

STUDENT SUPPORT AND SERVICES PROCEDURES

Approving authority	Executive Management Team
Purpose	This procedure has been developed to meet the requirements of the Higher Education Standards Framework (Threshold Standards) 2015 and the Standard 6 of the National Code 2018. In particular, this procedure is designed to ensure that Ozford Institute of Higher Education (the Institute) provides the necessary services, staff and resources to support students, consistent with the values of the Institute, in achieving their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course.
Responsible Officer	Head of Student Services & Administration
Next scheduled review	June 2021
Document Location	R:\Managers\OIHE\Policies
Associated documents	<p>Academic Progress Policy and Procedure Academic Integrity Policy and Procedure Assessment Policy and Procedure Credit Transfer & Articulation Policy and Procedure Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure Student Grievances and Appeals Policy and Procedure Student Consultation Policy and Procedure Special Consideration Policy and Procedure Student Feedback Policy and Procedure Critical Incident Policy and Procedure Student Support and Services Policy</p>

1. PRINCIPLES

The Institute seeks to provide the necessary services, staff and resources to support students in achieving their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

This is consistent with the Mission and Values of the Institute and consistent with the HES Framework (Threshold Standards) 2015 and Standard 6 of the National Code 2018, which specifies that providers are responsible for providing access to certain services to ensure the mental and physical wellbeing of their overseas students.

2. SCOPE

This procedure applies to all staff and students who are currently enrolled at the Institute.

Students are advised of the student support policies and procedures of the Institute, by the following means:

- on the Institute website;
- within the Student Handbook;
- within the student acceptance agreement;
- at orientation or induction;
- by publication, from time to time, of bulletins and notices;
- within the information provided by student services staff.

3. DEFINITIONS

HES Framework

Higher Education Standards Framework (Threshold Standards) 2015.

ESOS National Code

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

PRISMS

Provider Registration and International Students Management System (PRISMS). It provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

Compassionate or Compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime, supported by police or psychologist's reports; or
- where the Institute was unable to offer a pre-requisite subject.

Off-Campus Students

Students who are studying online or externally.

Critical Incident

A critical incident is defined as '*a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*'. It includes but not limited to incidents that may cause physical or psychological harm.

Critical incidents are not limited to, but could include:

- missing students;
- severe oral, written or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, sexual assault, drug or alcohol abuse;
- signs of physical and/or sexual abuse, and neglect.

Non-life threatening events can be classed as critical incidents.

4. PROCEDURES

4.1 Arrival and Orientation

- 4.1.1 All new students go through an Orientation Program during their first week at the beginning of the trimester.
- 4.1.2 The orientation program aims to assist students in familiarisation with the expectations, rules and facilities of the Institute and adjusting to student life. Before an orientation is conducted, the orientation program will be reviewed to ensure it is tailored and adjusted to the needs of the student cohort for the intake.
- 4.1.3 Students are required to present their passport to verify their identification before they attend orientation.
- 4.1.4 Students are provided with an orientation pack which contains a Student Profile Form. All students are required to have the Student Profile Form completed and returned to the Institute.
- 4.1.5 Student's contact details on the Student Profile Form will be updated to the Student Management System after the orientation.
- 4.1.5 Students will have their individual photos taken for the purpose of student ID card production. IT will prepare and distribute student ID cards after the orientation.
- 4.1.6 Information provided during orientation includes:
 - Welcome and introduction to OIHE key staff and associated responsibilities
 - A welcome exercise to encourage student interaction within the inaugural intake group
 - Campus tour of facilities, safety and security arrangement including emergency evacuation procedure;



- Enrolment related policies and procedures including acceptance of agreement, refund, and grounds for deferring, suspending and cancellation;
- General information, preparation and expectation on student transition to higher education;
- Details of the course, timetable and teaching staff details
- Academic related information, policy and procedures, including preparation and expectation on HE learning, integrity and conduct, academic progress, assessment requirements and staff consultation;
- Learning, academic and English language support available to assist students in maintaining course progress
- Details of the course and staff members contact details including official point of contact for students;
- Relevant policies and procedures related to student life, including Student Safety, Anti Bullying & Harassment, Anti-Discrimination, Gender Equity, and IT use;
- Relevant policies and procedures related to student experience, including Student feedback and Student Grievances and Appeals;
- Other support and services available to assist students with general or personal circumstances that might adversely affect their education including counselling, health and wellbeing, emergency and critical incidents, legal services, advocacy;
- Details on how to seek assistance for, and report on incidents that significantly impacts on students' wellbeing, including critical incidents;
- Student visa requirements and conditions relating to:
 - enrolment
 - course progress
 - work rights and conditions
 - health insurance
 - contact details
- General information on living in Australia and Melbourne, including social and cultural norms and rules, general safety and accommodation options;
- Information on working in Australia, including employment rights and conditions;
- Social and community support available for student participation including Study Melbourne Centre
- Library Induction Workshop (eg: library resources, journal search and referencing, use of Turninit etc)
- IT induction Workshop (eg: Login, printing, IT security, use of Moodle etc.)

4.1.7 Students will be provided with opportunities to get to know each other and social interactions during the orientation program.

4.1.8 Orientation information is also made available on the Institute's Learning Management System (Moodle). All students, irrespective of their mode of study, are able to access information on Moodle. Access to Moodle is free and students are able to access Moodle both on and off campus.

4.1.9 Before each orientation, the Admission Officer will provide the Head of Student Services and Administration (HOSSA) a list of new student details who are scheduled to attend orientation. Details provided include students' names, gender, date of birth, nationality, and course enrolled. The list will be used by the HOSSA and other presenters to amend the orientation presentation to ensure orientation program is age and culturally appropriate for the new student cohort.

4.1.10 At the end of the orientation, students will be given an opportunity to complete a survey to gather their feedback about the orientation program and ascertain any additional needs or specific requirements to support their transition. Student feedback will be collated and additional transition support provided based on student survey result.

4.2 Transition

- 4.2.1 After orientation, regular Transition Workshops are held for students. The below three workshops are held on the orientation day or on the same week of the orientation
- IT Induction Workshop (Use of IT facilities and resources);
 - Library Induction Workshop (Use of Library facilities and resources);
 - Student Success Workshop
- 4.2.2 Other transition workshops include Living in Melbourne, Learning about Australian culture and etiquette (for international students), hints on adjusting successfully to living away from home, Safety and Security, and Budgeting.

4.3 Accommodation Support

- 4.3.1 Students who require Accommodation support can speak to the Student Services staff.
- 4.3.2 Students will be provided with a list of accommodation options and Student Services staff can help students to make accommodation arrangement in consultation with students.

4.4 Student Services Desk and Student Contact

- 4.4.1 The Student Services Front Desk is open daily 8.30am to 5pm, from Monday to Friday. Students are welcome to approach the Student Services Front Desk for any help or to make general enquiries, for example: directions, public transport, banking and other day-to-day needs. Students are advised to fill in a Student Services Request form in order for their request to be attended to.
- 4.4.2 The official point of contact for students is the Head of Student Services who has access to up-to-date details of the Institute's support services.

4.5 IT Support

- 4.5.1 The IT Support Officers from the IT Department provide support to both staff and students both on site and off site.
- 4.5.2 Staff and students who require IT support are advised to lodge an IT service ticket via email or phone. Email: itservicedesk@ozford.edu.au Phone: 8663 7188 Ext: 111.
- 4.5.3 The IT Department will respond to all service request ticket.

4.6 Academic and Learning support

- 4.6.1 Students who require unit specific academic support are advised to first speak to the lecturer of the unit during Student Consultation time. The lecturer of the unit will refer students to the Head of Department if the support is required at a course level.
- 4.6.2 Weekly Academic Support sessions are conducted in the library. This is published to students on noticeboards and Student Handbook. Programs or other ongoing support appropriate to the needs of students are provided, including:
- study skills;
 - research and referencing skills;
 - stress and time management;
 - exam preparation.
- 4.6.3 The Institute conducts weekly English support session. Students who require language support are advised to attend the English support session. Referrals to specialist support will be provided, if required. Support may be provided, as required, in the following areas:
- Literacy
- Essential writing tasks.
 - The use of group exercises for assessments.
 - Providing examples and models of completed tasks, such as those on Moodle in the form of video examples and skills sheets for the First Aid course.
 - Ensuring that documents and forms are written and formatted in plain English.
 - Advice on using clear headings, highlighting certain key words or phrases.
 - Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Use of practical examples in assessment.
- Encouraging students to ask questions which is sometimes not part of the educational culture of some overseas students.

4.6.4 Students are provided with information on grounds for special consideration in assessment (late or missed), late withdrawal etc. Student Services staff are available to assist student to submit an application for special considerations.

4.7 Career and Industry liaison

4.7.1 The Institute conducts weekly Job Ready Seminar to students to assist students in gaining career positions and getting ready to join the workforce. Topics covered include:

- Job interview, CV writing and employment presentation skills workshop;
- Employment advice and opportunities.

4.7.2 An internship program is available for student who would like to connect with the industry. The Student Success Coach assists students with the internship arrangement. Fees apply to the Internship program.

4.8 Health and Wellbeing

4.8.1 Regular workshops are conducted to raise awareness of the importance of maintaining health and wellbeing throughout student life. Workshop topics include:

- Positive lifestyle habits;
- Importance of physical activity;
- Recognising signs of physical and mental health issues;
- Drug education;
- Sexual health education;

4.8.2 A list of medical centres with contact details and fees charged are also provided on Student Handbook. The Student Services Offer is available to assist students who require to make a booking for medical appointments.

4.8.3 Students are advised during orientation that they are free to seek assistance from the Institute for and report an incident that significantly impacts on their wellbeing, including critical incident.

4.8.4 During enrolment, students are required to declare any disability that may affect their studies and the HOSSA will use the information provided to work on a support plan for students with disability.

4.9 Student Safety

4.9.1 Students are informed during orientation that some areas of the campus are under constant camera surveillance.

4.9.2 The emergency evacuation plan is explained to students during orientation.

4.9.3 Other safety aspects including personal safety, home safety travel safety are also covered in orientation and student handbook.

4.9.4 Students are also informed via the Student Handbook that they are free to make contact with the Student Services team if they feel that their personal circumstances are having an adverse effect on their study.

4.10 Social and Community Events and Activities

4.10.1 The Institute provides students with various opportunities to participate in social activities to enrich student experiences. Opportunities are provided to facilitate student involvement in community activities. Examples of activities provided include:

- regular excursions and sports activities;
- involvement with some of the Institute's community partners: CERES, Cancer Council etc.;



- social events to generate interaction between different student groups and help students build social network, enhance student sense of connectedness and gain valuable practical skills;
- Graduation Ceremony where all staff and students are invited to attend to celebrate the success of our graduates

- 4.10.2 International students Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two Australia's peak representative organization for international students. Students are introduced to their services and encouraged to sign up with CISA and AFIS to get involved with the activities and programs organised by CISA and AFIS to enrich their study experience in Australia.
- 4.10.3 Other external events and activities in Melbourne appropriate for students are advertised in the Student Newsletters and the Institute's intranet.

4.11 Counselling and Psychological Services

- 4.11.1 Students who are encountering difficulties in their personal life are welcome to utilise the counselling service. Students are required to make an appointment to see the Student Welfare Officer who has extensive experience with student support. During the meeting, students are provided with the opportunity and free to discuss any issues in a relaxing and confidential setting.
- 4.11.2 The Student Support service at the Institute is not a psychological counselling service in that any form of counselling other than for the purposes of assisting students to maintain their general well-being necessary to achieve satisfactory academic progress within the time frame of the student course is not the role of the service.

Specifically;

- making, or seeking information from students for the purposes of, psychological assessment prior to, or during, enrolment is not part of the role of the Institute's Student Support Services;
- setting up emergency management plans for students identified as 'at risk' of aggressive or violent behaviours due to psychological issues is not the role of this service;
- providing risk assessment and management options for ongoing mental health issues or mental health emergencies, is not the role of the service Local community after-hours mental health services have staff rostered and trained for mental health risk assessment and management of such emergencies. They also have direct access to the full range of health support and care options required by sufferers of serious mental health episodes. The appropriate role is to ensure that pathways between the Student Support Service and the appropriate community services are effective and clearly identified;
- in addition, the Student Support Service at the Institute cannot provide long-term counselling or intensive on-going support to students.

- 4.11.3 With student consent, external counselling service with professional counselling can be organised. There is no charge for this counselling referral service. The external counselling practice we use is:
Stephy Yu Counselling Services
Add: Ground Floor, 69 Canterbury Road,
Canterbury, VIC 3126
Ph: 0425884437

Stephy YU is a registered counsellor with the Australian Counselling Association (ACA)

- 4.11.4 Students assessed as requiring professional psychological assistance will be referred to an external provider arranged by the Institute. There is no charge for this referral service.

4.12 Liaison and Advocacy Support

- 4.12.1 At times, students may require help to understand or clarify the Institute's policies and procedures. They may feel that they have been treated unfairly or inequitably or unsure of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal. Students' issues will usually relate to one of the following three broad areas:

- academic issues ;



- administrative issues;
- issues involving discrimination and harassment.

4.12.2 Students are free to approach Student Services to raise their concern. After listening to the student's concern, the Student Services staff will explain the Institute's policies and processes in detail and help students navigate these processes in order to resolve their issue.

4.12.3 Students may receive free and confidential advice and support from the HOSSA to ensure that they are fairly represented and understand their rights and responsibilities within the Institute by contacting the HOSSA.

4.13 Complaints and Appeals

4.13.1 Any students with a concern or complaint may raise the matter with the staff of the Institute and attempt an informal resolution of the question or concern.

4.13.2 Students are free to seek the support and assistance of the Institute's student services staff as part of this process.

4.13.3 Student Grievances and Appeals policy and procedures will be implemented if an informal resolution cannot be reached.

4.14 Assisting with legal matters, emergency crisis or critical events

4.14.1 Students who have problem understanding law or require legal advice will be referred to external legal assistance. Some external organisation that provide free legal advice include the Study Melbourne Student Centre, Youth Law Front yard, community legal centres. Information is published in Student Handbook.

4.14.2 Ozford recognises that planning for the management of an emergency or critical incident is essential to enable the Institute and its staff to meet the duty of care owed to its students.

4.14.3 Student are introduced to the Australian emergency call services Triple Zero emergency number (000) and advised that where there is an immediate risk of harm to self or others, to call 000 or 106 for those who have speech or hearing impairment. Students are also introduced to other organisations that provide help, support counselling in an emergency/ urgent situation. Many of these organisation offer 24 hour helpline which is published in Student Handbook

4.14.4 Students are also advised to refer to the Institute's Critical Incident policy and procedures and report to Ozford if they or someone they know is involved in a critical incident. The Institute will activate its critical incident procedure and provide support to the people involved.

4.15 Financial Support

4.15.1 The Accounts Office is the central hub for all fees, payment and financial enquiries. Students who are experiencing financial issues are advised to contact the Accounts Office to seek support.

4.15.2 Flexible payment plan can be organised for students who are experiencing financial hardships.

4.15.3 Scholarships are available for students who meet the scholarship eligibility.

4.16 Support for Students with Special Needs

4.16.1 The Institute will provide assistance with various processes which a person with a disability may require. Amongst other things, the Institute will:

- Assist students who have difficulty with the application and enrolment process.
- Assist with accessing results, course advice and course transfers.
- Provide or refer students to student counselling services and intensive literacy and numeracy support when required.

4.16.2 The Institute will liaise on behalf of the student with special needs. This includes:

- Organise and allocate appropriate internal and external disability support staff
- Provide student/teaching staff liaison on delivery, assessment and learning support issues
- Provide advocacy and conflict resolution services if any grievance arises.

- Assess the student's learning support needs in consultation with each student (and/or an associate of the student)
- Recommend reasonable adjustments to delivery and assessment to appropriate teaching staff.
- Recommend tutor and assist students with understanding tasks, including the planning and reviewing of assignments, editing and proof reading.
- Provide appropriate disability support, e.g. Auslan interpreter, note taker, participation assistant, special equipment.
- Supervise and scribe for tests.
- Review reasonable adjustment arrangements as required to allow for changing needs of students
- Ensure adequate physical access and facilities.

4.17 Analysis of Student Need and Review of Student Support

- 4.17.1 While objective number such as staff/student ratios are useful as indicators of the student experience, these are not definitive. The Institute is committed to the provision of student support staff (FTE)/student ratio of 1:200. Student feedback will be used as a measure to review the adequacy and quality of student support.
- 4.17.2 Before each orientation, the Head of Student Services and Administration (HOSSA) will receive a list of orientation attendees' names, gender, and date of birth, nationality and course enrolled from the Admissions Department. The list will be used by the HOSSA and other presenters to amend the orientation presentation to ensure orientation program is age and culturally appropriate to the cohort of new students.
- 4.17.3 After the orientation, students will be given an opportunity to complete a survey to gather their feedback about the orientation program and ascertain any additional needs or specific requirements to support their transition. Student feedback will be collated and additional transition support provided based on student survey result.
- 4.17.4 To ensure that support services offered reflect the needs of student cohorts, every six months, students have an opportunity to assess the quality, quantity and appropriateness of the Institute's student support services through a student survey. In addition to this, students who visit and meet with student support personnel or request services from support personnel are surveyed on the quality, quantity and appropriateness of the Institute's student support services.
- 4.16.5 Once this information is collected and analysed, the results will be passed onto the Executive Management Team for consideration. Once this process is completed, decisions will be made as to the future needs of students. Staffing levels and procedures will be adjusted to create a satisfactory level of student support.

5 QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier);
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible Officers of the Institute.

7. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Internal review	EMT
2.1	October 2018	Internal review	EMT
Related legislation/ regulation/standard	HES Threshold Standards 2015 ESOS National Code 2018, Standard 6		