



NEW ENGLAND COLLEGE

STEPPING STONE TOWARDS YOUR BRIGHT FUTURE



NEW ENGLAND COLLEGE

New England College is the trading name of New England Institute of Technology Pty Ltd

RTO No: 31943 | CRICOS No: 03113M | ABN: 40 135 331 494

Reference: Student Support Services Policy

Version: V1.0

Date: 18 April 2018

Status: Published



NEW ENGLAND COLLEGE

STEPPING STONE TOWARDS YOUR BRIGHT FUTURE

Copyright

Copyright © 2018 New England College (NEC). All rights reserved.

Disclaimer:

The information contained within this document is the property of NEC, which is confidential and protected by international copyright laws and any unauthorized use of this document or its contents may violate copyright, trademark, and other laws. No part of this document may be photocopied, reproduced or translated in any form or by any means, or stored in a retrieval system or transmitted electronically or otherwise, without the prior written consent of NEC.

NEC Website: www.nec.edu.au

NEC Campuses:

Head office

Brisbane campus

151 Wellington Road

East Brisbane, QLD 4169, Australia

New England College

Sydney Campus:

11 Parkes St, Harris Park,

NSW 2150, Australia



DOCUMENT CONTROL

Version History

Version	Date	Description
V1.0	11 April 2018	Released as per National Code 2018

Review Process:

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Next Review Due: **01 Dec 2019**



Contents

POLICY AND PROCEDURE.....	5
1.1 Purpose	5
1.2 Outcome	5
1.3 Scope.....	5
1.4 Intended Audience.....	5
1.5 Responsible.....	5
Overview	6
1.6.1 Determining students' educational needs.....	6
1.6.2 Point of enrolment.....	6
1.6.3 Post Enrolment and Ongoing assessment:	6
<input type="checkbox"/> Student Orientation:.....	6
<input type="checkbox"/> Nominated Student Support Officer	7
2. Student Support Services.....	7
3. Accepted evidence and record keeping.....	9



POLICY AND PROCEDURE

1.1 Purpose

In accordance with NEC's obligations under the Standards for Registered Training Organisations (RTOs) 2015 and **Standard 6 [Student Support Services]** of National Code of Practice for Providers of Education and Training to Overseas Students 2018, it is the intent of this policy to identify the support services provided to both international and domestic VET students.

This policy ensures that all students are given support while studying with NEC. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

There is no cost to access student support services provided within NEC. There are also no costs for a referral to an external support service however accessing services outside NEC may incur costs and should be clarified prior to engaging external support services.

1.2 Outcome

To ensure that sufficient support is provided to students in order to achieve their study goals regardless of mode of delivery, type of course being studied, and any learning differences they may have.

1.3 Scope

The scope of this document includes all VET qualifications offered by NEC.

1.4 Stakeholders

- Student Services Department
- Academic Department
- Business Development Department
- Admissions Department
- Education Agents

1.5 Responsible:

Administrative Manager is responsible for the implementation of this policy/procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

The Admissions Department and International Business Development Department are jointly responsible for reasonably ensuring that applications for enrolment, including any information regarding support needs, are completed accurately by the intending student.



Overview

1.6.1 Determining students' educational needs

- Once a student has expressed interest in enrolling with NEC, they are contacted in order to gauge their suitability for the course. This contact may be made by an:
 - Internal NEC enrolment officer
 - Education agent.
- During this contact, the NEC representative must identify whether there are any particular support needs the intending student may have. Domestic sales staff follows a verbal script which prompts for this information; education agents are trained by the International Business Development Manager on identifying specific requirements for international students.
- Student support needs may include, but are not limited to:
 - LLN support
 - Assistive technology
 - Additional tutorials including extra reference materials
 - ESL (English as a Second Language) support, including individual consultations
 - Other mechanisms, such as assistance in using technology for online Learning Management System
 - Assistance during events which may significantly impact on wellbeing.

1.6.2 Point of enrolment

- Information about the student is captured on the enrolment form and/or written agreement information via confirmation of statistical AVETMISS questions on language and cultural diversity, as well as any impairment which may affect the student's progress. Any mandatory information must be completed for the enrolment to be processed.
- Students are given the chance to amend any stated support needs information prior to enrolment.
- All statistical information is recorded in the Student Management System, TEAMS, for reference by the Academic team.

1.6.3 Post Enrolment and Ongoing assessment:

Student Orientation:

At the beginning of a course of study the students are given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs
- Legal, emergency and health services
- Facilities and resources at NEC
- Students are informed about all relevant policies and procedures including attendance, course progress, refund, critical incident Management and complaints and appeal.



- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the 'Student Information Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.

Nominated Student Support Officer

Whilst all staff employed by NEC has the responsibility to provide support to all students, NEC nominates a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Officers have access to upto-date details of the Student Support Services. Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

Name	Designation	Contact No.	E-mail Address
Mr. Ajit Pal Singh	Chief Executive Officer	P: 07 3164 7070 M: 0415 204 383	aj@nec.edu.au
Mr. Sunny Brar	Director International	P: 07 3164 7070 M: 0401 468 003	sunny@nec.edu.au
Mr. Matthew Skeers	Director Sales and Marketing	P: 07 3164 7070 M: 0431 301 436	Matthew@nec.edu.au

NEC ensures that all Student Support Officers who interact directly with overseas students are aware of obligations under ESOS framework and potential implications for overseas students arising from the exercise of these obligations.

2. Student Support Services

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

Learning support needs of students may arise from issues associated with:

- English language
- Literacy
- Numeracy
- Study techniques
- Time management
- Organisational skills



- Working with others
- I.T.
- The requirements of the course

Student support needs may be identified:

- By poor attendance or poor assessment outcomes
- During initial discussions with academic staff during orientation
- By self-referral by a student
- When assessor has identified that a student is experiencing difficulty (this may be by observation in class or upon analysis of assessment items submitted early in the term)
- When a student seeks assistance from the student support officer or academic manager or any other staff
- During an interview with a student
- As part of an intervention strategy agreed between the student and the academic manager
- **Academic issue:** 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, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is 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 the Institute at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

- **Personal / Social 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 business hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.
- **Accommodation:** NEC does not offer accommodation services or take any responsibility for accommodation arrangements. NEC 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 Student Support Officer can refer students to appropriate accommodation services.
- **Medical Issues Student:** Administration will always have an up to date list of medical professionals within access from the campus location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officer.
- **Legal Services:** NEC is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.



- **Social Programs:** Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with NEC to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Student Support Services Referral List:

The Student Support Officer can provide links to external sources of support where staff at NEC college are 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 Office

3. Accepted evidence and record keeping

Please note that, in line with NEC's obligations under the Education Services for Overseas Students (ESOS) Act 2000, all records are to be retained for a minimum period of 2 years from the date the student completes their final course with NEC, or from the date on which the student's internal appeal is finalised if later than the enrolment end date, and where applicable.

Note: Critical Incident Management Policy is published separately @ www.nec.edu.au