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## Student Support Services Procedure

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#### Orientation Program

1. Greenwich will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.
2. The Orientation program will allow students to understand Greenwich College Pty Ltd's expectations, rules and facilities, and introduce social and cultural norms which overseas students need to be aware of while in Australia.
3. The orientation / induction program covers what students will need to know about their course and adjusting to life in Australia, including:
  - student support services available to students in the transition to life and study in Australia
  - legal services
  - emergency and health services
  - facilities and resources
  - complaints and appeals processes, and
  - all student visa conditions relating to course progress and/or attendance as appropriate.
  - Support services available to assist student with general or personal circumstances affecting their education in Australia, and services student can access for information on their employment rights and conditions such as through Fair Work Ombudsman.
  - Provide information on how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents; and
  - Provide general information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia.
  - Advise on actions to take to enhance overseas student's personal security and safety

The Induction is run using both the Student Handbook and at the end of the Induction all Student Arrival forms are collected, and are checked to ensure they have been completed

## **Late Arrivals / Starters**

In the event a student commences their course late or simply missed the Induction, the Director of Studies or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

## **Student Support Services and Support Personnel**

To ensure Greenwich College Pty Ltd has sufficient student support personnel to meet the needs of the students enrolled and to ensure quality services delivery requires a strategic approach. In recognition of the importance of the student support, Student Services will be led by the Operations Manager and General Manager.

Greenwich College Pty Ltd will have multiple layers of student support staff available to its students at all times. As well as the dedicated student services and support staff, the staff who are involved in delivering the student service functions and duties set out in this policy and procedure document include:

- Teachers and trainers
- Academic coordinators
- Assistant Director of Studies — ELICOS
- Academic Manager — VET
- Director of Studies
- Marketing Managers
- Admissions officers
- Operations Manager
- General Manager

These staff have a responsibility to care for students needs on a daily and ongoing basis. These needs include, but are not limited to:

- academic progress
- academic outcomes
- course articulation & matriculation
- student welfare and/or well being
- accommodation support
- student information needs
- financial support services
- mental health and disability services
- housing and tenancy services
- satisfaction with any services of Greenwich College Pty Ltd

Students are able to access such support services and staff via the reception area, via electronic communication with any Greenwich College Pty Ltd staff member, or via the Greenwich College Pty Ltd online appointment service. Where a student requires urgent attention, no appointment is required and the student is given immediate attention by the most relevant staff member available.

To ensure that Greenwich College Pty Ltd services meet client needs, regular feedback about Student Support is collected from students and action plans developed according.

### Academic Support Services

Greenwich College Pty Ltd provides all its students with extensive support relating to:

- Academic progress & learning support
- Academic achievement & assessment support
- Course choices, matriculation and articulation
- Course progress, course attendance and visa obligations
- Course satisfaction

All Greenwich College Pty Ltd students are encouraged, during induction and lessons, to regularly access this support by speaking with:

- Teachers/trainers
- Academic Managers
- A staff member who can provide 'first language' support, where necessary

Academic support might include counselling regarding:

- Study Skills
- Subject, Unit or course selections
- Timetables
- Time management
- Learning Support Strategies, including for students with special learning support needs
- Career services

Any support services provided by the College will always be free of charge.

## **IT Support Services**

Greenwich College Pty Ltd provides support for course related IT services to students both on site and off site.

Students can access such support via reception or via the online appointment system or via the student IT support email: [student.it.support@greenwichcollege.com.au](mailto:student.it.support@greenwichcollege.com.au)

## **Student Social Activities**

Greenwich College Pty Ltd provides students with various activities to enrich students' experiences at both specifically at Greenwich College Pty Ltd and in Australia more generally. This is to support students' social integration with their fellow students and is a crucial aspect of ensuring their well-being.

Below are some activities that are conducted at Greenwich College Pty Ltd:

- Weekly speaking and conversation clubs
- Weekly free group excursions
- Weekly employment and CV preparation/interview skills sessions
- Monthly student parties
- Graduation Ceremony at the end of each course to celebrate the graduating students.

## **External Support Services**

Greenwich College Pty Ltd employs a number of experienced student counsellors, including the Student Services Officers. However, where the student and/or a Greenwich College Pty Ltd staff member deem that a student requires professional counselling facilities, they will be directed to the appropriate counselling services for their needs and assisted in making contact and arranging appointments as necessary. Any such cases will involve the notification of relevant senior personnel, including the Director of Studies and the General Manager.

Any referrals provided to students by the College to support services will be free of charge. However, any associated costs for services provided by a third party who is not related to the College, will need to be covered by the individual student. Students are always reminded to check with their insurance provider to check if they are eligible for cover for any third party assistance services they access.

Greenwich College Pty Ltd generally refers its students to the most appropriate one of the following:

Company	Contact Details
The Redfern Legal Centre	02 9698 7277
Australian Council for Private Education and Training (ACPET)	1800 657 644
The Overseas Students Ombudsman	<a href="https://www.ombudsman.gov.au/">https://www.ombudsman.gov.au/</a>
Reverse Charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation — Personal Tax Info Line	13 2861
Consular Contacts	<a href="http://www.dfat.gov.au/geo/">http://www.dfat.gov.au/geo/</a>