Support Officer (SSO) of ILLOURA COLLEGE is the designated staff who is the official point of contact for international students. The SSO must have access to up-to-date details of the registered provider's support services and the conditions that are applicable to ILLOURA COLLEGE and international students under the ESOS Act and the clauses 1.7 and 5.4 of RTO Standards 2015.
SSO must ensure that students:

- receive training, assessment and support services that meet their individual needs and
- remain fully informed about any changes to agreed services.

ILLOURA COLLEGE must have sufficient student support personnel to meet the needs of the enrolled international students. ILLOURA COLLEGE must also ensure that its staff members who interact directly with international students are aware of the above obligations under the ESOS framework.

11. The role of Overseas Student Contact Officer (OSCO) shall be covered by the following personnel:
 - Chief Executive Officer
 - Administrative/Admissions Manager

The (OSCO) together with the SSO must ensure that they are available at all times for students to contact them about any queries. Whilst the SSO is responsible for academic enquiries, the OSCO is responsible for other administrative and welfare matters.

Where applicable, SSO and OSCO must make confidential enquiries with the student and, if necessary, refer the student for further support. The provision of support within ILLOURA COLLEGE is at no cost to the student. However, should the student be required to obtain external support (such as counselling, medical advice, legal assistance), these costs are to be paid for by the student. Where possible, ILLOURA COLLEGE will try and refer the student to a free or low-cost service when available, although

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions
Reviewed: February 2024

Page 4 of 8
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Student Support Policy and Procedure

this may not always be possible. Both SSO and/or OSCO will not provide personal counselling in areas where they are not qualified to provide such advice and will always refer international students to qualified external counsellors and other applicable services.

Procedures

1. Pre-enrolment:

- A. As part of its enrolment procedure, ILLOURA COLLEGE requires students who apply as a new student to complete its online LLN test before finalising their enrolment. The results of this LLN test are used to determine learner LLN levels and the support that they require to progress in the enrolled course.
- B. In addition to the LLN test, where applicable, ILLOURA COLLEGE conducts pre-enrolment interviews. Through these means, the support needed for learners is identified before enrolling them into a course and the appropriate services to be provided can be arranged.

2. Orientation

The following support procedure is applicable to orientation:

- A. ILLOURA COLLEGE must provide a compulsory orientation program to all international students prior to the commencement of their course. This will usually take place at least a week prior to the commencement of each student's course, during or at the end of each term break. Attending orientation is compulsory for all new enrolled students. Whatever the course they enrol in, all new students are required to attend their course orientation.
- B. Students who are not able to attend their scheduled orientation due to some reasonable reasons, must complete an orientation program with the Student Support Officer prior to the commencement of their studies. This orientation will provide them with the information contained in the policy section of this document.
- C. International students are provided with an orientation kit which includes a variety of forms and information including application forms for RPL, the credit transfer student support request form, code of conduct etc. The ILLOURA COLLEGE's Pre-Orientation Checklist and the Orientation Checklist are to be used by the SSO and Training Coordinator to ensure all required documents are included in students' orientation folders. The orientation checklist and the completed forms that students submit to SSO at the end of the orientation are to be retained in student folders.

3. Ongoing

The following procedure is applicable to ILLOURA COLLEGE when identifying and supporting its learners:

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions

Reviewed: February 2024



Student Support Policy and Procedure

A. Trainer/Assessor identifies the students who require additional learning support due to the following reasons and informs the SSO:

- English levels – written and spoken
- Academic level / educational background
- Learning styles
- Physical or intellectual ability
- Language, literacy and numeracy levels
- Location
- Cultural or ethnic background
- Socio-economic factors
- Family
- Other personal reasons

The above procedure is also applied if a student approaches the SSO for any support.

B. The SSO meets with the student, reviews the case and finds out what support is needed and what actions are to be taken. Generally, the following actions will be taken:

- Refer to OSCO if the matter is to be handled by OSCO
- Advise student to fill in the Student Support Request form
- Meet with relevant internal staff to review the case and see what support can be extended
- If the issue is related to attendance and course progress, follow the relevant policies and procedures to take action.
- Consult Director of Studies/Compliance if the case requires further guidance
- Provide information regarding educational and learning support services in the Student Handbook and on the ILLOURA COLLEGE website, etc.
- If ILLOURA COLLEGE is unable to support the student internally, advise and direct the student to seek external help.
- Arrange to provide required support

Examples of some support that ILLOURA COLLEGE extends to its students are:

- Extra English sessions (written and spoken)
- Study planning support
- Language, Literacy & Numeracy (LLN) support
- Extra learning sessions/reasonable adjustments to learning resources and assessments
- Mentoring and coaching
- Disability support by referring to relevant service providers and arranging facilities to accommodate their needs

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions

Reviewed: February 2024



Student Support Policy and Procedure

- Information Technology (IT) support – having an IT Coordinator on campus to assist with the IT support that students require
- Job search and placement guidance and sessions
- Soft skills training
- Counselling and career guidance
- Study skills programs

All staff that commence employment with ILLOURA COLLEGE and interact with international students must, as part of their induction program, be provided with information regarding the National Code as it relates to their employment.

C. Directing student to access external support

Where support is to be provided from an external provider, the SSO should take action to engage and secure the services of an appropriate support/service provider. This may include using an external organisation/provider with whom ILLOURA COLLEGE has a pre-existing standing agreement in place, or another selected specialised support organisation for external remedial action, such as the Office of the Commonwealth Ombudsman.

D. Follow Up

Wherever possible, the SSO conducts follow up checks of the provided remedial assistance and confirms the outcomes.

E. Appeals

Students are entitled, through the Complaints and Appeals Policy and Procedure, to appeal any decision made regarding support services offered and/or provided by ILLOURA COLLEGE. Any appeal made regarding the support services will be processed in accordance with the ILLOURA COLLEGE Complaints and Appeals policy and Procedures available on the ILLOURA COLLEGE website or in-person request at the ILLOURA COLLEGE reception.

F. Records

The SSO ensures that all documentation and/or records of a student's support needs and the services and support provided are placed in the student's file. The documentation must include details about the remedial assistance provided and the assessed outcomes. All records must be kept confidential at all times and should only be accessible to authorised staff.

G. Improvements to Support Services

This policy and above procedures are subject to continuous monitoring and review in accordance with the ILLOURA COLLEGE Continuous Improvement Policy and Procedures.

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions
Reviewed: February 2024



Student Support Policy and Procedure

The SSO will report the progress of the above procedures to the CEO on a quarterly basis to identify the areas which need improvement. Based on these reviews, this policy and procedure is to be reviewed annually. The SSO is responsible to report on the following areas for review:

- Feedback from the learners regarding the effectiveness of support services
- Changes to access and the use of student support services
- Support services embedded into learning and assessment programs
- Information provided to staff and learners regarding support services
- Changes to support services
- Modifications to resources, facilities and equipment

Related Documents:

- Continuous Improvement Policy and Procedure
- Critical Incident Policy & Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Monitoring Policy and Procedure
- Attendance Policy and Procedure
- Refund Policy
- Student Misconduct Policy
- Deferment, Suspension and Cancellation Policy & Procedure
- Access and Equity Policy
- Student Support Request Form
- Continuous Improvement Request Form
- RPL and CT Policy and Procedure
- LLN Policy and Procedure

Document Version Control History

Version	Date	Author	Change Description
1.0	2021	Illoura College	Document Created
2.0	2023	DOS/Compliance	Policy Review
2.1	2024	DOO/DOS	Policy Review

Student Support Policy and Procedure V2.1

Responsible: Admin/Admissions
Reviewed: February 2024