

P.19.05a

STUDENT SUPPORT SERVICES POLICY AND PROCEDURE – International Students

1.0 POLICY & PROCEDURE

1.1 In accordance with the Standards for Registered Training Organisations (RTOs) 2015 - Support learners Clause 1.7, AVETA is required to determine the support needs of individual learners; and as a result provide access to educational and support services (such as, but not limited to Language, Literacy and Numeracy (LLN) support and assistive technology) that is necessary for AVETA International students to meet the requirements of the training product as specified in relevant Training Packages on AVETA Scope of Registration.

The aim of this support is to maximise the chances of AVETA International students successfully completing their training within their period of enrolment (as per their CoE). To achieve this aim, AVETA will:

- identify any support individual students need prior to their commencement date, in a course of study, from a VET Training Package on AVETA's Scope of Registration; and
- provide access to that support throughout their training

With regards to:

- Language, Literacy and Numeracy (LLN) - AVETA's LLN assessment process will be undertaken by each student, who enrolls in a Certificate III or IV or a Diploma Course, prior to their enrolment or commencement (whichever is the earliest), so that AVETA can determine if the student needs additional LLN support during their studies. AVETA uses LLN Robot system which provides a gap analysis as well as recommended activities for the monitoring and evaluation of the support being provided. If this process identifies gaps in their LLN, their timetabled Trainer will continue to provide the required support to the student during their period of enrolment (where required).
- In addition, assistive technology will be provided in each classroom or simulated workplace environment as specified in the relevant Training Package.

The provision of this support will be at no cost to the student unless they are referred to an external support organisation i.e. the costs associated with the initial referral will be borne by AVETA, however the student will be responsible for any ongoing costs that may arise as a result of the referral.

1.2 In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6 – Student Support Services, AVETA will support International students so that they can:

- adjust to study and life in Australia, so that they achieve their learning goals, and
- achieve satisfactory academic progress of achieving all the learning outcomes of the course in which they are enrolled within their enrolment period.

This policy has been designed to ensure that appropriate support services are available to International students to ease their transition into life and study in Australia and to assist them as needed.

1.3 AVETA will assist students to adjust to study and life in Australia, by providing a culturally appropriate Induction/Orientation program that includes information about:

- AVETA's Student Support Services which will be made available to students so that they can transition to life and study in a new environment
- Legal services
- Emergency and health services
- AVETA's facilities and resources
- AVETA's complaints and appeals processes
- AVETA's OH&S requirements,
- AVETA's ethical standards,
- AVETA's Policies and Procedures that specifically relate to their engagement in AVETA's educational services, and
- AVETA's Course progress requirements and Intervention procedures

1.4 AVETA will provide the opportunity for enrolled students to participate in these services or provide access to services designed to assist them in meeting their course progress requirements.

1.5 AVETA will provide the opportunity for students to access welfare-related support services to assist them with issues that may arise during their study, including course progress and attendance requirements (including the Intervention process) and accommodation issues. These services will be provided at no additional cost to the student. If AVETA refers the student to external support services, AVETA will not charge for the referral. However, any on-going costs associated with a referral will be paid for by the individual student.

1.6 AVETA Critical Incident Policy and Procedures (P.03.07) covers the action that will be taken in the event of a critical incident, what will be required during the follow-up to the incident, and what records of the incident will be taken and action/s taken following the incident.

1.7 AVETA's timetabled Trainer is AVETA's nominated point of contact for their enrolled students. AVETA will list this person in AVETA's Student Handbook. In addition, if required the Trainer can also utilise AVETA's Student Support Booklet to refer students to the appropriate Student Support Services listed in this Booklet.

1.9 AVETA will ensure that any of its staff who interacts directly or indirectly with students are aware of AVETA's obligations under the ESOS framework (national Code 2018 & ESOS Regulations 2019) and the potential implications for students arising from the exercise of these obligations.

2.0 STUDENT REQUESTED ASSISTANCE

When requested by an International student or group of International students, AVETA will provide advice and assistance on a range of issues, such as making transitions to a new culture, work, general financial management, health and well-being or will refer students to an external organisation for more serious matters, including matters of mental and physical health. This is in addition to any academic issues affecting their studies at AVETA, which could include but are not limited to:

- Student consultations
- One to one support
- Individual counselling

3.0 LANGUAGE LITERACY AND NUMERACY (LLN) SUPPORT

Prior to their enrolment or commencement (whichever is the earliest) with AVETA all International students must undergo a Language, Literacy and Numeracy (LLN) assessment relevant to the qualification level up in which the student has enrolled to determine if the student needs additional LLN support during their studies.

- To determine this, AVETA's relevant Trainer assess the LLN assessment documentation that the student completes for the qualification level in which they have enrolled.
- AVETA uses LLN Robot system which provides a gap analysis as well as recommended activities for the monitoring and evaluation of the support being provided.
- If additional support is determined, then the relevant Trainer will provide this LLN support during the training and assessment activities to enable them to achieve expected learning outcomes.
- Where a resultant LLN service is provided to a specific student or group of International students then this will be recorded (and signed/dated by the student) and placed on their student file as evidence that an AVETA LLN Student Support Service was actually provided to the student.

4.0 SOCIAL INCLUSION ACTIVITIES

If requested by an International student or group of students AVETA will provide them with the opportunity to be involved in a range of social activities.

5.0 IT SUPPORT

If requested by an International student or group of International students AVETA will provide them with IT support in their classroom. Students should initially make contact their Trainer with any issues relating to AVETA's IT Services and if their Trainer cannot address the matter they will then raise the issue with AVETA's IT Services for resolution.

6.0 ACCOMMODATION SERVICES

If requested by an International student or group of students AVETA will provide advice and/or information about locating affordable, safe and convenient accommodation. Initially, AVETA's Trainer will encourage International students to research the options offered and choose an arrangement that best suits their own budget and study requirements.

If an International student requires temporary accommodation AVETA will arrange to book the accommodation on a student's behalf, but AVETA needs at least two week notice prior to arrival (For more detailed information and charges refer to AVETA's Pre-Arrival Information Hand-book)

7.0 AIRPORT RECEPTION

If requested by an International student or group of students, not less than ten (10) working days prior to their arrival, AVETA will have the student/s met at Melbourne airport and transported to their accommodation within Melbourne (For more detailed information and charges refer to AVETA's Pre-Arrival Information Hand-book).

8.0 ACCESSIBILITY TO AVETA TRAINERS

All International students will have access to AVETA Trainers during the hours of their scheduled/timetabled classes. If a student requires access to AVETA's Staff outside normal business hours (Monday to Friday, 9am to 5pm); they should contact AVETA's CEO on the number provided in their Student Handbook.

9.0 REVIEW AND IMPROVEMENT OF STUDENT SERVICES

AVETA is committed to reviewing and improving the Student Support Services it provides to all enrolled International students. The process of capturing relevant data will include, but not limited to monitoring the level of requests for support services.