



## SCOPE

This policy applies to all ALATA staff who deal with all matters concerning VET .

## POLICY

1. ALATA is committed to supporting students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

2. We have an extensive orientation program devoted to provide comprehensive information about available student support services and support staff to meet the needs of all students enrolled within our organisation.

3. ALATA provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

4. ALATA provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If ALATA refers the student to external support services, ALATA will not charge for the referral.

5. ALATA has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. Our Critical incident policy ensures the interests of the student and their families are managed appropriately and shows that ALATA is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. Please refer Critical Incident Policy and Procedures.

6. ALATA designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of ALATA's support services.

7. ALATA provides sufficient student support personnel to meet the needs of the students enrolled with the College.

### 8. ALATA:

- a) provides appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
- b) maintains and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources
- c) make accessible to student's information on institutional complaints and appeals procedures
- d) regularly review and deliver a comprehensive orientation program that includes all of

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Developed By: RTO Manager	Authorized By: CEO	Version: 1.0
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- e) the above as well as information on course progress and attendance visa conditions provide welfare-related support services at no cost to the students including referrals to any additional services.

## PROCEDURE

### Support Provided

#### 1. Orientation and Transition Support

All students go through an Orientation Program during their first week at ALATA. Students are provided with a copy of learners Handbook. The Orientation program involves familiarisation with the campus, facilities. Contents of Orientation program include:

- Orientation with a tour of ALATA's Campus
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Details of other Student Services and Support available in the learners Handbook
- Information on other support available eg. Legal, emergency and health services available

#### 2. Learners Handbook

All students are provided with a copy of the Learners Handbook during their first week at ALATA. It contains information on:

- Services, facilities and resources available to students
- Policies and Procedures
- Other relevant information in assisting students

#### 3. Student Services Support

- ALATA has a Student Support Officer designated to support students. Reception is open daily from 9.00am – 6.00pm Monday to Friday.
- Students are free to approach any ALATA staff member for any help or make general enquiries.
- The official point of contact for students is the Student Support Officer and their Trainers who has access to up to date details of ALATA's support services.
- For emergency after hours, students are advised to ring: 0420 455 365.
- There are also other staff members available to support students. Their contact details are available in the Learners Handbook.

**4. Academic, Language and Learning Support** Academic support is the responsibility of the trainers the Training Coordinator. Students are advised to approach their trainers, or the Student Support Officer if they need assistance in meeting course requirements.

The Training Coordinator can assist students with the following:

- Timetables
- Learning Support Strategies
- Academic issues

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**5. Student Welfare Services** ALATA has designated Student Support Officer to provide a basic counselling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature.

- a. Facilities and Resources – At orientation students are given a guided tour of the campus and all ALATA facilities and during that process they will become aware of all the resources available to them.
- b. Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website and made available from administration at anytime. The policy is specifically explained both in the Learners Handbook and during orientation.
- c. ALATA can also refer students to external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

In addition to the normal support services, international students are provided with a range of specialist services such as assistance with resume-writing and looking for part-time work. Students have access to welfare-related support services to assist with issues that may arise during their study, including program progress, attendance requirements and accommodation. These services are made available to all ALATA students.

ALATA also has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

- Critical incidents are not limited to, but could include:
  - missing students;
  - severe verbal or psychological aggression;
  - death, serious injury or any threat of these;
  - natural disaster; and
  - issues such as domestic violence, sexual assault, drug or alcohol abuse

For further information, please refer to Critical Incident Policy and Procedure.

**6.** Where the nature of the concern is beyond the SSO’s experience and abilities, the student will be referred to an appropriate person for professional assistance

**7.** The SSO will respond to all questions pertaining to the student’s progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.

**8.** The SSO will assist with accommodation or general welfare issues, through providing appropriate advice and direction. The SSO is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc) as they see fit.

**9.** The SSO will detail the student support services provided to each student, and ensure details of

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services provided are placed on the students file.

- 10.** Academic counselling is provided by the Training Coordinator or delegate to a person who is responsible for monitoring all aspects of student academic progress. Discussion notes, outcomes and follow up action are recorded in student files.
- 11.** Trainers will report to the Training Coordinator any concerns they have about changes in a student's behavior, attitude, health or general demeanour for immediate follow up.
- 12.** In circumstances requiring personal counselling and where there is no qualified counsellor employed as a staff, the SSO will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. The SSO will ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary. Recommended agencies are listed on ALATA's website.
- 13.** The RTO Manager will ensure that the Student Support Services are reviewed regularly in VET Meetings, and corrective actions are applied as appropriate.

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