VFH STUDENT SUPPORT POLICY AND PROCEDURE

| SRTO Ref: | Standard 1 – 1.3 & 1.7 |

Purpose
The Student Support Policy is to promote an environment in which students feel comfortable and well supported during their enrolment with The Imperial College of Australia. It will ensure that students adjust well to study and will be able to achieve satisfactory course progress towards meeting the learning outcomes of the course.

Responsibility
The CEO or the delegate will be responsible for ensuring that VFH student support obligations are understood and implemented by all staff in order to maintain the integrity and reputation of the industry as well as of the Imperial.

Student Support Services
Whilst all staff members employed by the College have the responsibility to provide support to all students, the College has appointed several members of staff as being dedicated to ‘student support’. They have been selected due to their regular dealings with, knowledge of and experience with students on a daily basis. These staff members are and will be available to all students, on an appointment basis, through the standard hours of business. Students can access student support directly by asking to speak to one of the following nominated student support staff or by placing a written request via the Administration Officer (student request forms are available at the reception area) or by email and an appointment will be organised as soon as practical.

The assigned ‘student support staff’ members are:

- Student support officers: Sweta Shah
- Training support officer: Pradeep Karinja

The following support services are to be available and accessible for all students studying with the College. The College will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the College at no cost to the student but fees and charges may apply where an external service is used by the student and this is clarified to the student prior to them using such services outside of the College.

The College Will Provide Advice And Assistance With The Following:

- VET FEE-HELP information – refer to VFH Entry Requirement Policy And Procedure
- support and welfare services available at the College
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
Emergency telephone numbers (0411 710 194 and 0425 853 086) that will be attended 24 hours a day, 7 days a week is provided to students and is displayed at Administration and is detailed in documents provided at induction.

Orientation Program
1. The College is committed to ensuring that all students receive support to adjust to life and study. An orientation program will be compulsory for all VFH students prior to starting their course.

2. Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Director of Studies or their delegate will go through the orientation on an individual basis.

3. The orientation program will include information provided on:
   1. Details of internal and external support services available to assist in the transition into life and study. Such services include welfare services, accommodation services, academic and career advice, IT support, LL&N support and social inclusion activities.
   2. Legal, emergency and health services
   3. Facilities and resources
   4. Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.

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

Welfare Services
1. Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, health, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

2. Services will be provided without cost to the student.

3. The College recognises that students may require access to welfare services to assist with issues that may arise through their studies, including meeting course completion requirements.

4. Information about welfare services available are provided in the Student Handbook and on the website.

Study Support
Our study support program provides students with a range of support, information and referral services to facilitate academic and personal development as an independent, self-directing adult learner.

The College places a strong emphasis on the provision of individual and small group tutorial assistance in:

- Study skills
- Examination techniques
• Time and stress management
• Assessment presentation and formal writing skills

If a trainer has identified that a student needs additional study support, he or she may also be referred to the Director of Studies.

If a student has special needs requiring support in the training and assessment process, he or she should, in the first instance, contact The Admissions Officer who will in turn liaise with the Director of Studies as required.

Such needs may arise from:

• A physical or learning disability
• Religious or cultural background
• Language background other than English

In case of a physical or learning disability, the student should indicate this at the time of making application to the College and provide documented evidence of any health condition that may impact on his or her ability to study.

In all cases of special needs, the College is able to offer reasonable adjustment to training and assessment materials or processes to offer the student the opportunity of achieving a successful outcome. Such reasonable adjustment entails modifications to training and assessment materials and processes, which do not alter the original purpose and intention of training and assessment materials, tools and procedures.

**Counselling/Student Services**

The College provides counselling and personalised services that are available to all students. Counselling focuses on student needs and will assist students in solving problems, developing new skills in personal and educational contexts and resolving issues. Counselling can also assist with interpersonal relationships and family problems.

Confidential student counselling is available from the Student Services team for any reason including:

• Personal relationships
• Academic issues
• Accommodation difficulties
• Personal trauma, including harassment and discrimination
• Concerns regarding friends and families
• Personal health; and
• Legal difficulties.

If unable to assist personally, the Student Services team will refer students to external professionals who may be better equipped to assist and guide with respect to particular problems. Please note that professional consultation fees might apply in these circumstances.