

## Student Support Services Policy

### Purpose

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The purpose of this policy is to ensure that Greenwich College Pty Ltd provides access to sufficient support for all students. Greenwich College Pty Ltd will provide support services based on the individual needs of each student. For CRICOS students support services will ensure that students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

### Scope

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This policy applies to all staff and stakeholders at Greenwich College Pty Ltd.

### Policy

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Greenwich College Pty Ltd considers service to students as the core of its mission and operation. Greenwich College Pty Ltd will ensure that students have access to the educational and support services necessary for individual learners to meet the requirements of the training product. In addition, Greenwich College Pty Ltd will support international students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Greenwich College Pty Ltd will induct each student prior to the commencement of course work to ensure they can settle into their new environment. This will happen via a face to face or online orientation that is culturally, linguistically and age appropriate. The Orientation program will assist students 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.

Greenwich College Pty Ltd will take all reasonable steps to provide a safe environment on campus or premises for students and staff.

Greenwich College Pty Ltd will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue. In the first instance this may be the student's teacher/trainer, the service staff at reception, the Student Support Officer, the Academic Administrators, or the Academic Manager depending on the nature of the student's need for support services. Greenwich College Pty Ltd will ensure that these staff are readily available to students at suitable times.

Greenwich College Pty Ltd will ensure it has sufficient student support personnel to meet the needs of all enrolled students. This will include staff who have appropriately formal qualifications and/or experienced so as to be capable of effectively advising and providing counselling to students in an intercultural context about welfare matters and academic progress and future study concerns. Greenwich College Pty Ltd will ensure that these staff are readily available to students at suitable times.

Greenwich College Pty Ltd determines the support needs of each individual learner and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses. Greenwich College Pty Ltd will, where necessary and appropriate, make reasonable adjustments to services, equipment and premises, delivery, and assessments to support its students. Greenwich College Pty Ltd will ensure that all staff that interact directly with students are aware of both the obligations of Greenwich College Pty Ltd and their own obligations under the ESOS framework as well as the potential implications to students.

Greenwich College Pty Ltd will ensure that all students have access to welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If a student is referred to any external support services, there will be charges made by Greenwich College Pty Ltd for the referral.

This policy applies equally to students enrolled in ELICOS and VET subjects.

## RELATED POLICIES

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Critical Incident Policy- No.32

## OTHER REFERENCES

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Greenwich Student Handbook

Student Complaints and Appeals – Policy and Procedure No. 1

Access and Equity – Policy and Procedure No. 2

Language, Literacy and Numeracy – Policy No. 5

Standard 6 of the National Code 2018 and with the National ELICOS Standards (Standard 6.9).

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