

# Student Support Services Policy & Procedures

## 1.0 Policy

- 1.1 This policy/procedure supports the RTO 2015 standards and The National Code of Practice 2007 Standards 2, 6 and 10 to provide student support services to enrolled students.
- 1.2 This policy ensures that all students are given support while studying with St Peter Institute (SPI). This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.
- 1.3 St Peter Institute provides students with access to academic and personal/welfare support services available to assist them in meeting course requirements.
- 1.4 There is no cost to access student support services provided within SPI.
- 1.5 There are also no costs for a referral to an external support service however accessing services outside SPI may incur costs and should be clarified prior to engaging external support services.
- 1.6 St Peter institute conducts an age and culturally sensitive Student Orientation Program to enrolled students to provide them with the following, but not limited to, information:
  - a) About SPI
  - b) Legislative frameworks
  - c) Client Feedback
  - d) Offered qualifications or training programs
  - e) Credit Transfer
  - f) Recognition of Prior Learning
  - g) support services available to assist them in the transition into life and study in Australia
  - h) legal services
  - i) emergency and health services
  - j) facilities and resources
  - k) complaints and appeals processes; and
  - l) information on visa conditions relating to course progress
  - m) SPI's relevant policy and procedures including but not limited to:
    - Monitoring International Student Academic Progress Policy and Procedures
    - Critical Incident Policy and Procedures
    - Transfer between Course Providers Policy and Procedures
    - Extending Course Duration Enrolment Policy and Procedures
    - Complaints and Appeals Policy and Procedures (and Intervention programs)
    - Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedures
  - n) Applicable student visa conditions
  - o) Student's rights and obligations
  - p) SPI's rights and obligations
  - q) All information contained in the Student Information Handbook (copy to be provided to them during the orientation program or to refer them to SPI's website).

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- 1.7 St Peter Institute implements a critical incident policy and 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.

Critical incidents include but not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse
- Non-life threatening events

- 1.8 St Peter Institute will help students in accessing study support and welfare-related services during the duration of their course.

- 1.9 Students will be provided with the Change of Personal Details form, which is also available at the Reception,

- 1.10 St Peter Institute ensures that staff members who interact directly with overseas students are aware of its obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies.

## 2.0 Procedure

### 2.1 Prior to Enrolment

St Peter institute provides information of the available support services, as detailed in this policy and procedures which is made available in the Student Information Handbook to potential applicants prior to their enrolment either by directing them to access the Student Information Handbook in SPI's website or by sending them a copy through electronic methods.

### 2.2 Student Orientation

A Student Orientation Program is conducted to newly enrolled students. A schedule is set for them to attend the orientation program.

### 2.3 Nominated [Student Support Officers](#)

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Whilst all staff employed by SPI has the responsibility to provide support to all students, SPI shall nominate:

- ‘**Student Support Officers**’ who are on site and are a first point of contact for students requiring academic or personal support.
- An **Admin Manager**, who shall be available to all students, on an appointment basis, through the standard SPI hours of business (Monday - Friday 9-5pm).

Students can access the **Admin Manager** directly or via nominated **Student Support Officers** and an appointment will be organised as soon as practical.

The **Admin Manager** is able to provide links to external sources of support where staff at SPI is not qualified or it is in the student’s best interests to seek professional advice. All preferred/suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the **Student Support Officers**.

## 3.0 Student Support Services

The following support services are to be available and accessible for all students studying with the SPI. SPI will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by SPI at no cost to the student but fees and charges may apply where the student uses an external service and prior to using such services outside of SPI, this should be clarified by the student

### 3.1 Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

All students’ progress monitored and guidance and support provided where non-satisfactory results are identified.

A student is able to access the **Student Support Officer** to discuss any academic, attendance, or other related issues to studying at SPI at any time. The **Admin Manager** will be able to provide advice and guidance, or referral, where required.

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### 3.2 Personal / Social / Welfare issues

There are many issues that may affect a student's social or personal life and Students have access to the **Support officer** through normal SPI hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the **Admin Manager** feels further support should be gained, a referral to an appropriate support service will be organised.

### 3.3 Critical Incident

SPI has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

### 3.4 Complaints and appeals processes

Students have access to Complaints and Appeals Policy. When SPI receives a complaint it is dealt with under the Complaints and Appeals Policy and Procedure. Any areas for improvement, which become apparent whilst handling a complaint, are raised with the relevant area and actioned accordingly.

### 3.5 Accommodation

While SPI does not offer accommodation services or take any responsibility for accommodation arrangements, SPI is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the **Admin Manager** can refer students to appropriate accommodation services.

### 3.6 Medical Issues

Student Administration will always have an up to date list of medical professionals within access from SPI location and any student with medical concerns should inform the **Admin Manager**, who will assist them in finding an appropriate medical professional. A list of local medical services can be gained from the Admin Manager.

### 3.7 Legal Services

SPI is able to provide some advice and guidance on a limited range of situations. Where the **Admin Manager** feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

### 3.8 Social Programs

Apart from the Student Orientation Program, the **Admin Manager** will occasionally organise social events that allow all students enrolled with SPI to mingle and socialise. These events may range from cultural and

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sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the **Admin Manager**.

3.9 An up-to-date copy of the Student Information Handbook is maintained in SPI's website which is accessible to students.

3.10 On receipt of enquiry from students, they will be directed to SPI's website or a copy of the Student Information Handbook will be provided to them by post or email.

### 3.11 Student Support Services Referral List

The **Admin Manager** is able to provide links to external sources of support where staff at SPI is not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the **Admin Manager**.

## 4.0 Following are the useful links and contact details:

Problem	Website	Phone no.
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
Accommodation	<a href="http://melbourne.gumtree.com.au">http://melbourne.gumtree.com.au</a> <a href="http://www.domain.com.au">http://www.domain.com.au</a> <a href="http://www.realestate.com.au">http://www.realestate.com.au</a> <a href="http://www.hostelworld.com">http://www.hostelworld.com</a> <a href="http://www.reiv.com.au">http://www.reiv.com.au</a>	
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Abortion & Grief Counselling		1300 363 550
Consumer credit and debt	<a href="http://www.cclcnsw.org.au">www.cclcnsw.org.au</a>	1800 808 488
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org">www.lifelinesydney.org</a>	9951 5522 13 11 14
Depression	<a href="http://www.depressiondoctor.com">www.depressiondoctor.com</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a>	1300 22 4636
Department of Immigration and Border Protection	<a href="http://www.immi.gov.au">www.immi.gov.au</a>	131 881
Disabilities	<a href="http://www.ideas.org.au">www.ideas.org.au</a>	1800 029 904

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Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au">www.naranon.com.au</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com">www.thewaysidechapel.com</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org">www.arafmi.org</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au">www.edf.org.au</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au">www.eczema.org.au</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au">www.epilepsy.org.au</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au">www.fpahealth.org.au</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au">www.glccs.org.au</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au">www.solace.org.au</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au">www.hepatitisc.org.au</a>	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	<a href="http://www.qhvs.org.au">www.qhvs.org.au</a>	1800774744
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au">www.sesiahs.health.nsw.gov.au</a>	9332 9700
Lifeline	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a> or <a href="http://www.crosscultural.net.au">www.crosscultural.net.au</a>	9391 2244
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au">www.mentalhealth.asn.au</a>	9816 5688
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au">www.pregnancysupport.com.au</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au">www.interrelate.org.au</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au">www.sfnsw.org.au</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.can-survive.org">www.can-survive.org</a>	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	<a href="http://www.suicideprevention.com.au">www.suicideprevention.com.au</a>	1300 360 980
Suicide Helpline (Victoria)		1300651251

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Study Melbourne Student Centre (SMSC)	<a href="http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre">http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre</a>	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	<a href="http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/">http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/</a>	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605