

Student Support Services Policy and Procedure

1. Policy

This policy/procedure supports the requirements to provide student support services to all students. This policy also ensures that The Leadership College of Australia has sufficient support staff with all adequate facilities and resources.

This policy ensures that all students are given support at The Leadership College of Australia. This support includes both academic support, language support and personal support and the following procedures ensure that students are made aware of the support available.

There is no cost to access student support services provided within The Leadership College of Australia. There are also no costs for a referral to an external support service however accessing services outside The Leadership College of Australia may incur costs and student will be notified of this prior to engaging external support services.

2. Procedure

The Leadership College of Australia is committed to ensure that all students receive support (wherever required) to adjust to life and study in Australia. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through the information provided by the student on the application and/or enrolment forms, through LLN, discussion with the student during their induction/orientation to the course about how to access the support services. All support services information will be regularly reviewed to ensure it is current and accurate. Adequate academic and student support staff to student ratio would be maintained. The Leadership College of Australia would ensure that high quality support and assistance is provided at all times and would maintain the following ratio:

- 1:15 Academic staff to student ratio for academic and language (LLN) support;
- 1:75 Student Support Services staff to student ratio.

In the event of any support sessions having student numbers exceeding the above-mentioned ratio for academic and language support, the support sessions will be divided into groups, with each group being allocated different support sessions, with no group exceeding 1:15 ratio. Additional trainers and assessors or language teachers will be sourced to ensure high quality support services are being provided to the students. The same strategy is applicable for the student Support Service staff also. If the number exceeds to the above specified ratio, additional support staff will be employed or contracted and have formal qualifications in counselling and/or relevant experience who are able to advise and provide counselling to students in an intercultural context about language, academic and future progressive advice and welfare matters.



To achieve this, The Leadership College of Australia would contract VET trainers and assessors for the minimum duration of 40 hours every week (full time trainer/assessor) for delivery and assessing and additional 2 – 8 hours of academic support or pro-rata (whenever and wherever applicable). Language support teacher with a qualification having at least Post-Graduation in TESOL or TESOL as a method will also be contracted for a minimum of 4 hours every week for providing language support.

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and which includes the following:

- Legal, emergency and health services
- Facilities and resources at The Leadership College of Australia
- Students are informed about all relevant policies and procedures including course progress, refund and complaints and appeal (*please refer to the complaints and appeal policy and procedure*).
- A tour of the Institute identifying classrooms, student areas, student administration areas, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the 'Student Orientation Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Nominated Student Support Officer

Whilst all staff employed by The Leadership College of Australia has the responsibility to provide support to all students, The Leadership College of Australia nominates a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Officers have access to up-to-date details of the Student Support Services.

Name: Amanjot Singh Dhillon

Ph: 0425 729 759

Email: info@lca.edu.au

Student Support Services

The following support services are to be available and accessible for all students studying with The Leadership College of Australia. 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

Institute at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the Institute.

- **Language and Study Assistance Programs**

Identifying LLN Support Prior to Enrolment or Commencement:

LLN Test would be conducted on the orientation day. Test would be administered by qualified LLN Trainer and Assessor. The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. If a gap is identified, learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

Student Support during training:

The Leadership College of Australia will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students. When support needs arise, the Student Support Officer and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual learner identified. Support needs may include, but are not limited to:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to other language courses.
- Referral to an external agency
- Creation of an Individual Training Plan

Responsibilities for initiating the above support services are:

Learner Support	Responsibility	Approval
Modification of Training and Assessment resources	Trainer/Assessors	Compliance Manager
Modification of the classroom configuration to improve mobility	Trainer/Assessors	RTO Manager/Student Support Officer
Referral to other language courses	Trainer/Assessors	Compliance/RTO Manager

Referral to an external agency	CEO	CEO
Creation of an Individual Training Plan	RTO Manager	Compliance Manager
Monitoring of Individual Training Plans	RTO Manager	Compliance Manager

- **Facilities and resources**

At orientation students are given a guided tour of the campus and all The Leadership College of Australia's facilities and during that process they will become aware of all the resources available to them.

- **Policies and Procedures**

All students will be given a brief about relevant policies and procedures, not limited to The Leadership College of Australia's course progress policy and procedure, Fee and Refund policy and procedure and Complaints and Appeal policy and procedure. Students will be able to access these policies by requesting student support officer or by contacting the RTO Manager.

- **Work Rights**

At Orientation, all students will be given an overview on their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.

- **Academic issues**

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

Students' course progress is monitored; and guidance and support provided where non-satisfactory results are identified. A student is able to access the student support officer to discuss any academic or other related issues to studying at the Institute at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

- **Personal / Social issues**

There are many issues that may affect a student's social or personal life and students have access to the Support Officer through normal Institute hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

- **Accommodation**

While The Leadership College of Australia does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

- **Medical Issues**

Student Support Officers will have a list of medical professionals within access from the Institute location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officer. For any critical incident, The Leadership College of Australia have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. 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 more details, please refer to Critical Incident – Policy and Procedure.

- **Legal Services**

The Leadership College of Australia is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional.

- **Social Programs**

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.