



# Student Support Services Policy

Version 1.5 October 2024

## PURPOSE AND SCOPE

The purpose of this procedure is to define the system of the Designated Authority for CRICOS used to meet the requirements of the National Code Standard 6 Student Support Services.

The National Code of Practice for Providers of Education and training to Overseas Students 2018 (National Code 2018) is a set of nationally consistent standards which aims to protect overseas students and delivery of courses to these students by requiring providers and their courses to be registered on CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students). Providers and their courses must be registered on CRICOS to provide education to overseas students. Each State government regulates the delivery of education services to overseas students.

This policy applies to all students of La Trobe College Australia.

## POLICY

Navitas Bundoora Pty Ltd trading as La Trobe College Australia undertakes to meet the requirements of Standard 6 of the National Code.

*Standard 6 of the National Code – Student Support Services* requires that the registered provider must do the following:

- Assist students to adjust to study and life in Australia.
- Provide the opportunity for students to participate in services or provide access to services to assist students in meeting their course and attendance requirements.
- Provide the opportunity for students to access welfare-related support services to resolve any issues that may arise, including those related to accommodation.
- Have a documented critical incident policy.
- Designate a member of staff or staff members to be the official point of contact for students.
- Have sufficient student support personnel.
- Ensure that its staff members are aware of their obligations under the ESOS framework.

Standard 6 states that:

6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:

- a. support services available to assist overseas students to help them adjust to study and life in Australia
- b. English language and study assistance programs
- c. any relevant legal services
- d. emergency and health services
- e. the registered **provider's** facilities and resources
- f. complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- g. requirements for course attendance and progress, as appropriate
- h. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- i. 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.

6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.

6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas **student's** place of study or the mode of study of the course, at no additional cost to the overseas student.

6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

6.5 The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date **details of the registered provider's support services.**

6.6 The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.

6.7 The registered provider must ensure that its staff members who interact directly with students **are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.**

## RESPONSIBILITIES

- The College Director is responsible for the overall implementation of the National Code Standard 6.
- The Student and Academic Services Manager and Team are responsible for implementation of Standard 6 of the National Code.
- The Student and Academic Services team consists of the following staff members:

### Melbourne Campus:

- Student and Academic Services Manager
- Student Counsellor
- Five Student and Academic Services Officers

### Sydney Campus:

- Student and Academic Services Manager
  - Student and Academic Services Coordinator
  - Student Counsellor
  - Student Experience Officer
- The overall orientation program for students commencing in their course with the College consists of pre-arrival information (provided prior to their arrival onshore/ prior to orientation session) and on-arrival orientation. The pre-arrival material is available on-line and the on-arrival material is posted on the student portal. The pre-arrival material is sent to all enrolled students by the Admissions team. On arrival, new students are to attend orientation sessions.
  - The orientation session, academic induction and study workshops include, but is not limited to, advice on where the student may access legal services, health services, counselling, public transport information, library resources, accommodation, banks, post office, care of students under 18 years of age, the complaints and appeals process and the grievance procedure.

- It also covers academic and attendance requirements, course progress, academic integrity and student visa obligations such as work rights.
- During the orientation tour of the campus, the students are introduced to the buildings and facilities in which La Trobe College Australia is located.
- Information is also provided to students on how to access academic support to maintain the level of their course requirements and attendance obligations.
- A warning letter is sent to any student who is at risk of falling levels of course and attendance requirements.
- La Trobe College Australia has engaged the services of Australian Homestay Network (AHN) for homestay bookings at the Melbourne Campus, and Auzzie Families Homestay Care Pty Ltd at the Sydney Campus. However, the Student and Academic Services Team may assist students with advice and in liaising with the providers. The Student and Academic Services Team are designated the responsibility of checking homes with AHN and Auzzie Families Homestay, in which under 18 students are to be placed. Alternative accommodation can be sourced and checked by the members of the Student and Academic Services Team if required. The Student Counsellor and a member of the Student and Academic Services Team is delegated the task of meeting with the students under 18, giving them advice and assisting them with change of homestay if required.
- The advice given and referrals made by La Trobe College Australia are free of charge for the students.
- La Trobe College Australia has a documented Critical Incident Policy and Procedure, and a register of such incidents.
- La Trobe College Australia students are provided with a 24 Hour Emergency Helpline through their OSHC provider. The provider calls the College Director and Principal to inform La Trobe College Australia of serious cases. The number is *1800 814 781 FREE*. All students are given the contact details of La Trobe University Security Control Room which is manned 24 hours a day (Melbourne Campus only). Students at the Sydney Campus are given contact details for the Student and Academic Services Manager.
- La Trobe University Security contacts the College Director and Principal if required at the Melbourne Campus and at the Sydney Campus, Navitas Security contact the General Manager. Staff contact details are available on the LTCA website.
- Student Support staff consist of the following:
  - Student and Academic Services Manager
  - Student and Academic Services Officers
  - Student Counsellor

However, for one-on-one consultations and drop in sessions, all team members of Student and Academic Services are available to take turns.

- Team meetings for Student and Academic Services are held frequently, and amongst other matters, ESOS requirements and potential implications for students arising from the exercise of these obligations are discussed.

Policy Title	Student Support Services Policy	
Policy Owners	Director, Student Services	
Key Stakeholders	Students of La Trobe Australia, Student support staff	
Approval Body	LTM Executive Committee	7 August 2015
	LTM Executive Committee	13 September 2017
	LTCA Executive Committee	31 October 2018
	LTCA Executive Committee	21 February 2019
	LTCA Senior Management Team	2 February 2022
	LTCA Senior Management Team	14 October 2024
Relevant Legislation	National Code and ESOS Act - <a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx</a>	
Related Policies	Care of Under 18 Students Policy Critical Incident Policy Disability Services Policy Student Safety Management Plan	
Related Guidelines	TEQSA Higher Education Standards Framework – <a href="https://www.teqsa.gov.au/higher-education-standards-framework-2015">https://www.teqsa.gov.au/higher-education-standards-framework-2015</a>  National Standards for ELICOS providers and courses – <a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ELICOSnationalstandards/Pages/Default.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ELICOSnationalstandards/Pages/Default.aspx</a>	
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