

ABILITY English Policies and Procedures	
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1. INTRODUCTION

1.1. Purpose

This policy has been developed to ensure ABILITY English has appropriate support services available to all enrolled students to assist them in achieving their learning goals and satisfactory academic progress, and to ease their transition into life and study with ABILITY English and in Australia. This includes providing additional educational or personal support to students with special needs.

1.2. SCOPE

This policy applies to:

- students enrolled in ABILITY English courses
- all ABILITY English staff involved in the promotion, recruitment, admission, academic delivery, management and administration of students.

1.3. Legislative Context

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- the National Code 2018
- Education Services for Overseas Students (ESOS) Act 2000
- ELICOS Standards 2018

1.4. DEFINITIONS

Education Manager: Program Managers / Coordinators of individual academic disciplines.

ABILITY English: ABILITY English Pty Ltd, trading as ABILITY English

National Code 2018: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

Wellbeing Officer: staff member nominated and trained to provide support and referral as needed to individual students

2. POLICY STATEMENT

2.1. Assisting students in adjusting to study and life in Australia

ABILITY English requires that all students attend an orientation session upon commencement of their studies with ABILITY English. Orientation provides age and culturally appropriate information that assists students in adjusting to life in Australia and study with ABILITY English. Attendance at orientation is monitored and is compulsory as students are provided with vital information.

An introduction to Student Support Services staff in orientation and in the Student Handbook ensures all students are aware of the support available throughout their study in Australia.

All enrolled students are provided with the names, locations and contact details of designated Health and Wellbeing Officers.

Student Support Services are available to discuss and assist with issues that may arise, including:

- understanding and adapting to Australian culture
- coping without student's friends and family - homesickness
- issues with accommodation
- course progress and attendance requirements
- language problems
- relationship problems on campus or socially
- coping with pregnancy and support available
- becoming the victim of a crime or having an accident
- violence at home or in a relationship
- cultural diversity
- childcare concerns
- religious issues
- complaints process
- Wellbeing Officers and how to book an appointment
- employee's rights.

These services are provided at no additional cost to the student. Where Student Support Services are not qualified or when it is not appropriate to assist a student, a free referral will be provided to external support services.

Additional Support

Student Support Services maintain a current list of medical professionals within proximity to both Melbourne and Sydney campuses.

- ABILITY English provides designated Accommodation Officers who assist with information and placement in short-term and long-term accommodation and airport transfers.
- Students who have financial issues during their studies can meet with Student Services Support Staff or ABILITY English Finance. Student Support Services staff can also assist students with enquires regarding payment plans and direct them to the right division/person for further assistance.
- While Wellbeing Officers can provide some advice and guidance, where it is appropriate for students to gain professional legal advice Wellbeing Officers will assist with a referral to professional legal services. Students may be entitled to free legal advice through the International Student Legal Advice Clinic (ISLAC), however generally students will incur a cost for professional legal services.
- ABILITY English cannot and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

2.2. Designated Wellbeing Officers

In addition to the Student Support Service Team, ABILITY English provides all students with access to a team of Wellbeing Officers. This team is available for confidential one-to-one support sessions in person or via phone/email as needed by students. During orientation students are made aware of this team, who the individual members are, and the process for booking an appointment. In case of urgency, ABILITY English will have Wellbeing Officers available for students as needed and wherever possible meet students request for a specific counsellor.

ABILITY English Wellbeing Officers have a compiled up-to-date catalogue of relevant services in both Sydney and Melbourne from which to provide referral to relevant internal and external services.

All requests for bookings can be either emailed to student services or made in person at the student services reception desk.

2.3. Assisting students in meeting expected learning outcomes

ABILITY English provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. ABILITY English students are also monitored and supported throughout their studies.

To help students meet expected learning outcomes ABILITY English strongly encourages students to access academic support services including but not limited to:

- English language skills
- English support classes.

Education Managers work closely with Student Support Staff and teachers to identify and support all students at risk of not meeting academic progress and/or attendance requirements. This includes:

- contacting students who have been absent for more than five consecutive days without approval
- intervention strategies and action plans for students who are at risk of course failure.

2.4. Critical incident policy and procedures

ABILITY English has documented Critical Incident Policies and Procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

These policies ensure the timely and effective management of a critical incident in the interests of students and/or staff, and ABILITY English stakeholders.

2.5. Sufficient student support personnel

ABILITY English ensures that sufficient Student Support Services personnel are employed to meet the needs of enrolled students, which presently include:

- reception staff that are available to assist with enrolment and general enquiries
- Student Support Services staff who provide advice on student welfare matters
- wellbeing officers who provide emotional and practical support such as referral and information on services
- Education Managers that assist with academic issues including intervention strategies
- teachers who are a primary contact for students, governing all student academic performance and consulting Education Managers when students are at risk of not meeting academic progress requirements.
- the Education Manager who oversees complaints and appeals, intervention strategies, academic compliance and governance, student welfare, critical incidents and any regulatory student reporting requirements
- the finance division, who are responsible for all fee schedules and collections
- accommodation officer, who is available to assist students with information and placements

2.6. Staff obligations regarding legislation

All staff members who interact directly with students are required to undertake relevant and appropriate training to ensure ABILITY English's obligations under the ESOS framework and National Code 2018 are met. Staff awareness and training includes:

- position descriptions which include reference to ESOS Act and knowledge of ESOS Act as both a job requirement as well as desirable criteria in the selection of applicants
- induction training and checklist on the National Code and ESOS Act, staff sign off confirming understanding of legislative requirements
- all staff employed in Training and Assessment, Student Support Services, Administration and Marketing undertake the ISANA online tutorial and demonstrate their understating of the National Code 2018
- emails and discussions at staff meetings to communicate the ESOS framework.

3. PROCEDURES

Booking Procedure for Wellbeing Officers

1. Student will send email to WellbeingMelbourne@ability.edu.au or WellbeingSydney@ability.edu.au.
2. Administrator will send a template booking form to student
3. Check preferred schedule and staff availability
4. Send booking time to staff through Microsoft Outlook
5. Send confirmation email to student
6. Students may also email student services or make a booking at the Student Services reception desk

4. RELATED POLICIES AND PROCEDURES

EDN – 013-I-POL Deferral, Suspension and Cancellation Policy and Procedure

EDN – 011-I-POL Monitoring Attendance Policy and Procedure

EDN – 008-I-POL Complaints and Appeals Policy and Procedure

EDN – 019-I-POL Critical Incidents Policy and Procedure

5. IMPLEMENTATION

Student Support Services Policy is made available via the ABILITY English SharePoint intranet internally and externally on the ABILITY English website.

5.1. RESPONSIBILITIES

Staff Role

ABILITY English employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

The Compliance Department in consultation with the Campus Coordinators and Students Services Manager will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa.

Student Role

Students are expected to attend all orientation sessions and to familiarise themselves with information contained in the Student Handbook. Students are also expected to avail themselves of services offered and to seek assistance in a timely manner.

6. RELATED DOCUMENTS

[Ability Student Handbook – ALL STUDENTS](#)

[Ability Campus Handbook – MCC](#)

[Ability Campus Handbook - SCC](#)

[Wellbeing Team Appointment Confirmation](#)

[Wellbeing Team Meeting Record](#)

[Wellbeing Team Personal Information Consent](#)

[Wellbeing Team Appointment Booking Form](#)

7. PROCESS MAP

N/A