



## Policy for Student Support Services

PURPOSE	The purpose of this policy and related procedure is to support 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.
SCOPE	This policy applies to all Swann College staff who train/assess and support students.
POLICY	<p>This policy supports the ESOS National Code Standard 6. This policy also supports the Standards for Standard 1, 4 and 5.</p> <ol style="list-style-type: none"> <li>Swann College is committed to supporting 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.</li> <li>Swann College assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about, but not limited to,:- <ul style="list-style-type: none"> <li>student support services available to students in the transition to life and study in a new environment</li> <li>emergency and health services</li> <li>facilities and resources</li> <li>Legal Services</li> <li>complaints and appeals processes, and</li> <li>any student visa conditions relating to course progress and/or attendance.</li> </ul> </li> <li>We have an extensive orientation program devoted to providing comprehensive information about available student support services and support staff to meet the needs of all students enrolled within our organisation. This service is at no additional cost to the student.</li> <li>Swann College provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.</li> <li>Swann College allows students to access welfare-related support services to assist with issues that may arise during their study, including course progress, attendance requirements and wellbeing. These services may incur additional cost to the</li> </ol>



student. If Swann College refers the student to external support services, Swann will not charge for the referral.

6. Swann College has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. Our Critical Incident Policy ensures the interests of the student, and their family are managed appropriately and shows Swann College is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. See Critical Incident Policy and Procedures.
7. Swann College designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of Swann College's support services.
8. Swann College provides sufficient student support personnel to meet the needs of the students enrolled with it.
9. Swann College ensures its staff members who interact directly with students are aware of Swann College's obligations under the ESOS Framework and the potential implications for students arising from the exercise of these obligations.
10. Swann College;
  - provides appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
  - makes accessible to students information on the complaints and appeals procedures and follows the process.
  - regularly reviews and delivers a comprehensive orientation program that includes all the above-mentioned information.

PROCEDURE

**Support Provided**

1. Orientation and Transition Support
 

All students go through an Orientation Program during their first week. The Orientation program involves familiarisation with the campus, facilities and living and studying in Adelaide/ Sydney. Contents of Orientation programs include:

  - Orientation at the college showing the campus, workshop, and a tour of the main shopping/business areas near the college.
  - Details of the course, timetable, key staff member's contact details.
  - Welfare and Academic issues
  - Details of other Student Services and Support available such as e.g., Legal, emergency and health services



	<ul style="list-style-type: none"> <li>○ Visa requirements and student safety for overseas students</li> </ul> <p>2. Student Services Support The provider's location opens at 09:00 am until 05:00pm for access.</p> <p>3. Students are free to approach any Swann College staff member for help or any general enquiries, for example: directions, public transport and other day-to-day needs, banking, access to other services.</p> <p>4. For emergency after hours, students are advised to ring:</p> <ul style="list-style-type: none"> <li>• 000 for Emergency Services such as Police, Ambulance or Fire</li> <li>• 0424 778 424 for South Australia</li> <li>• 0421 764 570 for New South Wales</li> </ul> <p>5. Academic, Language and Learning Support If the student has any trouble regarding their study, they can approach the academic staff. The Academic Staff can assist students with the following: -</p> <ul style="list-style-type: none"> <li>○ Study Skills</li> <li>○ Timetables</li> <li>○ Learning Support Strategies</li> <li>○ Academic issues</li> </ul> <p>6. Student Welfare Services Swann College has designated Student Support Officers to provide a basic counselling service to all students. This service helps students experiencing difficulties in any aspect of their lives, including issues of academic or personal issues.</p> <ul style="list-style-type: none"> <li>○ Legal Services (referral)</li> <li>○ Accommodation (referral)</li> <li>○ Emergency and Health Services (referral)</li> <li>○ Facilities and Resources</li> <li>○ Complaints and appeals processes</li> <li>○ External counselling Service (referral)</li> </ul>
POLICY DELEGATED AUTHORITY	CEO
APPROVED BY AND RESPONSIBILITY AUTHORITY	CEO
APPROVED DATE:	



FORMS AND DOCUMENTS	▪ Complaints and Appeals form
DEFINITIONS (IF ANY)	
COUNSELLING	Assisting students to manage themselves and deal with issues of personal, family, and psychological nature.
OVERSEAS STUDENT	The student is from an overseas country to study in Australia.