



## POLICY AND PROCEDURE

Student Support and Wellbeing Services		
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Refer to the following Legislative Frameworks:		
National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025	Quality Area 2: Division 4 - Wellbeing (Standard 2.6)  Quality Area 4: Division 2 - Risk management (Standard 4.3, 2, d)	
National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025	Division 3 - Accountability (19, 20 a)	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 6	
Other Applicable Legislation	Privacy Act 1988 Occupational Health and Safety Act 2004 (Vic) Occupational Health and Safety Regulations 2017 (Vic)	
Related Documents and/or Supporting Resources (Internal)		
Australian International Institute of Technology Organisational Chart Australian International Institute of Technology Orientation Presentation and Materials Australian International Institute of Technology Student Handbook Australian International Institute of Technology Student Written Agreement Form: Application Form: Excursion Waiver Form: Letter of Offer (Conditional) Form: Student Consultation (Intervention Strategy Meeting) Form: Student at Risk Policy and Procedure: Complaints and Appeals Policy and Procedure: Conflicts of Interest Policy and Procedure: Critical Incident Policy and Procedure: Education Agents Policy and Procedure: Equity, Diversity and Inclusion Policy and Procedure: Language, Literacy and Numeracy (Digital Literacy) Policy and Procedure: Marketing and Recruitment Practices Policy and Procedure: Monitoring Course Progress Policy and Procedure: Occupational Health and Safety Policy and Procedure: Orientation, Onboarding and Induction Policy and Procedure: Privacy Policy and Procedure: Refund and Pre-Paid Fees Policy and Procedure: Training and Assessment Strategy and Practices Policy and Procedure: Work-integrated learning, work placements, or other community-based learning Pre-Training Review (PTR) Register (Continuous Improvement) Training and Assessment Strategy (TAS) and Practices documents as per registered scope		
Related Documents and/or Supporting Resources (Internal)		

AQTF Learner Questionnaire  
Fair Work Australia - International Students Fact Sheets (Know Your Rights and The Warning Signs)  
Insider Guides - Melbourne  
Libraries City of Melbourne - User Policy  
Study Australia Education Provider Tool Kit  
Study Melbourne Guides and Resources  
Translating and Interpreting Service (TIS)

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## 1. Purpose

This policy and procedure have been designed to ensure that Australian International Institute of Technology has appropriate support and wellbeing services available to international students to ease their transition into life and study in Australia and to assist them as needed throughout their student journey.

Australian International Institute of Technology is required to determine the support needs of individual learners; and as a result provide access to educational, support and wellbeing services (such as, but not limited to Language, Literacy and Numeracy (LL&N) support and assistive technology) that is necessary for students to meet the requirements of the training products as specified in relevant Training Packages or Vocational Education and Training (VET) accredited course on Australian International Institute of Technology Scope of Registration.

## 2. Scope

This policy and procedure must be observed by all Australian International Institute of Technology employees, consultants, Education Agents, and external third parties who are directly involved in the daily governance, operational and the delivery of training and assessment functions of the registered training organisation.

## 3. Definitions

**Training support services** - means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

**Wellbeing Support Services** - means support services and resources to assist with VET students' physical, mental, and emotional wellbeing.

## 4. General Guidelines

4.1 The aim of this policy and procedure is to provide opportunities to maximise the chances of Australian International Institute of Technology's International students successfully completing their training within their period of enrolment.

To achieve this aim, Australian International Institute of Technology will:

- Identify any support individual students need prior to their admission, enrolment or commencement (whichever is the earliest); and
- Provide "access" to the training support services and wellbeing support services that are available to the VET student.

4.2 In accordance with the "*National Code 2018, Standard 6 - Student Support Services*", Australian International Institute of Technology will support international students so that they can:

- Adjust to study and life in Melbourne and Australia, so that they achieve their learning goals, and;
- Achieve satisfactory academic progress towards meeting the learning outcomes of the course in which they are enrolled.

The provision of this support will be at no cost to the student unless they are referred to an external support organisation i.e., the costs associated with the initial referral will be borne by Australian International Institute of Technology, however the student will be responsible for any ongoing costs that may arise as a result of the referral

4.3 Australian International Institute of Technology will provide the opportunity for enrolled students to participate in services or provide access to services designed to assist them in meeting their course progress requirements; and where necessary to maintain their attendance requirements.

4.4 Australian International Institute of Technology will provide the opportunity for students to access welfare-related support services to assist them 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 Australian International Institute of Technology refers the student to external support services, Australian International Institute of Technology “**will not charge for the referral**”. However, any on-going costs associated with a referral will be paid for by the individual student as required.

4.5 Australian International Institute of Technology’s “*Critical Incident policy and procedures*” covers the action that will be taken in the event of a critical incident, what will be required during the follow-up to the incident, and what records of the incident will be taken and action/s taken following the incident.

4.6 Australian International Institute of Technology’s Student Service’s Manager is the “**nominated point of contact for all students**”.

4.7 Australian International Institute of Technology will have sufficient student support personnel to meet the needs of the enrolled students, please refer to the Australian International Institute of Technology “*Organisational Chart*”.

4.8 Australian International Institute of Technology will ensure that any staff who interact directly or indirectly with students are aware of Australian International Institute of Technology’s obligations under the “*ESOS framework*” and the potential implications for students arising from the exercise of these obligations.

## 5. Orientation, Onboarding and Induction Program (Topics and Sources of Information)

Australian International Institute of Technology aims to assist students to adjust to study and life in Melbourne and Australia, by providing a culturally appropriate “*orientation, onboarding and induction program*” that includes information about, but not limited (alphabetical order, not presentation order):

Internal topics and sources of information includes, but is not limited to:

- Academic Skills and Assessment Preparation Support
- Assessment and Attendance requirements including modes of delivery and methods of assessment
- Australian International Institute of Technology Emergency Contact Details (24 Hours)
- Australian International Institute of Technology Overview including Code of Conduct
- Australian International Institute of Technology Student Handbooks
- Australian International Institute of Technology Student Point of Contact and other key introductions
- Complaints and Appeals processes
- Conflicts of Interest
- Course Progress requirements for undertaking Vocational Education and Training (VET) Courses
- Credit Transfer (CT) Exemptions
- Critical Incident Management
- Distance Learning including Microsoft Teams application requirements
- ESOS and National Code 2018 Obligations
- Equity, Diversity and Inclusion



- Facilities and resources including site tour (City Campus and Lygon Campuses)
- Language, Literacy and Numeracy (LL&N) support
- Learning Management System (Moodle) - <https://aiit-vic-lms.moodlecloud.com/>
- Occupational Health and Safety (OHS) including introducing Fire Wardens and First Aid Officers
- Overseas Student Transfers
- Policies and Procedures
- Plagiarism, Cheating, and Collusion including the use of Artificial Intelligence (AI)
- Reasonable Adjustment
- Recognition of Prior Learning (RPL)
- Refunds. Tuition Fees and Material Charges
- Safety and Security
- Sexual Harassment
- Student Support and Wellbeing Services which will be made available to students so that they can transition to life and study in their new environment, Melbourne, and Australia
- Student Counselling Service (Private and Confidential Service)
- Timetabling and Training Plans
- Transition of Training products
- Where to go for help (Internal and External)
- Wisenet Learner App - <https://learner.wisenet.co/All/Account/LogOn?ReturnUrl=/All>
- Work-integrated learning, work placements, or other community-based learning requirements (If applicable)

External topics and sources of information can include, but not limited to:

- Accommodation assistance and information (when relevant and applicable) - <https://www.homestay.com/> | <https://www.scape.com.au/> | <https://www.unilodge.com.au/>
- Australian Consumer Law (ACL) - <https://consumer.gov.au/>
- Australian Taxation Office including Tax File Numbers (TFN) and Tax Returns - <https://www.ato.gov.au/>
- Commonwealth Ombudsman - <https://www.ombudsman.gov.au/>
- Consumer Affairs Victoria (CAV) - <https://www.consumer.vic.gov.au/>
- Department of Home Affairs (DHA) and VISA Entitlement Verification Online (VEVO) service - <https://www.homeaffairs.gov.au/>
- Driving in Victoria and Australia - <https://www.vicroads.vic.gov.au/safety-and-road-rules/road-rules/information-for-tourists-about-victorian-road-rules>
- Embassies, Consulates, Missions in Australia
- Emergency, Wellbeing, Welfare and Health Services including emergency number 000 - <https://www.triplezero.gov.au/triple-zero/other-emergency-numbers>
- Fair Work Australia and International Student Work Rights - <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/rights-and-obligations/international-students>
- Insider Guides (Melbourne) - <https://insiderguides.com.au/>
- International Student Legal Information - <https://ishelp.org.au/>
- Legal Aid - <https://www.legalaid.vic.gov.au/>
- Office of the Australian Information Commissioner (OAIC) - "Privacy Information" - <https://www.oaic.gov.au/privacy>
- Overseas Student Health Cover (OHSC) - <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>
- Public Transport Victoria (PTV) - <https://www.ptv.vic.gov.au/>
- Royal Life Saving Society - "Beach Safety" - <https://www.royallifesaving.com.au/>
- Smoking, Vaping, and Tobacco laws - <https://www.health.vic.gov.au/tobacco-reform/resources-and-factsheets-tobacco-reform>
- Student Identifier Scheme (USI) - <https://www.usi.gov.au/>
- Study Australia - <https://www.studyaustralia.gov.au/>
- Study Melbourne Support Services - <https://www.studymelbourne.vic.gov.au/>
- Translating and Interpreting Service (TIS) - <https://www.tisnational.gov.au/>
- Tuition Protection Service (TPS) - <https://www.education.gov.au/tps>
- Visa Conditions Notably "Condition 8202" and "Condition 8533" - <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview>

## 6. Language Literacy and Numeracy (LL&N) Support (Overview)

During the application process Australian International Institute of Technology requires all international students to undergo a “*Pre - Training Review (PTR)*” and “*Language, Literacy and Numeracy (LL&N)*” assessment relevant to the qualification in which the student is enrolled to determine whether or not to provide specific the student with specific language, literacy and/ or numeracy support.

When the student has completed the Language, Literacy and Numeracy (LL&N) assessment an Assessor will determine whether additional support needs to be provided.

Where additional support is required, the Academic Manager will discuss the extent and timing of the support with the Trainer, Assessor and/or the Student Services Manager.

The outcome of this Language Literacy and Numeracy (LL&N) diagnostic and assessment will be recorded on the “*Student at Risk Form*” and will be added to the student’s file, digital and physical.

## 7. Student Counsellor (External)

Australian International Institute of Technology as required will provide student’s access to a qualified Student Counsellor.

The focus of any counselling session will be to advise and provide counselling to enrolled students in an intercultural context specifically, but not limited to:

- Academic and future progress advice; and
- Welfare and/or wellbeing matters that are affecting the student

Throughout any counselling sessions, any comments made by a student will be treated-in-confidence and managed in accordance with the “*Privacy Act 1988*”.

## 8. Student Requested Assistance

When requested by a student or a group of students, Australian International Institute of Technology will provide advice and assistance with a range of issues, such as making transitions to a new culture, work, general financial management, health, and well-being or refer students to an external organisation for more serious matters, including matters of mental and physical health.

## 9. Social Inclusion Activities

If requested by a student or group of students Australian International Institute of Technology will provide them with the opportunity to be involved in a range of social activities in an equitable and safe environment.

## 10. IT and Digital Support

If requested by a student or group of international students Australian International Institute of Technology will provide them with IT and Digital support in the classroom.

Students should initially make contact their trainer with any issues relating to IT and Digital Services; if their trainer cannot address the matter, they are directed to raise the issue with the Student Services manager for resolution.

## 11. Accommodation Services

If requested by a student or group of students Australian International Institute of Technology will provide advice and/or information about locating affordable, safe, and convenient accommodation.

Australian International Institute of Technology’s Student Service’s Manager will encourage students to research the options offered and choose an arrangement that best suits their own budget and study requirements.

If a student requires temporary accommodation Australian International Institute of Technology will arrange to book the accommodation on a student's behalf, but Australian International Institute of Technology needs at least **“ten (10) working days”** notice prior to arrival.

## 12. Airport Reception

If requested by an international student or group of students, not less than **“ten (10) working days”** prior to their arrival, Australian International Institute of Technology will have the student met at Melbourne Tullamarine or Avalon Airports by a delegated responsible Australian International Institute of Technology employee and transported to their accommodation within the greater Melbourne area.

## 13. Accessibility to Australian International Institute of Technology Employees

13.1 All students will have access to Australian International Institute of Technology's Trainers and Assessors during the hours of their scheduled timetabled classes. If outside these hours, students will need to contact the Australian International Institute of Technology Academic Manager to schedule a session or workshop discuss any matters dealing with their studies.

13.2 Trainers and/or Assessors can be contacted via their official Australian International Institute of Technology email [xxxx@aiit.viv.edu.au](mailto:xxxx@aiit.viv.edu.au).

13.3 All students will have access to Australian International Institute of Technology Student Support, Wellbeing Services and Administration Officers during normal business hours (*Monday to Friday, 9am to 5pm*). If students require access outside these hours, an appointment will need to be made with the Student Support, Wellbeing Services and Administration Officer to arrange a suitable time.

## 14. Review and Improvement of Student Services

Australian International Institute of Technology is committed to reviewing and improving the Student Support and Wellbeing Services it provides to all enrolled students.

The process of capturing relevant data will include:

- Orientation, Onboarding and Induction Survey's;
- Student Evaluation of Services Survey's;
- Learner Questionnaire's;
- Review of Student Support and Wellbeing Service requests;
- Complaints and Appeals Register.

## 15. Responsibility

The Student Service Manager is responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer (CEO) in person or by email to [ceo@aiit.vic.edu.au](mailto:ceo@aiit.vic.edu.au).



## 16. References

Source	Document Title	Version - Date
External	Australian Consumer Law (ACL) <a href="https://consumerlaw.gov.au/australian-consumer-law/legislation">https://consumerlaw.gov.au/australian-consumer-law/legislation</a>	(Accessed 01/07/2025)
	Commonwealth Ombudsman <a href="https://www.ombudsman.gov.au/">https://www.ombudsman.gov.au/</a>	(Accessed 01/07/2025)
	Education Services for Overseas Students Act 2000 <a href="https://www.legislation.gov.au/Details/C2017C00263">https://www.legislation.gov.au/Details/C2017C00263</a>	2000
	Education Services for Overseas Students (ESOS) Regulations 2019 <a href="https://www.legislation.gov.au/Details/F2016C00681">https://www.legislation.gov.au/Details/F2016C00681</a>	2019
	Fair Work Australia – International Students <a href="https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students">https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students</a>	(Accessed 01/07/2025)
	Home Stay <a href="https://www.homestay.com/">https://www.homestay.com/</a>	(Accessed 01/07/2025)
	Insider Guides <a href="https://insiderguides.com.au/">https://insiderguides.com.au/</a>	(Accessed 01/07/2025)
	Libraries - City of Melbourne <a href="https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx">https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx</a>	(Accessed 01/07/2025)
	the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	2018
	National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 <a href="https://www.legislation.gov.au/F2025L00354/asmade/text">https://www.legislation.gov.au/F2025L00354/asmade/text</a>	(Accessed 01/07/2025)
	National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 <a href="https://www.legislation.gov.au/F2025L00355/asmade/text">https://www.legislation.gov.au/F2025L00355/asmade/text</a>	(Accessed 01/07/2025)
	National Privacy Principles (NPP) <a href="https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/">https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/</a>	PDF
	NCVER Glossary of VET <a href="https://www.voced.edu.au/vet-knowledge-bank-glossary-vet-terms">https://www.voced.edu.au/vet-knowledge-bank-glossary-vet-terms</a>	(Accessed 01/07/2025)
	<a href="https://www.oaic.gov.au/privacy/your-privacy-rights/what-is-privacy/">https://www.oaic.gov.au/privacy/your-privacy-rights/what-is-privacy/</a>	(Accessed 01/07/2025)
	Occupational Health and Safety Act 2004 (Vic)	2004
	Occupational Health and Safety Regulations 2017 (Vic)	2017
	Privacy Act 1988 <a href="https://www.legislation.gov.au/Details/C2014C00076">https://www.legislation.gov.au/Details/C2014C00076</a>	1988
	Student Identifiers Act 2014	2014



Tuition Protection Service (TPS) <a href="https://tps.gov.au/Home">https://tps.gov.au/Home</a>	(Accessed 01/07/2025)
Translating and Interpreting Service (TIS) <a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	(Accessed 01/07/2025)
Study in Australia <a href="https://www.studyinaustralia.gov.au/">https://www.studyinaustralia.gov.au/</a>	(Accessed 01/07/2025)
Study Melbourne <a href="https://www.studymelbourne.vic.gov.au/">https://www.studymelbourne.vic.gov.au/</a>	(Accessed 01/07/2025)
Unique Student Identifier (USI) <a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a>	(Accessed 01/07/2025)

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