

## Student Support Policy

<b>Document Name</b>	<b>Student Support Policy</b>		
<b>Approved by</b>	PEO or delegate	<b>Date</b>	29/05/19
<b>Responsible Officer</b>	Director of Studies Student Services Manager		
<b>This policy applies to</b>	<b>ECA College</b> (RTO Code 45012; CRICOS Provider Code 02644C)		
<b>Related Documents</b>	Student Handbook Student Support Procedure		
<b>References and Legislation</b>	Standards for Registered Training Organisations (RTOs) 2015 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
<b>V19.0</b>	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v21.0	Update CRICOS code	PEO	18/05/21

### 1. Purpose

The ECA Group is committed to the provision of support services for enrolled international and domestic students with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. International and domestic students are provided, on enrolment, with an orientation event which includes guidance concerning student support services.

ECA Group is committed to assisting all of its International students make an effective transition to life and study in Australia, providing information on living, studying and working in Australia, academic progress, and information on accommodation, counselling, financial, health, safety and welfare services.

### 2. Scope

This policy applies to international and domestic student (potential or actual) who are enrolled in Education Centre of Australia Pty Ltd (ECA Group) educational institutions including ECA College.

### 3. Definitions

Item	Definition
<b>AQF</b>	Australian Qualifications Framework which can be accessed at <a href="http://www.aqf.edu.au/">http://www.aqf.edu.au/</a>

<b>Course</b>	Means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO
<b>Course/Unit</b>	To simplify the language used in the VET Sector procedures and associated documents, the word 'course/unit' has been uniformly used to encompass both a 'unit of competency' from Training Packages and a 'module' from curriculum-based courses.
<b>Learner</b>	An individual, enrolled with the RTO, who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment.
<b>Privacy</b>	National Privacy Principles contained in the Commonwealth Privacy Act.
<b>Program</b>	A structured and integrated program of education or training consisting of a number of units of competency or modules or an accredited short course, usually leading to the award of a qualification.
<b>Services</b>	Training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners and the learner completing the course. It does not include services such as student counselling, mediation or ICT support.
<b>Vocational Education &amp; Training (VET)</b>	Vocational education and training (VET) is that part of tertiary education and training which provides accredited training in job related and technical skills.

#### 4. Policy

- 4.1. ECA Group ensures that it helps and supports all learners (both international and domestic students) to identify and achieve course outcomes in accordance with requirements outlined in the Standards for RTOs 2015. It also ensures that training delivered to facilitate learning and the acquisition of competencies for each training product includes sufficient support services to enable the learner to complete the course.
- 4.2. ECA Group ensures that it conducts a pre-enrolment interview for students prior to enrolment to ensure suitability of individual students for particular training programs. This pre-enrolment interview includes a Language, Literacy and Numeracy assessment which is used to determine individual support needs, or whether reasonable adjustment may be required throughout the duration of the training program. Where the need for additional support is identified, ECA Group staff will work with the student to ensure support is given which may include
  - Language Literacy and Numeracy (LNN) support
  - ICT support
  - Reasonable adjustment
  - Referral to external specialist organisations and/or agencies
  - Other mechanisms, such as assistance in using technology for online delivery components.
- 4.3. If the required support involves an external organisation or agency and/or attracts an additional cost, this will be the responsibility of the learner. ECA Group ensures that this is made clear in student pre-enrolment information. ECA Group referral to external assistance is at no cost.
- 4.4. ECA Group uses external counselling services to support students enrolled in an ECA Group College. Converge provides short-term confidential counselling support through qualified and experienced counsellors. This service is promoted throughout the ECA Group where it is offered. ECA Group publishes contact details in various places in public areas on campus and in online support hubs and in the Student Handbook. Flyers and other information are also available through Student Services.
- 4.5. All delivery, assessment and instruction are carried out in English unless otherwise stated.
- 4.6. ECA Group fosters a diverse, flexible and inclusive training environment. We encourage indigenous Australians, people with disabilities, women and men along with culturally and age diverse students.
- 4.7. Students are provided with information on a number of services to ensure their mental and physical wellbeing as well as access to Converge services.

- 4.8. International students will be given information and provided with access to an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia. The orientation program will be made available to International students at whatever time they commence their studies with ECA Group.
- 4.9. International and domestic students will be provided with, or given access to, a Student Handbook before commencing their course. This information will include, but not limited to:
- Student support services and how to access such services
  - English language and academic support services
  - Legal services and points of reference
  - Emergency and health services
  - Facilities and resources
  - Critical incident procedures
  - Complaints and appeals procedure
  - Visa conditions requiring course progress
  - Support services available to assist students with general or personal circumstances affecting their studies
  - Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
  - General information on Safety and awareness relevant to life in Australia for International students.

## **5. Review and Continuous Improvement**

**5.1.** The ECA Group is committed to ongoing monitoring and improvement of its policies and procedures, and to this end has an integrated strategy including:

- The ECA Group Management Team conducting reviews of specific elements of the policy and procedures when a student or trainer/assessor raises a possible problem to be addressed that has not been factored into the existing policy and/or procedure. This will then be referred to the ECA Group General Manager and/or the Management Review Committee for approval.
- Staff at the College with responsibilities relating to the managing of Student Support are encouraged to submit any concerns about, and suggestions for making improvements to the Policy and Procedure to the appropriate Manager in the college who is responsible for ensuring that appropriate responses are reported to the ECA Group for development.