POLICY AND PROCEDURE

Student Support Services		
Version 1.3	Issued on **01/07/2024**	Review by **01/07/2025**

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Approval and Endorsement	Principal Executive Officer - khalid.h@aiit.vic.edu.au

Refer to the following Legislative Frameworks

Standards for Registered Training Organisations 2015	Clause 1.7 and Clause 5.4
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 6
Other	Privacy Act 1988

Related Documents (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: Intervention
Form: Letter of Offer
Form: Student at Risk
Policy and Procedure: Complaints and Appeals
Policy and Procedure: Critical Incident
Policy and Procedure: Education Agents
Policy and Procedure; Equity and Diversity
Policy and Procedure: Language, Literacy and Numeracy
Policy and Procedure: Marketing and Recruitment Practices
Policy and Procedure: Monitoring Course Progress
Policy and Procedure: Occupational Health and Safety
Policy and Procedure: Privacy
Policy and Procedure: Refund
Policy and Procedure: Training and Assessment Strategy and Practices
Pre-Training Review (PTR)
Register (Continuous Improvement)
Training and Assessment Strategy (TAS) and Practices documents as per registered scope

Related Documents (External)

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

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1. Purpose

This policy and procedure have been designed to ensure that Australian International Institute of Technology has appropriate support 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.

In accordance with the *"Standards for Registered Training Organisations (RTOs) 2015, Clause 1.7"* Australian International Institute of Technology is required to determine the support needs of individual learners; and as a result provide access to educational and support 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 must be observed by all Australian International Institute of Technology employees, consultants, Education Agents, and external third parties who are directly involved in the marketing and recruitment, admissions, student support and progression, training and assessment, completion, governance and regulatory compliance, operational functions of the registered training organisation.

3. Definitions

Nil.

4. General Guidelines

4.1 The aim of this policy and procedure is 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 enrolment or commencement (whichever is the earliest); and
- provide access to that support throughout their training

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 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.

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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 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 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 and induction program"* that includes information about, but not limited (alphabetical order, not presentation order):

Internal Topics and Sources of Information

- Academic Skills Support
- Assessment and Attendance requirements including modes of delivery and assessment methods
- 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
- Course Progress requirements for Vocational Education and Training (VET) Courses
- Credit Transfer (CT) Exemptions
- Critical Incident Management
- Distance Learning and Microsoft Teams requirements
- ESOS and National Code 2018 Obligations
- Equity and Diversity
- 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
- Reasonable Adjustment
- Recognition of Prior Learning (RPL)
- Refunds and Tuition Fees
- Safety and Security
- Sexual Harassment
- Student Support 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 Arrangements
- Where to go for help (Internal and External)
- Wisenet Learner App - https://learner.wisenet.co/AII/Account/LogOn?ReturnUrl=/AII
- Work Placement requirements (If applicable)

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External Topics and Sources of Information

- 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, 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/
- 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

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 and 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

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:

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- Academic and future progress advice; and
- Welfare 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 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.

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 Melbourne.

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, international students will need to contact the Australian International Institute of Technology Academic Manager to discuss any matters dealing with their studies.

13.2 Trainers and Assessors can be contacted via their official Australian International Institute of Technology email xxxx@aiit.viv.edu.au.

13.3 All students will have access to Australian International Institute of Technology Student Services Administration Officers during normal business hours (*Monday to Friday, 9am to 5pm*).

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If students require access outside these hours, an appointment will need to be made with the Student Services 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 Services it provides to all enrolled students.

The process of capturing relevant data will include:

- Orientation Survey's.
- Student Survey's.
- Learner Questionnaire's.
- Review of Student Support 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.

16. References

Source	Document Title	Version - Date
External	Australian Consumer Law (ACL) https://consumerlaw.gov.au/australian-consumer-law/legislation	(Accessed 01/07/2024)
	Commonwealth Ombudsman https://www.ombudsman.gov.au/	(Accessed 01/07/2024)
	Education Services for Overseas Students Act 2000 https://www.legislation.gov.au/Details/C2017C00263	2000
	Education Services for Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2016C00681	2019
	Fair Work Australia – International Students https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students	(Accessed 01/07/2024)
	Home Stay https://www.homestay.com/	(Accessed 01/07/2024)
	Insider Guides https://insiderguides.com.au/	(Accessed 01/07/2024)
	Libraries - City of Melbourne https://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx	(Accessed 01/07/2024)
	the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	2018
	National Privacy Prinicples (NPP) https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/	PDF

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	NCVER Glossary of VET https://www.voced.edu.au/vet-knowledge-bank-glossary-vet-terms	(Accessed 01/07/2024)
	https://www.oaic.gov.au/privacy/your-privacy-rights/what-is-privacy/	(Accessed 01/07/2024)
	Privacy Act 1988 https://www.legislation.gov.au/Details/C2014C00076	1988
	Standards or Registered Training Organisations 2015	2015
	Student Identifiers Act 2014	2014
	Tuition Protection Service (TPS) https://tps.gov.au/Home	(Accessed 01/07/2024)
	Study in Australia https://www.studyinaustralia.gov.au/	(Accessed 01/07/2024)
	Study Melbourne https://www.studymelbourne.vic.gov.au/	(Accessed 01/07/2024)
	Unique Student Identifier (USI) https://www.usi.gov.au/	(Accessed 01/07/2024)

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