STUDENT SUPPORT AND SERVICES POLICY AND PROCEDURES

Approving authority	Executive Management Team
Purpose	This policy and procedure has been developed to meet the requirements of Standard 6 of the National Code 2018. In particular, this policy is designed to ensure that Ozford College provides the necessary services, staff and resources to support students, consistent with the values of the College, in achieving their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course.
Responsible Officer	Head of Student Services
Associated documents	• Child Safety Policy and Procedures • Child Safe Risk Management Policy and Procedures • Younger Students Policy and Procedures • Mandatory Reporting Policy • Responding to and reporting allegations of suspected child abuse policy and procedures • Critical Incident Policy and Procedures • Homestay Policy and Procedures

1. RATIONALE

This policy has been developed to meet the requirements of the National Code 2018 Standard 5 & 6, where Ozford 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.

2. SCOPE

This policy applies to all Ozford College students who are currently enrolled.

3. POLICY

3.1 Ozford is committed to providing appropriate support services to students to enable and provide them with every opportunity 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.

3.2 Ozford is committed to providing appropriate and sufficient support services to students to give them every opportunity to achieve their learning goals, to achieve satisfactory progress towards meeting the learning outcomes of the course and, for overseas students, to adjust to study and life in Australia.

3.3 Ozford ensures that students receive the services detailed in their agreements, including academic and welfare support services.

3.4 Ozford ensures that students are provided with, an orientation program that is tailored to the needs of the student cohort, access to information about living and studying in Australia, including information about safety on campus and while living in Australia.

3.5 Ozford is committed to offering reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to them. The nature and extent of support provided are informed by the requirements of the course, modes of study and the needs of student cohorts.

3.6 Ozford recognises that a Critical Incident Policy and Procedures must be in place to assist staff and students to manage any concerns following a serious or critical incident.

3.7 Ozford ensures that there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

3.8 Ozford is committed to regularly reviewing the appropriateness and adequacy of the services provided to the students.

3.9 The provision of student support is a joint responsibility of Student Services and the academic staff. All staff who interact directly with overseas students must be made aware of the College's obligations under the ESOS framework and the potential implications for overseas students arising from these obligations.

4. PROCEDURES for Support Provided

4.1 Arrival and Orientation

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4.1.1 All students are provided with a Pre-Enrolment Guide before their arrival in Australia. It provides them with information what to expect at life in Australia and how best to prepare themselves to study at Ozford. A copy is also available on Ozford website. Ozford can arrange for students to be met at the airport and taken to their accommodation. Student need to indicate the need of this service when filling in the application form

4.1.2 All new students go through an Orientation Program during their first week at the beginning of the trimester. The orientation program aims to assist students in familiarisation with the expectations, rules and facilities of the College 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 and a Student Handbook. All students are required to have the Student Profile Form completed and returned to the College. All students also receive a student safety card.

4.1.5 Student's contact details and medical condition/ special needs indicated 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 key staff and associated responsibilities
- A welcome exercise to encourage student interaction
- Campus tour of facilities, safety and security arrangement including emergency evacuation procedure;
- Student safety card
- Enrolment related policies and procedures including acceptance of agreement and grounds for deferring, suspending and cancellation;
- General information, preparation and expectation on student transition to high school study;
- Details of the course, timetable and teaching staff details
- Academic related information, policy and procedures academic progress and assessment requirements;
- 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 Code of Conduct, Student Safety, Anti Bullying & Harassment, Anti-Discrimination, Gender Equity, and IT use;
- Relevant policies and procedures related to student experience, including Student Support 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 Child safe and critical incidents;
- Student visa requirements and conditions relating to:
  - enrolment
  - course progress
  - work rights and conditions
  - health insurance
  - contact details
- Child Safe information and Living arrangement requirement for under 18 students
- 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;

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- Social and community support available for student participation including Study Melbourne Centre

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 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.

4.1.9 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, ongoing transition support are provided to students. All under 18 students are required to meet with the Welfare Officer on the orientation day or on the same week of the orientation. Further information on Younger Student Policy and Procedures.

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 College's support services.

4.4.3 There are also other staff members who are available to support students:
- Student Welfare Officer
- IT Support Officers
- Librarian
- Student Mentors
- Marketing Officers

Students can request at Student Service Desk if they need to speak to any of the staff members above.

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 teacher. The teacher will refer students to the High School Coordinator if the support is required at a course level.

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4.6.2 The High School Coordinator is available to assist students with:
- Subject/unit selection advices
- Timetable
- Course requirements

4.6.3 Weekly Mentor sessions are conducted. Programs or other ongoing support appropriate to the needs of students are provided, including:
- study skills;
- stress and time management;
- exam preparation.

Student Mentors and class teachers are also responsible for alerting the High School Coordinator and the Student Services Coordinator of any problems with students relating to any of these matters including the illegal consumption of alcohol, cigarettes or illegal drugs as these are prohibited at Ozford.

4.6.4 The College 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.
- 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.

4.7 Health and Wellbeing

4.7.1 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;

4.7.2 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.

4.7.3 Students are advised during orientation that they are free to seek assistance from the College for and report an incident that significantly impacts on their wellbeing, including critical incident. The students will be advised that they should carry the student safety card provides information as it provides information about who to contact in such a situation.

4.7.4 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.

4.8 Child Safety

4.8.1 Students are informed during orientation that Ozford has zero tolerance for child abuse.

4.8.2 Students are provided with information and support on how to seek help and report on incidents that significantly impacts on students' wellbeing.

4.8.3 Younger students will also be provided with a Student Safety Card which includes:

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- (for any student on a CAAW letter in homestay accommodation) the homestay accommodation provider's address, home telephone number and mobile numbers;
- Ozford's contact details, including 24/7 contact details for Head of Student Support and general emergency contact information
- a statement that "Ozford is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact VRQA at www.vrqa.vic.gov.au".

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 staff if they ever feel unsafe or 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 College 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;
- 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 Noticeboard.

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 Head of Student Support 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 College 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 College'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

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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 College 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 if deemed appropriate. There is no charge for this counselling referral service. Any cost charged by the external services will be paid by students. 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 College. 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 College'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 College'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 Head of Student Services to ensure that they are fairly represented and understand their rights and responsibilities within the College by contacting the Head of Student services.

4.13 Complaints and Appeals

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

4.13.2   Students are free to seek the support and assistance of the College'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 College 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

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4.14.4 Students are also advised to refer to the College's Critical Incident policy and procedures and report to Ozford if they or someone they know is involved in a critical incident. The College 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.

4.16   Support for Students with Special Needs

4.16.1 The College will provide assistance with various processes which a person with a disability may require.

4.16.2 The details are outlined in the Students with Special Needs Policy and Procedures

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 College is committed to the provision of student support staff (FTE)/student ratio of 1:50. 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 College'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 College'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. FEEDBACK

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.

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