



**South Sydney College**

# STUDENT SERVICES STUDENT WELFARE & SUPPORT

Reference:

Standard 1 Clause 1.7 Education and Student Support

**NC Standard 6 Student Support Services**



VERSION HISTORY

<b>Policy Owner:</b>		Principal	
<b>Document Management:</b>		Principal	
<b>File:</b>		POL_SS04 Student Services, Welfare & Support v2.0	
<b>Last Updated on:</b>		10/2018	<b>Next Review Date:</b> 10/2019
<b>Changes history</b>			
Number	Dates	Changes summary	
V2.0	October 2018	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide, Review & update of the policy after internal audit	
V1.1	September 2016	Quality assurance check across documents with reference to ASQA news, ASQA fact sheets and ASQA general directions	
v1.0	July 2016	New standards for RTO's 2015	

## STUDENT WELFARE, ACADEMIC AND INDIVIDUAL SUPPORT

### PURPOSE

South Sydney College will endeavour to support all students to achieve a satisfactory course outcome and enjoy their study experience. We will have extra support services for overseas students so that they have a successful transition to life and study in Australia. We will protect the personal safety of students within our responsibilities under VET Quality Framework and the ESOS Act and National Code.

Standard 1	Clause 1.7 Support learners
NC Standard 6	Student Support Services

### IMPLEMENTATION

The **CEO** is ultimately responsible for compliance with legislation and the welfare of students, the staff and the College.

The **Student Services Manager** is the primary contact point for students.

The **Student Services Staff** are responsible for day to day communications and monitoring of student welfare. The staff is trained in policy and procedures and will know when to assist and when to refer on to their supervisor.

The **Principal** will be the primary contact point for academic matters relating to students.

**The staff and trainers** are trained in policy and procedures and will know when to assist students in personal and academic matters and when to refer on to the Student Services team and/or the Principal.

The **trainers** will provide tutorial support and be rostered on at set times to provide this academic tutoring as part of student welfare and education support

The **external counsellor** will be contacted by the SSM as required to provide specialist support that is considered necessary for the student on a case by case basis.

## PROCESS

South Sydney College support students to adjust to study and life in Australia. We recognise that orientation programs and support services provided to all students help them enjoy their time at the College and living in Sydney and will improve the quality of their educational experience.

We have responsibilities to provide access to support services and support staff. We will provide:

### **Orientation program**

The orientation program is offered at least every term, at the start of every new intake in a course and as required.

The orientation program will include information on how to make the most of study at South Sydney College. See the orientation policy and materials.

### **Contact points for students**

The Student Services Manager will be the nominated primary contact person for all student matters.

The Principal will be the nominated contact person for academic matters.

There are staff trained in handling student enquiries

We have a list of names and photos of staff on the notice board.

We have staff at the reception every day who are there to support the students with day to day enquiries and assistance.

We provide email contact for students

### **The website student portal**

The South Sydney College website has a student log in area where students can access answers to the many day to day information enquiries that come through student services area.

Students will be encouraged to use the student portal as the first point of information

They can access:

- Their personal details and update contact information
- Their timetables
- Attendance records
- Course progress and results
- Notices to students
- Download of forms

### **Contacts for students adjusting to study and life in Australia**

We provide the orientation

We provide information in the handbook and on the noticeboards for:

Travel and transport information

Student ID cards

Accommodation noticeboard

Legal services

Emergency services

Local doctors and medical and health services

Student visa condition relating to course progress and/or attendance

**Academic – attendance, course progress and the intervention strategy**

The student portal provides up to date information.  
 Counselling on attendance, how students are coping with their studies and study skills will be the responsibility of the Trainers as the first point of contact with students.  
 The Student Services manager and Principal monitor attendance, course progress and student support.  
 The SSM Manager generates reports (by exception) every month.  
 The Principal receives reports every month and counsels trainers and students.  
 The Principal works with the SSM on the intervention plans.

**Academic - tutorial support**

Rooms and times across the week are allocated to tutorial support  
 The noticeboard has information about tutorial support and how to book in  
 Trainers are available at these times  
 Students can book into tutorial sessions at no cost  
 Individual education support is provided at these sessions

**Career advice**

For advice on education pathways beyond our College courses, we can offer some advice and assistance. However, more general questions will be referred to Centrelink, Austudy, the University Admission Centre, TAFE, and counselling professionals.

**Counselling – social support and welfare**

The Student Services Manager is the point of contact and co-ordination for matters relating to general student welfare. We can also refer on for professional services if required. We will provide students with Study in Australia booklets that give extra information on how to find your way around Sydney and be a student in a new country.  
 We will arrange some social gatherings for the students each term.  
 We will not offer classes at very late hours that will create situations where young men and women have to travel alone on a bus or train. We will encourage students to travel in groups.

**Disability**

SSC access disability before student take admission. In the application form, students are asked if they consider themselves disability, impairment or a long-term health condition. If you have a disability, relevant information is requested to establish whether you require the provision of additional services or facilities not required by students who do not have a disability.

**If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:**

(You may indicate more than one area) Please refer to the Disability supplement for an explanation of the following disabilities.

Hearing/deaf	<input type="checkbox"/> 11
Physical	<input type="checkbox"/> 12
Intellectual	<input type="checkbox"/> 13
Learning	<input type="checkbox"/> 14
Mental illness	<input type="checkbox"/> 15
Acquired brain impairment	<input type="checkbox"/> 16
Vision	<input type="checkbox"/> 17
Medical condition	<input type="checkbox"/> 18
Other	<input type="checkbox"/> 19

## Disability supplement

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### Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

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### **If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:**

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

#### '11 – Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

#### '12 – Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

#### '13 – Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

#### '14 – Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

#### '15 – Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

#### '16 – Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

#### '17 – Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

**'18 – Medical condition'**

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

**'19 – Other'**

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

After consideration of students requirements, if the provision of these services or facilities would impose "unjustifiable hardship", for example, a very high cost on SSC, students enrolment may be refused or additional fees may apply. Student will be advised in writing of our decision.

The provision of additional services or facilities should not be seen as a guarantee of successful completion of a course. SSC reserves the right to terminate a student's enrolment if the provision of reasonable adjustment is unsuccessful and further provision of services or facilities is determined as unjustifiable hardship.

**Accommodation support**

We do not organise accommodation arrangement. We can counsel students having problems with their accommodation.

**Airport Pickup**

SSC provides airport pickup service to student. Student can request for airport pickup service while they complete Application Form.

**Relocation of the College**

If the College decides to add a new location or relocate, we will notify students as early as possible and at least 1 month prior to moving. Currently enrolled students who are seriously inconvenienced by such a move will be assisted with travel subsidies and helped to find alternate accommodation if necessary on a case by case basis.

**DOCUMENTS AND EVIDENCE OF PROCESSES**

- |   |                         |
|---|-------------------------|
| Orientation program                                     | Intervention strategy   |
| International Student Handbook                          | Course progress reports |
| Website – extra information                             | DIBP and PRISMS letters |
| Website – student portal log in and notices to students |                         |
| Notice board  |                         |
| Tutorial bookings                                       |                         |