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Student Support Policy and Procedure

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Document Control

Version History

Version	Date	Description
V1.0	01.12.2020	Policy defined and created
V2.0	04.11.2022	Review and update of minor details including address

Review Process: This policy shall be reviewed annually in compliance with education industry standards including the Standards for Registered Training Organisations (SRTOs) 2015, the ESOS Act 2000 and the National Code of Practice for Providers of Education to Overseas Students 2018 and the ELICOS Standards 2018.



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Purpose

The purpose of this policy is to ensure New England College students are managed responsibly and in accordance with the requirements of the ESOS Framework including the ESOS Act 2000 and Standard 6 of the National Code 2018.

This policy specifies the manner in which New England College will facilitate support services to overseas students to support students to adjust to study and life in Australia, and ensure the mental and physical wellbeing of students throughout their studies.

Scope

The scope of this policy includes all overseas students studying qualifications offered by New England College.

Overview

As a registered provider of education to overseas students, New England College is required to:

- Provide overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus while living in Australia
- Offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the student
- Have a critical incident management policy
- Ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

Orientation

New England College will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate Orientation Program for all new students that includes:

- Details about support services to assist students to adjust/transition to life and study with New England College
- English Language and study assistance programs
- Any relevant Legal services
- Emergency and Health Services
- Facilities and resources
- Complaints and appeals policy and process
- Refund Policy and Procedure
- Requirements for course attendance and progress
- Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Transferring, deferring, suspending or cancelling enrolment
- Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- Student rules / Code of Behaviour and expectations
- Academic counselling services, intervention strategies and maintaining attendance
- Privacy policies
- Updating of student contact details



During the orientation program, New England College will also:

- Provide students relevant information or provide referrals as appropriate, to students who request assistance, at no additional cost to the student.
- Take students on a short tour of the college & workshops/kitchens if accessible.
- Organise student ID cards
- Provide students with a copy of their timetable
- Provide college maps, including classroom layouts
- Other information as relevant will be provided to students including Australian, State and Territory laws (as applicable).
- Students are also assisted with information from key areas in the International Student Handbook including:
 - Public transport services
 - Health and medical services
 - Banking facilities
 - Telephone and postal services
 - Available counselling services
 - Availability of Legal services to students
 - Personal safety and security including sun and beach safety

The International Student orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. It is a requirement of New England College that the orientation checklist is signed by the student, and staff member conducting the orientation, as evidence of completion of the orientation program.

The College will review and where identified, improve the orientation process a minimum of annually.

Student Safety

The Student Support Officer must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

The college must:

- Take all reasonable steps to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.
- Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.
- Provide students with or refer them to (including electronically), general information on safety and awareness relevant to life in Australia.

Important information regarding aspects of student safety, mental and physical wellbeing are provided in the New England College International Student Handbook. This handbook is available at all times on the New England College website www.nec.edu.au

Access to Support Services

The College will provide support or access to support for students to assist students to meet the course requirements (including online and distance units) and maintaining their attendance. The college will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student.

New England College has a Critical Incident Policy and Procedure which will be activated immediately in the event of a critical incident.



New England College has a minimum of one Student Support Officer and one back up officer in each campus; however, this will be monitored/reviewed as enrolments grow within the college.

All staff receive electronic versions of the ESOS legislation and the *Staff Handbook, Policies and Procedures Applicable to CRICOS Students* during induction. Staff are also given professional development on the legislation/ Standards as any changes occur, either by outsourcing or internal training. Staff are also inducted in the Critical Incident Policy and Procedure.

New England College requires all staff who interact with international students to be aware of the ESOS Legislation and will provide training to staff.

The College has a commitment to providing equity in training for all identified groups.

The College will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Students requiring counselling or support should discuss the matter with their Campus Manager, teacher /trainer and/or International Student Support/Welfare Officer as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

Staff and Support Personnel

Contact details for the Student Support Officer

+ 61 3 9596 6488

info@nec.edu.au

Level 5, 190 Queen Street Melbourne VIC 3000

Available during campus opening hours.

All students and staff are kept informed of the current/correct contact details of the current Student Welfare/Support Officer. Any changes are to be circulated immediately.

All staff that interact with students on international student visas, need to be aware of the college's obligations and potential implications for students and remain up to date on the following at the minimum:

- The ESOS Framework and Policies and Procedures contained in the *Staff Handbook, Policies and Procedures Applicable to CRICOS Students*.



Support Services

Student support services that are provided and external services including, but not limited to:

- Personal and welfare-related support services to transition to life and study including accommodation issues/assistance
 - Assistance available to students for problem resolution including legal, emergency and health services
 - Academic counselling services, intervention strategies and maintaining attendance
 - Student Code of Behaviour and expectations
 - Personal safety and security on and off campus
- Tutorial and workshops times, facilities and resources as relevant to their area.
 - Student visa conditions as appropriate
 - Students are to be reminded at least 6 monthly to update their phone, address, email and emergency contact/next of kin details. This is implemented via a bulk email to students where a tracking is available; and / or a bulk text message to students sent via TEAMS. Evidence is recorded and kept when this takes place.

Trainers are to provide assistance with vocational advice as well as course information and support, and / or refer the student to the specialist staff member.

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area/workshop/kitchen. Staff are to report any issues to the Compliance / Campus Manager.

Academic / Attendance issues

If Students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the Student Welfare/Support Officer or their trainer/teacher in the first instance.

All students' progress and attendance is monitored and guidance and support provided, where unsatisfactory results are identified, or, students are identified as 'at risk'.

Other issues including personal matters

Students should in the first instance contact the Student Welfare/ Support Officer or their teacher/trainer, Campus Manager.

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: <http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children>

Visit <https://www.australia.gov.au/information-and-services/education-and-training/school-education> for information about schools in Australia.

In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.



Support Services Procedure

The Student Support Officer and admin staff will conduct an Orientation Program with every new student as soon as practicable. A checklist of this program (dated and signed by staff and student) MUST be included on the student file.

The orientation process is to be reviewed annually.

The Student Support Officer and / or Campus Manager are to ensure all staff have access to the *Critical Incident Policy and Procedure*.

All student welfare /support issues are to be reported immediately to the Student Support / Welfare Officer. The Officer will refer the student to the most appropriate area for help, complete a Student Support Record and, advise the Campus Manager.

If a trainer is aware of an issue with a student, they must report it promptly to the Student Support/Welfare Officer/Campus Manager.

All students and staff are to be kept informed of the current/correct contact details of the current Student Welfare / Support Officer. Any changes are to be circulated immediately.

The Student Welfare/Support Officer will conduct the student orientation as outlined below:

The following policies/procedures and requirements will be explained (at the minimum) to students during orientation:

- Academic and attendance requirements
- Refunds
- Complaints and Appeals
- Emergency Evacuation/Critical incidents
- Transferring, Deferring, Suspending or Cancelling Enrolment
- Code of Behaviour / Student Rules
- Updating of student contact details
- Privacy policies
- Visa requirements
- Safety and security

An Orientation Checklist is to be completed by the officer conducting orientation to ensure all requirements are completed. Additionally:

- Students will be taken on a short tour of the College.
- Student ID cards will be organised.
- Student timetables will be issued.
- College maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws; Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students
- Work rights for students and contacts to Fair Work Australia (as relevant)



Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area/workshops & kitchens. Staff are to report any issues to the Campus Manager.

In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.

Standard 6 of the National Code must be adhered to at all times.

Critical Incidents

The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’.

In accordance with Standards 5 and 6 of the National Code, New England College maintains a Critical Incident Policy and Procedure which specifies the way in which the college will identify, manage, report, investigate and record a critical incident.

A full copy of the New England College Critical Incident Policy and Procedure is available online at www.nec.edu.au and in the International Student Handbook.