Student Support Services and Welfare Policy and Procedure

1   Background

Menzies Institute of Technology (hereinafter known as the "Institute") endeavours to provide high quality and timely educational services to all its students in a safe and secure environment. This policy ensures that all students are given support while studying with the Institute.

2   Purpose

The purpose of this policy and procedure is ensure that student support services and welfare are available for both educational and personal support, and the following policy and procedures ensure that students are made aware of the support available. Student support services would ensure that all students are given support while studying at the Institute both domestic and international students.

3   Audience

This policy applies to all vocational students of the Institute who are currently enrolled in nationally recognised training products.

4   Definitions

Prospective learner: refers to someone who is considering attending the Institute or likely to enrol in a training product offered by the Institute.

Student: refers to all currently enrolled vocational education and training students of the Institute.

5   Policy

5.1   This policy affirms the commitment of the Institute in providing student support services to domestic and international students and ensures that:

- The Institute will identify any support and welfare individual students would require prior to enrolment or commencement of qualification.
- The students would have access to educational and support services necessary to meet the requirements of the qualifications throughout their training and assessment.
- Students will be informed beforehand if support attracts an additional cost or any limitations to the support the Institute is able to provide.
- The Institute ensures to provide, international students with necessary support to adjust to study and life in Australia in order to achieve their learning goals.
- The Institute would appoint a Student Services Coordinator as the official point of contact for the students ensuring that staff member who interact directly with students are aware of the Institute's obligations under the ESOS Framework.
- The Institute ensures to provide students' access to welfare related support services to assist with any issues that may arise during their study. The Institute will provide referrals where needed for external support services with no charge.

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the Institute will provide, in print or through referral to an electronic copy, current and accurate information on related educational and support services the Institute will provide to the learner including the related educational and support services to the learner on the Institute's behalf that enables the potential learner to make informed decisions about undertaking training with the Institute.

5.3 The Institute will support the enrolment from a diverse range of culture, social and linguistic backgrounds of both domestic and international students. Also the Admissions Policy and Pre-Training Review Policy allows for consideration of student's needs and take into consideration of their diverse academic, work and life experiences. The range of support services available to cater for this variety will be outlined in the Procedures section.

5.4 The Institute will support international students in adjusting to study and life in Australia by giving international students information on or access to an age and culturally appropriate orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

5.5 The Institute will offer reasonable support to international students to enable them to achieve expected learning outcomes regardless of the international student's place of study or the mode of study of the course, at no additional cost to the international student.

5.6 The Institute will facilitate access to learning support services consistent with the requirements of the training product, mode of study and the learning needs of student cohorts, including having and implementing documented processes for supporting and maintaining contact with students undertaking online or distance units of study.

5.7 The Institute will:

- take all reasonable steps to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.
- provide information to students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.
- provide international students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

5.8 The Institute will take all reasonable steps to support international students who may be disadvantaged by:
- additional costs or other requirements, including for international students with special needs, from undertaking online or distance learning.

- inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

6 Procedures

6.1 Student Services Division

To ensure that appropriate support services are available to the students, the Institute has established a Student Services Division. The Student Services Division is managed by the Student Services Manager or delegates as Student Services Officers.

Student Services Manager is the first point of contact for students and will interact directly with the students guiding them towards relevant support services based on the nature of support services required. The Student Services Manager will coordinate and make necessary arrangements for the student support in cooperation with other departments for all educational and personal support.

6.1.1 Educational support
The range of educational support that can be coordinated for the student, but not limited to:
- provide students support in meeting course requirements and maintaining their attendance;
- assist students to achieve and progress by providing additional educational support;
- arrange flexible training alternative to student to meet the curriculum requirement by devising alternative training plans;
- provide guidance on assessment submissions and requesting extensions.

6.1.2 Personal support
The range of personal support that can be coordinated for the student, but not limited to:
- provide guidance on complaints and appeals policy and procedure;
- provide guidance on critical incident policy and procedure;
- assist in resolving issues relating to facilities and resources;
- assist in providing guidance on student visa conditions relating to course progress and /or attendance;

- guide to related external support services to assist students with issues such as accommodation, health services, legal services etc.

6.2 Pre-Training Review (PTR)

Pre Training review would be conducted to identify students learning requirements and also to identify relevant LLN support required. Refer to *MITP89 Pre-Training Review Policy and Procedure* for further information. All support needs identified by the PTR will be implemented by the relevant Officer identified in section 6.1 of this policy.

6.3 Orientation Program and Student Handbook

All students go through an Orientation Program during their first week at the Institute. The standard orientation policy and procedures are specified in the *MITP40 Student Orientation Policy and Procedures*. The orientation program will be separate for domestic and international students. The international student orientation involves familiarisation with living and studying in Melbourne. The orientation program is tailored to the age and culture of the student.

All students are provided with a copy of the Student Handbook during orientation. There are separate Student Handbooks for domestic and international students. Student Handbooks generally contains information on:
- Services, facilities and resources available to students
- Visa requirements for international students
- Institute's policies and procedures
- Other relevant information in assisting students to adjust to life & study in Australia. A copy of the Student Handbook is also available on the Institute website.

6.4 Accessing Student Support Services

Students will be provided information about on how to access students support services. Students will be referred to external support services for any matters that require further follow up with relevant professionals. Any referrals provided by the Institute are without cost, but fees and charges may apply where an external service is used by the student and this should be clarified to the student prior to referring any such services outside of the Institute. Students should contact the Student Services Manager for any query relating to educational or personal support. The Student Services Manager or delegate can be contacted by phone on 1300 244 002 or by email on info@menzies.vic.edu.au The Student Services Manager or delegate is available in person on Monday to Friday from 8.00am till 5.00pm.

6.5 Student Welfare

If a student requires welfare services, the Student Services Manager will arrange the first initial appointment with the counsellor at the **Study Melbourne Student Centre (SMSC).** The SMSC is a point of contact and referral where students can access a range of information about health matters, general wellbeing, legal services, accommodation, financial management and safety.

SMSC offers professional support and referrals to local services and community resources, crisis intervention, case work assessment and support in emergency situations. SMSC can assist international students through personal difficulties by providing emotional and practical support that is sensitive to their particular circumstances.

SMSC support staff can be contacted via the Institute's 24-hour free phone line or by visiting the office during business hours, Monday to Friday. Services are free and confidential and interpreters are available on request.
The SMSC also offers a welcoming space where international students can access computers, the internet and printing service. In addition, international student groups are welcome to hold meetings and events at the centre.

Conveniently located near Southern Cross station, the Centre is easy to access. A student can drop-in to the Centre without an appointment, however students are encouraged to call first to ensure a staff member is available. Office hours of SMSC are Monday – Friday from 9am-5pm.

Contact information
Phone: 1800 056 449 (free call from landline phones)
E-mail: info@studymelbourne.vic.gov.au
17 Hardware Lane, Melbourne.

Healing Minds Psychology is a psychological service offering counselling, assessment and treatment for individuals who may be experiencing strain in their everyday functioning and mental wellbeing. Students requiring contacting **Healing Minds Psychology** are expected to contact the Student Services Coordinator to make an appointment.

Contact information
Phone: 1300 732 725
Web: www.healingmindspsychology.com.au
165 Hilton Street, Glenroy

6.6 International Student Support

International students will be informed of safety measures and processes as well as provide information on visa regulations and work rights for international students during the student orientation process. Additionally, the institute will provide international students with the following services.

6.6.1 Student accommodation assistance

If a student requires assistance in finding accommodation during his/her studies, the Student Services Coordinator will provide necessary information and direction depending on the situation of the student. The student will be provided with information such as:

- Comparisons of costs among different types of accommodation
- Advice on which type of accommodation will be suitable for the student
- Contact details for home stay agencies or networks
- Contact details for real estate agents
- Contact details of relevant websites, newspapers, noticeboards etc.

6.6.2 Language Assistance

If an international student's proficiency in English is limited, the Student Services Coordinator will sit with the student and carefully explain the information above in a manner that he/she can comprehend. In addition, if there is a staff member within the Institute who speaks the same language as the student, the Student Services Coordinator can ask this staff member for interpretation needs. Refer to *MITP89 Pre-Training Review Policy and Procedure* for further information on language assistance.

6.6.3 Airport pick up and public transport information

The Institute offers the services of airport pick up and taken to their accommodation. International student need to indicate the need of this service when filling in the enrolment application form.

Victoria has a comprehensive system of trams, trains and buses and an easy to use single ticket system (myki). Public transport costs vary depending on where in Australia you live and the type

of transport you are using. You should look at the Public Transport Victoria website for where you are living to see the full range of services available, timetables, and the costs associated.

6.6.4 Information on employment rights and conditions

Everyone working in Australia, including international students have basic rights at work. These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

To find out more about your work rights visit the Australian Government's Fair Work Ombudsman's website (www.fairwork.gov.au) or call them on 13 13 94. Fair Work Commission and the Fair Work Ombudsman work in tandem to administer, govern and cooperate fair work within Australia and ensure that employers and business owners alike adhere to what is included in the legislation.

International students will also need to get a tax file number to work in Australia. Visit the Australian Taxation Office website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

There are plenty of ways to find work, including:

- Newspapers and online job sites.
- Register your details at a recruitment firm; many of them help place people in casual or short-term work.

6.7 Hours of Operations

Normal Business Hours for the Institute are as follows:
- Monday - Friday (8.00am to 5.00pm)

All training and assessment services that are conducted by the Institute will be scheduled within the following hours of operation:
- Monday - Sunday (8.00am – 6:00pm)

The Institute Main Office will be open and available with Student Services staff during the timetable scheduled class days and times on Monday to Sunday (8:00am – 6:00pm)

6.8 Timetabling

Each course that is delivered by the Institute in a classroom environment is required to have a detailed timetable developed to identify to the student of the required hours of attendance to complete the course. This allows the students to plan their travel to and from the training premises.

6.9 Identification and Building Security

6.9.1 Student Identification

Each student has a unique Identification Number given to them upon induction. This is displayed on their Student Identification Card. All students are required to carry their ID cards which is provided in electronic format whilst on the Institute's premises.

6.9.2 Staff identification

Each staff has a unique Identification Card and this is to be displayed at all times whilst on the Institute's premises.

6.9.3 Building Security

The Main Office is always manned by the Institute's staff. The Campuses are always manned by the Institute's staff and any external personnel must be accompanied by the authorised staff. Any unauthorized personnel identified by the Institute staff (without Identification Card) will be asked to leave the premises immediately. During the weekends, the Main Office is manned by the designated staff and is the first point of contact for security and safety issues. The designated staff must be one of the Institute's fire wardens and first aid officers. The designated staff will attend to the situation and inform necessary security and safety personnel. Information about student safety in public areas will be detailed at the time of Student Orientation.

6.10 Extracurricular Activities

The Institute will, from time to time, organise events such as excursions, student gatherings and other community activities and will encourage students to actively participate in these activities and socialise with other students and staff members.

6.11 Critical Incident Management

The Institute recognises that planning for the management of a critical incident is essential to enable the Institute and its staff to meet the duty of care owed to its students. Please refer to *MITP14 Critical Incident Policy and Procedure* for further information.

6.12 IT Support Services

The Institute will provide its students with access to internet (WiFi) while they are at the Institute premises. Students will also have access to the computer lab and other various computer hubs made available throughout the Institute premises.

The IT Officer provides support to both staff and students. Students can contact the IT Officer via emails (info@menzies.vic.edu.au) or phone calls (1300 244 002) for any Institute related IT issue.

6.13 Complaints and Appeals

Students can make complaints or appeals in relation to all aspects of their dealings with the Institute. Please refer to *MITP07 Complaints and Appeals Policy and Procedure* for further guidance on how to lodge a complaint or an appeal.

6.14 Other Important Contact Information

Some other support services that may be useful to know while you are studying in Australia are:

Emergency matters
- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters
- Contact details - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)
- Service details - Police attendance for non-urgent matters.

Lifeline
- Contact details - 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society

and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

For non urgent medical or health services, students can visit the QV Medical Centre on Level 3, 292 Swanston Street, Melbourne VIC 3000.

7   Review

This policy will be subjected to a review and updated every three years from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

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1	15/07/2010	Creation of policy
2	07/09/2010	Amended clause 3.2
3	19/10/2010	Amended clause 3.3
4	30/03/2010	Amended clause 3.4
5	29/09/2011	Updated clause 3.2
6	18/05/2012	Updated clause 3.2
7	01/06/2012	Review completed and updated date
8	01/06/2014	Review completed and updated date
9	18/09/2015	Updated clause 3.1, 3.2, 3.3 and 3.4. Updated officer details.
10	01/09/2016	Reviewed and updated the next review date
11	01/03/2017	Reviewed and updated the next review date
12	01/02/2018	Reviewed and updated clause 3.2, inserted new clause 3.5, 3.6 and 3.7 and updated the next review date.
13	21/05/2018	Merged policy with MITP29 Student Welfare Policy. Updated policy and procedure sections.
14	23/04/2019	Updated clause 6.1 of positions in student services.
15	14/04/2021	Updated clause 6.5