

# Student Support Policy

## Purpose

This policy supports the ESOS National Code & SRT0 2015, which requires the Registered providers to support students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme.

To maximise the chance of students successfully completing their training, Orange International College (OIC) will determine the support needs of individual students and where possible provide them access to the educational and support services necessary for the individual to meet the requirements of the training product as specified in training packages or VET accredited courses.

## Policy

Orange International College (OIC) assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- Student support services available to students in the transition to life and study in a new environment
- LLN support
- Tutorials
- ICT services
- legal services
- emergency and health services
- facilities and resources
- access and equity policy
- counselling services
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate

## Procedure

- All students will have access to our student support services through our Student Services/Support Officer (SSO). The SSO will have access to available student welfare services available locally.
- 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
- 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.
- 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.
- OIC has agreement with external counselling organisations for external counselling services and ensure they are readily accessible.

The SSO will detail the student support services provided to each student, and ensure details of services provided are placed on the students file.

- The General Manager of Orange International College (OIC) will ensure that the Student Support Services are reviewed regularly in Governance Panel of Management Meetings, and corrective actions are applied as appropriate

To maximise the chance of students successfully completing their training, Orange International College (OIC) will identify any support individual students need prior to their enrolment and provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support;
- Assistive Technology
- Vocational/Work Placement
- Additional Tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components.

Where this support attracts an additional cost to the student, Orange International College (OIC) will make this clear to the student.

A formal assessment process is not required; however, Orange International College (OIC) will be able to demonstrate how it identifies support needs (for example, students will be required to complete LLN Quiz (VET)/ English Placement Test (ELICOS) as part of the enrolment/orientation process). The LLN/ Placement test will be assessed by appropriate staff and further actions taken based on the student's results.

Orange International College has LLN support sessions, however where Orange International College (OIC) identifies required support that it cannot provide support directly, it will refer the student to a third party (eg: student counselling by professional). OIC does not charge student for directing them to the required or appropriate services.

Where Orange International College (OIC) is not capable of offering an environment suitable for the needs of a student with specific identified needs as per the information provided during the enrolment process using application/enrolment form, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

Refer to Student Support Services Referral List for further information listed on the website.  
(<https://www.orange.edu.au/information/support-services/>)