

P27- Student Support Services

1. Purpose

- 1.1 Baxter Institute is committed to supporting students to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. Baxter Institute has 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 Institute. This service is at no additional cost to the student.
- 1.2 Our Critical incident policy ensures the interests of the student and their families are managed appropriately and show that Baxter Institute is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.
- 1.3 Baxter Institute will:
- i) Provide sufficient student support personnel for the number of students enrolled.
 - ii) Provide a Student support officers at each campus to direct or arrange appropriate student support services.
 - iii) Provide 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.
 - iv) Maintain 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.
 - v) Make accessible to students information on institutional complaints and appeals procedures.
 - vi) Regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress, attendance and visa conditions (applicable only to International students).
 - vii) Provide welfare-related support services at no cost to the students including referrals to any additional services.
 - viii) Ensure staff who interact directly with students are aware of Baxter's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations
- 1.4 Orientation & Transition Support
- i) All students go through an age appropriate and culturally aware Orientation Program during their first week at Baxter Institute. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:

2. Responsibility

- i) Director of Studies is responsible for implementation of this policy and ensure that staff and students are aware of its application and that the Student Support/Academic Manger will execute its procedures.

3. Definitions

- i) Student Support Services also oversees academic progress of the students. Therefore the Student Support Manager is also the Academic Support Manager.

4. Requirements / Process

4.1 Linked Services

Student Support is wide overarching requirement to enable the student to excel at their chosen course. Many areas of support are more specifically dealt with by other policies and procedures and will not be repeated in this document.

This policy should be read in conjunction with the following:

- P01 Student Code of Behaviour
- P05 Younger Students (not recruiting under 18 overseas students since April 2014)

- P06 Critical Incidents
- P08 Complaints and Appeals
- P09 Completion within Expected Duration
- P10 Course Progress (policy only applicable to overseas student)
- P13 Defer Suspend or Cancel
- P20 Assessment
- P21 Plagiarism and Cheating
- P26 Fees and Refunds
- P44 Students with Special Needs

From Application to Enrolment

4.2 Student Engagement Before Enrolment

- i) Prior to Baxter Institute accepting a student, or an intending student, for enrolment in a course, Baxter Institute will provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
- the requirements for acceptance into a course;
 - the minimum level of English language proficiency;
 - educational qualifications or work experience required and whether course credit or RPL may be applicable;
 - the course content and duration, qualification offered if applicable, modes of study and assessment methods;
 - campus locations and a general description of facilities, equipment, and learning and library resources available to students;
 - details of any arrangements with another registered provider, person or business to provide the course or part of the course;
 - indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
 - information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
 - a description of the ESOS framework made available electronically by DEEWR; and
 - relevant information on living in Australia, including:
 - indicative costs of living; and relevant accommodation options.

4.3 Arrival in Australia

- i) Baxter Institute can arrange for students to be met at the airport and taken to their accommodation. Applicants are asked to indicate the need of this service when submitting the application form.

4.4 Orientation & Transition Support

- i) All students go through an age appropriate and culturally aware Orientation Program during their first week at Baxter Institute. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:
- (1) Orientation to Melbourne and a tour of Baxter Institute
 - (2) Details of the course, timetable, staff members contact details
 - (3) Welfare and Academic issues
 - (4) Details of other Student Services and Support available in Student Handbooks
 - (5) Information on other support available eg. Legal, emergency and health services available
 - (6) Visa requirements, and student safety
 - (7) Students can have access to a copy of Student Handbook online on Baxter's website or may request for a hard copy if preferred.
 - (8) Training plan and Learning Management System (LMS) account

4.5 Student Handbook

- i) All students are directed to the availability of a copy of the Student Handbook during their orientation at Baxter Institute.

- ii) It contains information on:
 - (1) Services, facilities and resources available to students
 - (2) Visa requirements for international students
 - (3) Relevant policies and procedures such as attendance and progress policy and Suspension of studies
 - (4) Other relevant information in assisting students to adjust to life & study in Australia

Student Support Services

4.6 Initial points of contact for students to the Baxter Institute Student Services team:

- i) Student support reception is open daily from 11.00am – 2pm and 6.00pm - 7.30pm Monday to Friday and 9am - 1pm on Saturday. Reception at the administration office is opened from 9am to 5.30pm Monday to Saturday.
- ii) Students are free to approach any Baxter Institute staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- iii) The initial point of contact for students is the Student Support Officer who has access to up to date details of Baxter Institute's support services.
- iv) Student Support Officers/Manager are highlighted during Orientation and information can be found in the student handbook.
- v) For emergency after hours, students are advised to ring: 0413 862 319 or 0403 364 999.

4.7 All other staff members are also available to support students at all times.

4.8 Academic, Language and Learning Support

- i) Academic support is the responsibility of the Trainers.
- ii) Students are advised to approach their Trainers, Course Coordinator, the Student Support/ Academic Officer or Student Support/Academic Manager if they need assistance in meeting course requirements.
- iii) The Student Support/Academic Officer and Student Support/ Academic Manager and/or Director of Studies can assist students with the following:
 - (1) Study Skills
 - (2) Timetables
 - (3) Learning Support Strategies
 - (4) Any other academic issues
- iv) Student newly arrived in Australia, whether as permanent residents or international students may experience issues relating to language. Domestic students typically undertaking Certificate I or II qualifications or units may in addition, experience difficulties with Literacy and/or Numeracy. If any member of staff, suspects issues here, they should discuss with the relevant coordinator of the course and the Director of Studies with a view of early intervention. Failure to support a student in this area can lead to a student beginning to fail or not attend classes. Dependent upon the needs, an intervention strategy should be put in place with the agreement of the student to aid and support them. They may be some additional coaching, mentoring, pairing or attendance on English Language classes.
- v) Whilst the Student Support/Academic Officer or Student Support/ Academic Manager may lead any intervention plan, it should be agreed with the course coordinator and may also use the services of the English Department for additional support.

4.9 Student in VTG program where computer-aided learning takes place during an industry or practical placement and involves the Eligible Individual student being temporarily located interstate or overseas for a defined period. No more than 50% of the total scheduled hours applying to the Training Services in which the Eligible Individual is enrolled may be delivered online during this period.

4.10 Student Welfare Services

- i) Baxter Institute has designated Student Support/Academic Officer and Student Support/ Academic Manager to provide basic counselling services to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal

nature. The table "Support Organisations" at the end of this document contains contact details of a non-exhaustive list of appropriate support organisations.

- ii) The Student Support/Academic Officer is available to students to help them access study support and welfare-related services such as;
- (1) Legal Services
 - (2) Accommodation
 - (3) Emergency and Health Services
 - (4) Facilities and Resources
 - (5) Complaints and appeals processes and,
 - (6) course progress and or attendance as appropriate

4.11 Baxter Institute can refer students to external Counselling Service for various issues if necessary. Each case is dealt with on a case by case basis. There is no fee attached to the internal welfare support and referral service. However, any cost charged by the external service provider will be paid by students.

Critical Incidents

4.12 Baxter Institute 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.

4.13 Critical incidents are not limited to, but could include:

- o missing students;
- o severe verbal or psychological aggression;
- o death, serious injury or any threat of these;
- o natural disaster; and
- o issues such as domestic violence, sexual assault, drug or alcohol abuse

For further information see Critical Incident Policy.

Special needs

4.14 Students with disability are encouraged to disclose the nature of their disability and their special needs during enrolment process through the Pre-training review.

4.15 Local marketing/ admin. staff will then notify Student support manager and Course coordinator of the courses in which the students with disability are enrolled.

4.16 The student with disability will be documented in the training plan

4.17 The Student support manager shall be responsible for:

- Academic counseling services for students with disabilities;
- The supervision and review of the progress of the students with disabilities;
- The development of teaching and assessment methods appropriate to students with disabilities.

4.18 The Course coordinator of the relevant course shall be responsible for:

- Monitoring the students with disability
- Communicating with the Student support manager to facilitate appropriate teaching and assessment methods (where applicable)
- Assigning qualified trainer to assist and provide extra support to the students
- Allocating suitable classroom for students who may have mobility issues.

Indigenous students

4.19 Any individual who in the application for enrolment answers "Yes" to the question: "Are you of Aboriginal or Torres Strait Islander origin?" may be referred to the Victorian Aboriginal Education Association, phone (03) 9480 0800, fax: (03) 9481 4072, email vaeai@vaeai.org.au, website vaeai.org.au, or the Victorian Aboriginal Education Association may be consulted by the institute when determining the most appropriate support strategies (if required) for students who answered "yes" to this question.

PROCEDURE

4.20 Access to support services

- i) All students will have unlimited access to our student support services by making initial contact with the Student Support Officer/Manager or Student Contact Officer (for details of the contact names and phone numbers, refer to student handbook).
- ii) Reception will keep a list of day to day information that might be needed by a newly arriving student such as local banks, doctors, telephone providers etc. This list should be continuously updated as information such as this loses its currency quickly.
- iii) Where the nature of the request is more than basic information or instructions on how to find something, then the student should speak to the Student Support Manager (SSM).
- iv) Where the service required to assist the student is beyond the scope of the SSM, then the SSM should offer to refer the student to an appropriate 3rd party service provider. The SSM is authorised to refer the student to any professional welfare assistance (Centrelink Social Workers, Legal Aid, etc) as they see fit. The table "Support Organisations" at the end of this document contains contact details of a non-exhaustive list of appropriate support organisations.
- v) Many 3rd party support services provider are free, however some provider may charge consultation fees. The SSM will make it clear to the student that Baxter Institute does not charge for their services and also does not pay for the 3rd party services on behalf of the student.
- vi) The SSM must respond to all questions relating to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- vii) The Student Support Officer/Manager will assist with accommodation or general welfare issues, through providing appropriate advice and direction. However Student Support Officer/Manager is NOT an accommodation agency and should not undertake this role, but refer students to external agencies. For further information, please refer to Student Handbook and see table below..

4.21 Recording of Support Services

- i) For internal support the Student Support Officer/Manager should ensure that a note covering the issue is recorded in "Student Communication Log". It may become important later to be able to trace the history of a developing issue.
- ii) A note should be made on the Student File-(counselling form) that such information exists.
- iii) Any external referral should also be noted on the file and followed up with the student to ensure a satisfactory outcome.

The CEO shall ensure that the Student Support Services are reviewed in management meetings, and corrective actions are applied as appropriate.

5. Baxter Institute may refer students to the following organisations for support, or alternatively, the institute's staff may refer to these organisations when determining the best support strategies for students

Support organisations	
Beyond Blue Website https://www.beyondblue.org.au/ toll free 1300 22 4636	National LGBTI Health Alliance http://lgbtihealth.org.au/ Email: info@lgbtihealth.org.au Telephone: 02 8568 1123 Fax: 02 8212 9013
Domestic Violence Victoria Website http://dvvic.org.au/ Email: admin@dvvic.org.au Phone: 03 9921 0828	Lifeline Ph. 13 11 14 https://www.lifeline.org.au/ Kids Helpline 1800 55 1800
The Salvation Army website http://www.salvationarmy.org.au/ Telephone: (61 3) 8878 4500 Fax: (61 3) 8878 4840 Email: salvosaus@aus.salvationarmy.org	St Vincent de Paul Society Website https://www.vinnies.org.au/ Phone 03 9895 5800 Fax 03 9895 5850 Email info@svdp-vic.org.au
Alcoholics anonymous Website http://www.aa.org.au/ Toll free 1300 222 222	Gambling help hotline Website https://www.gamblinghelponline.org.au/ Ph. 1800 858 858

<p>Headspace Website https://headspace.org.au/ headspace National Office: (03) 9027 0100</p>	<p>Q Life Website https://qlife.org.au/ phone and chat 1800 184 527</p>
<p>Health and human services https://services.dhhs.vic.gov.au/ Disability https://services.dhhs.vic.gov.au/disability Tel. 1300 650 172</p>	<p>Yooralla Community Learning and Living Centre Email yoralla@yoralla.com.au Website http://www.yooralla.com.au/services Tel. (03) 9666 4500 TTY (03) 9916 5899</p>
<p>Centre for Developmental Disability Health Victoria, Monash Health Level 2 / 122 Thomas Street Dandenong, VIC 3175 (03) 9792 7888</p>	<p>Learning Difficulties Australia Phone (03) 9890 6138 Email enquiries@ldaustralia.org Website www.ldaustralia.org</p>
<p>Victorian Aboriginal Education Association Phone (03) 9480 0800 Fax: (03) 9481 4072 Email vaeai@vaeai.org.au Website http://vaeai.org.au/</p>	<p>Vision Australia Phone 1300 84 74 66 Email info@visionaustralia.org Website www.visionaustralia.org</p>
<p>BrainLink Toll free: 1800 677 579 Landline: 03 9845 2952 Fax: 03 9845 2882 Email admin@www.brainlink.org.au Website www.brainlink.org.au</p>	<p>VicDeaf TTY (03) 9473 1199 P (03) 9473 1111 F (03) 9473 1122 E info@vicdeaf.com.au Website www.vicdeaf.com.au</p>
<p>Mental Health Foundation Australia (Victoria) http://mhfa.org.au/ helpline: 1300 643 287</p>	<p>SANE Helpline https://www.sane.org/ Tel. 1800 187 263</p>
<p>Department of Human Services Website: http://www.dhs.vic.gov.au/home</p>	<p>Scope Phone 1300 4 72673 Fax (03) 9843 2030 Email contact@scopevic.org.au Website www.scopevic.org.au</p>
<p>Dyslexia Melbourne http://dyslexiamelbourne.com/</p>	<p>AREFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill) Carers Australia VIC https://www.carersvictoria.org.au/contact- assets/mental-health-support/arafemi/ Helpline: 1300 550 265</p>
<p>Please note: this list is not exhaustive, and further research may be necessary to find the most appropriate support option</p>	

End

6. Revision history

Version	Date	Description of modifications
1.1	15 th Feb 2011	Initial Release
3.0	7/5/2012	Changed responsibility to Director of Studies and amend reviewing of Student Support Services in management meetings (removed word quarterly).
3.1	18/4/2014	Reviewed and included special needs
3.2	1/9/2017	Table of support organisations updated
3.3	08/11/2017	Updated the address