



## Student Support Services

<b>Purpose</b>	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
<b>Scope</b>	This policy applies to all Swann College staff who deal with all matters concerning VET
<b>Policy</b>	<p>This policy supports the ESOS National Code 2007 Standard 6. This policy also supports the Standards for Standard 1, 4 and 5.</p> <ol style="list-style-type: none"><li>1. 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>2. Swann College assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:--<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 condition relating to course progress and/or attendance as appropriate. We have an extensive orientation program devoted to provide 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></ul></li><li>3. 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>4. Swann College provides the opportunity for 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 are provided at no additional cost to the student. If Swann refers the student to external support services, Swann will not charge for the referral.</li><li>5. Swann 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</li></ol>



	<p>the incident and action taken. Our Critical incident policy ensures the interests of the student and their family are managed appropriately and shows that 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.</p> <p>6. 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's support services.</p> <p>7. Swann College provides sufficient student support personnel to meet the needs of the students enrolled with the Education Provider.</p> <p>8. Swann College ensures that its staff members who interact directly with students are aware of Swann's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.</p>
	<p>9. Swann College;</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• make accessible to students information on institutional complaints and appeals procedures and follow the process.</li> <li>• regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress and attendance visa conditions.</li> <li>• provide welfare-related support services at no cost to the students including referrals to any additional services.</li> <li>• maintains and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources</li> </ul>
<p><b>Procedure</b></p>	<p><b>Support Provided</b></p> <p><b>1. Arrival in Australia</b> For international students, Swann College can arrange for students to be met at the airport and taken to their accommodation. Student needs to indicate the need of this service when submitting the application form at no cost to the student.</p> <p><b>2. Orientation and Transition Support</b> All students go through an Orientation Program during their first week</p>



before the Commencement date at Swann. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne/ Sydney. Contents of Orientation program include:

- Orientation to Adelaide and a tour of the main shopping/business areas
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Details of other Student Services and Support available in the Student Handbook
- Information on other support available eg. Legal, emergency and health services available
- Visa requirements and student safety for international students

Students are provided with:

**Student Handbook**

All students are provided with a copy of the Student Handbook during their orientation at Swann It contains all processes and contacts of all valuable departments which can be useful for students.

**Student Services Support**

The provider's location opens at 08:30am until 05:00pm for access all enrolment related information.

Students are free to approach any Swann College staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.

For emergency after hours,  
Students are advised to ring: 0407 396 135, Adrian Huckel the RTO  
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There are also other staff members available to support students. Their contact details are available in the Student Handbook.

**Academic, Language and Learning Support**

If the student has any trouble in regards to their study methods, they can approach the academic staff.

The Academic Department can assist students with the following:--

- Study Skills



	<ul style="list-style-type: none"> <li>• Timetables</li> <li>• Learning Support Strategies</li> <li>• Academic issues</li> </ul> <p><b>Student Welfare Services</b> Swann College has designated Student Support Officers to provide a basic counselling service to all students. This service provides assistance to 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</li> <li>• Accommodation</li> <li>• Emergency and Health Services</li> <li>• Facilities and Resources</li> <li>• Complaints and appeals processes</li> <li>• External counselling Service</li> </ul>
<b>Policy Delegated Authority</b>	CEO
<b>Approved by and Responsibility Authority</b>	CEO and RTO Manager
<b>Approved Date:</b>	
<b>Forms and Documents</b>	Complaint and Appeal form Counselling Required Form Etc.
<b>Definitions (if any)</b>	
Counselling	Assisting students to manage themselves and deal with issues of personal, family and psychological nature.
International Student	The student is migrated from overseas country to study in Australia.



Swann College

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