



Policy - Student Support Services

Purpose

The National Code 2018 requires Registered Providers to:

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

This policy and associated procedure outlines how Lawson College Australia ensures:

- All students are provided with information about the support services available to them and are aware of how to access them
- International students are supported to adjust to life and study in Australia
- Students are supported to achieve their learning goals and achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course.

Scope

This procedure applies to all students studying at Lawson College and all staff employed by Lawson College.

Course	A full-time registered Course offered by Lawson College and registered in accordance with the requirements of the ESOS Act. Also known as <i>Program</i>
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Students
Critical Incident	A critical incident is defined in the National Code 2018 as "a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury". Critical incidents could include, but are not limited to, events such as: <ul style="list-style-type: none"> ◆ Missing students ◆ Severe verbal or psychological aggression ◆ Death, serious injury or any threat of these ◆ Natural disaster ◆ Issues such as domestic violence, sexual assault, drug or alcohol abuse; and ◆ Other non-life threatening events.
International Student	A person holding an Australian student visa and defined as an 'Overseas Student' in the ESOS Act. May also be referred to as a candidate.
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
Orientation program	A formal program that helps familiarise overseas student with the Registered Provider's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia.
Registrar	A registrar is an official in an academic institution (consisting of a college, university or secondary school) who handles student records
Student Support Services	Student support services are designed to help students succeed at Lawson College Australia. Students can take advantage of a range of personal, academic and social support services



Policy

1. Approach to student support

- 1.1 Lawson College Australia only has students studying at its premises in Dandenong and does not offer online or distance units of study. All students are over the age of 18 years
- 1.2 Lawson College is committed to ensuring that all students receive support to adjust to life and study in Australia.
- 1.3 The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through:
 - ◆ Information provided by the student on the application and/or enrolment forms.
 - ◆ Discussion with the student during their induction/orientation to the course about how to access the support services
 - ◆ Feedback is collected throughout the student cycle, including Lawson College's provision of support services to improve services and experience.
- 1.4 All support services information will be regularly reviewed to ensure it is current and accurate.
- 1.5 Adequate academic and student support staff to student ratio is in place and is guided by ISANA¹:
 - a. 1:24 Academic/teaching/training staff to student ratio; and
 - b. 1:100 Support services staff to student ratio.

2. Orientation program for students

- 2.1 Student Support Services (Welfare and academic) orientation programs will be **compulsory** for all international students prior to starting their course.
- 2.2 The orientation program will include information on:
 - ◆ The member of staff who is the official point of contact for overseas students 24 hours per day, and their contact details
 - ◆ Internal and external support services available to assist in the transition into life and study in Australia.
 - ◆ English language and study assistance programs
 - ◆ Relevant legal, services
 - ◆ Emergency and health services
 - ◆ Lawson College's facilities and resources
 - ◆ Lawson College's policies and procedures including complaints and appeals processes, critical incidents, monitoring course progress and intervention strategies
 - ◆ Student visa conditions relating to course progress and attendance and the requirements for achieving satisfactory course progress and attendance
 - ◆ Services overseas student can access for information
 - ◆ Employment rights and conditions and the Fair Work Ombudsman; and
 - ◆ Safety and awareness including beach safety, TB, and etiquette and laws, for example smoking in Australia.

¹ www.isana.gov.au

2.3 The orientation program will be presented using a series of power points that summarise key points. Students will be provided with copies of the power point presentations.

2.4 The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

3. Accessing support services

3.1 Lawson College Australia provides the following services, at no additional cost to the student

- English and academic support services, and tutoring support

3.2 If requested, students will be referred without charge to any of the following services and advised that these services may charge fees for their service:

- Study skills centres
- Counselling and mental health support
- Career services
- Housing and tenancy services
- Financial support services; and
- Health and disability services.

4. Learning support

4.1 All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- ◆ Availability of one on one support from the trainer/assessor
- ◆ Support from the trainer/assessor before, during and/or after classes
- ◆ Receiving English language support for international students
- ◆ Providing extra time to complete tasks if required.
- ◆ Tutorial support assistance
- ◆ Computer and technology support.
- ◆ Referral to external support services without charge



Document History and Version Control Table

Version Number	Date approved	Approved by	Type of change	Extent
V 1.0	18/09/2013	GRMC	N/A	Initial
V 2.0	18/09/2015	GRMC	Minor	Editing and formatting
V 3.0	17/012018	CEO	Major	Reviewed and updated in relation to Standard 4 ESOS 2018