



Student Support Policy and Procedure

Purpose

To support students in adjusting to study and life in Australia, to help students achieve their learning goals and to aid with achieving satisfactory progress towards meeting the learning outcomes of the course. This policy is stipulated in accordance with the requirements of Standard 6 of the ESOS National Code 2018.

Scope

This policy applies to all students and staff of United Colleges of Australia (UCA).

Policy

This policy ensures that all students are given support while studying at UCA. This support includes both academic support and non-academic support. UCA ensures that students are made aware of the support available and that all these services are made available to students at no additional cost.

An orientation program is conducted before the classes begin and is compulsory for all newly commencing students. The program includes an introduction to UCA, its services and facilities as well as a basic introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of the Institute that are necessary for successful study. A complete orientation will ensure students are adequately prepared for study at UCA and integrating into Australian society. The information that will be covered in the orientation program is described in detail in the procedure.

UCA provides:

- The opportunity for students to participate in services, and provides services designed to assist students in meeting course requirements. These services include learning advice and English support.
- The opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and accommodation issues. These services are provided at no additional cost to the student.
- Designated members (see below) of staff are the official point of contact for students.
- Staff members who interact directly with students are aware of the obligations of the Institute under the ESOS framework and the potential implications for students arising from the exercise of these obligations.



Procedure

Student Orientation Program

1. The Admin Manager ensures that all newly enrolling students to UCA are informed of the orientation date and venue via email to the students' personal email address.
2. Any students who do not attend orientation will be contacted directly and/or through their agent for follow up action.
3. Students who have not been able to attend the scheduled orientation will be given an opportunity for an alternative orientation session at the earliest possible time.
4. A presentation will be delivered by the relevant academic and student services staff during the orientation, providing information on:
 - Student support services available in the transition to life and study in Australia
 - Legal services
 - Emergency and health services
 - Welfare services
 - UCA facilities and resources
 - Complaints and appeals processes
 - Requirements for course attendance as appropriate
 - Information about employment rights and conditions
 - Requirements for course and attendance (wherever applicable) progress
 - Accommodation
 - Social program
5. Students need to complete the following forms during orientation:
 - Student Contact Detail Form
 - Student Orientation Feedback Form
 - Student Agent Review Form
 - Student Orientation Day Checklist
 - Post Enrolment Form
6. Students will be provided with their timetables.
7. Students must complete the Language Literacy and Numeracy (LLN) Test for UCA to identify any initial learning support needs.

Student Services

All UCA staff have the responsibility to support their students and understand the process of referring students to the designated staff for different aspects of the services. Student Services Officers are the first point of contact for students.

The Student Services Officers will be responsible for:

- Providing students with up-to-date details of UCA's support services.



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- Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of UCA.
 - Organising student orientation.
 - Receiving student complaints and referring complaints to the General Admin Manager.
 - Providing students with information about UCA attendance and course progress requirements.
 - Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
 - Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing where relevant.

Academic Support

All UCA academic staff are responsible for providing academic support to all students. Students can access one-on-one learning support with the UCA Learning Advisor. Students can make appointments with the Learning Advisor via email (admin@unitedcolleges.edu.au) or through the Student Services Officers.

The Learning Advisor is responsible for:

- Accessing the LLN test reports and identifying specific learning support needs.
- Planning and delivering academic workshops on academic integrity, academic skills and learning styles.
- Referring students to welfare support and/or English support as appropriate.
- Helping students better understand their assessment requirements as appropriate.

When support needs arise, the Admin Manager and the relevant trainers/assessors include in the Intervention Strategy Form the support needs for each individual learner identified. Support needs may include:

- Modification of training and assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to Language, Literacy and Numeracy courses.
- Referral to an external agency (e.g. Department of Home Affairs)
- Adjustment of an individual training plan



Student Welfare Counsellor

The Student Welfare Counsellor is available for all UCA students and provides counselling based on appointment. Students can contact the Student Welfare Counsellor on admin@unitedcolleges.edu.au for consultation on:

- Stress due to study
- Learning difficulties
- Physical and mental problems that affect their study and life and
- Advice on student workplace issues

Staff Training

Internal training will be held biannually to keep UCA staff updated with the ESOS framework and the National Code and with the student support services that UCA provides.

Definitions

National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
WHS	Work, Health & Safety
LLN	Language, Literacy & Numeracy
Complaint	A statement that something is unsatisfactory or unacceptable.
Appeal	Make a request for a reversal/change of a decision.
Legal Services	Legal representation and access to the court system.
ESOS Act	Education Services for Overseas Students Act 2000
Welfare	The health, happiness and general wellbeing of an individual or group.
Orientation	An introductory process, which informs the students of all the information, required to be comfortable.

Document Control

Policy Owner:	UCA
Endorsed By:	PEO



Person Responsible for Implementation:	General Admin Manager
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