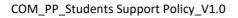Axis Institute is the trading name of Manigram Pty Ltd
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www.axisinstitute.edu.au

Students Support Policy

Version Control

Date	Version	Changes made	Author
Jan 2021	v1.0	Released for approval	Compliance Officer

1. Table of Contents

2. Purpose

The purpose of this policy and procedure is to provide information to staff and students on the support services available at Axis Institute.

3. Scope

This policy applies to all the students enrolled with Axis Institute.

4. Responsibility

The RTO Manager will be responsible to ensure the policy is implemented, monitored and reviewed timely. Importantly, Student Admin Department and Human Resources make sure the key position to provide the student support services are maintained, trained and equipped.

5. Compliance/legislation

Clause/standard	Requirement
Clause 1.7 of the SRTOs 2015	The RTO determines the support needs of individual learners 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 [vocational education and training] accredited courses.
Standard 6 of the ESOS National Code 2018	Overseas student support services

5.1   Definition

Learners support include (educational and non-educational) may include, but are not limited to:
   a)   pre-enrolment materials;
   b)   study support and study skills programs;
   c)   language, literacy and numeracy (LLN) programs or referrals to these programs;
   d)   equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
   e)   learning resource centers;
   f)   mediation services or referrals to these services;
   g)   flexible scheduling and delivery of training and assessment;
   h)   counselling services or referrals to these services;
   i)   information and communications technology (ICT) support;
   j)   learning materials in alternative formats, for example, in large print;
   k)   learning and assessment programs contextualized to the workplace; and
   l)   any other services that the RTO considers necessary to support learners to achieve competency

6. Policy

6.1 Prior to a learner's enrolment or commencement, the Institute aims to identify a range of supports required for the student and thus make it available to the students during the student cycle.

6.2 The Institute will make sure it captures the students learning needs and required supports systematically and thus extend support to enable student to succeed.

6.3 The Institute will provide a fair and equitable services to all the students.

6.4 Axis Institute will support the overseas students in adjusting to study and life in Australia by giving student information on or access to an age and culturally appropriate program that provides information about:

- support services available to assist overseas students to help the m 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,
- complaints and appeals processes,
- requirements for course attendance and progress, as appropriate,
- the support services available to assist students with general or personal circumstance 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.

6.5 The Institute will provide relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs at no additional cost to the overseas student.

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

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

6.8 The Institute will have sufficient student support personnel to meet the needs of the overseas student.

6.9 The Institute will ensure its staff members who interact directly with overseas students and government funded programs are aware of the obligations as well as the potential implications under the ESOS framework and other legislative requirements arising from the exercise of these obligations.

6.10   The Institute provides opportunities for students to access 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 are provided at no additional cost to the student. If

Institute refers students to external support services, Institute will not charge for the referral.

6.11   Axis Institute Management will monitor its ongoing Learner support measures within its Continuous Improvement Systems and within each Internal Audit conducted. Monitoring will include post course survey of students receiving Learner Support assistance.

7. Procedure

Axis Institute will implement following procedures to identify learners need to offer support and services:

7.1 Arrival and transition support

- For overseas students, Axis Institute can organise airport pickup and taken to their accommodation. Student needs to indicate the need of this service while submitting the application form.

- Student Support Officer will be in touch with the students since they enrolled with the Institute.

- Marketing, Student Admin and Communication team of Axis Institute make available access to all types of information such as Student Handbook, Student Prospectus, policies and procedures, services, facilities and resources available to the students to make them informed decision. These sets of information are available on print and digital media on the website. All students are provided with a copy of the Student Handbook during their first week at the Institute.

- Student Admin Dept organises an Orientation Program during their first week. The Orientation program aims to familiarise the students with the campus, facilities and living and studying in Australia.

7.2 Educational and learning support

(i)   The Enrolment Team and trainers review the Enrolment Form, LLN test, English placement test and pre-training review to determine the types of potential needs/support required by the student prior to the commencement. If a student needs supports, the Student Services Manager organises a consultation or meeting (phone/skype/ in person) to further identify the specific needs and to develop a support plan to assist student's study goals.

Moreover, during the consultation, the Student Services Manager will:

- find out about learners' prior formal and informal learning. Advise about CT/RPL if applicable.
- Identify delivery mode and attendance patterns which accommodate learners' needs.
- Ask learners about any characteristics or needs which may affect their learning or assessment. **Moreover**:
    a)   Manage learners' language, literacy and numeracy needs.
    b)   Check programs for specific LLN content which may require extra or remedial tuition, and make arrangements for such tuition.
    c)   Organise remedial support for learners with LLN needs prior to

enrolment.

d) Organise remedial support for clients with LLN needs identified during training.

(ii)   Individual Support Plan

The Individual Support Plan for each Student or Applicant will be different and depend upon the needs of the Student or Applicant. Each individual support plan must include:

a) Any internal support to be provided e.g. additional one-on-one Trainer and Assessor time, LLN support personnel, special IT support programs to be installed on a computer etc.

b) If any workplace supports to be provided for Work Based Training (WBT) such as workplace mentor, additional visits by the Trainer and Assessor etc.

c) External support or referral

All individual support plan must ensure that support for any special needs does not compromise individual safety. Individual support plan must identify whether the proposed delivery mode and attendance patterns for the course will accommodate the Student or Applicant's needs or if required whether modification in the ISP is possible and practical without affecting the learning outcomes of the course.

(iii)   Review of Support

▪ Student Support Services and Compliance will regularly review the individual support including feedback from the Student and any other individuals involved in the provision of the support, to determine whether the support is proving effective. If the support plan is proving effective, any improvements which might be made to the plan must be identified and implemented.

▪ If the support plan is proving ineffective and the Student is not meeting the learning and assessment outcomes required, the Student will be subject to the Course Progress Policy and Procedures and will be counselled to determine whether they are able to be successful in the course moving forward. This conversation must include any identified desirable modifications to the support offered to the Student.

7.3 Student welfare services

Accommodation and Airport pickup assistance – Accommodation and Airport pickup assistance advice is available to all international students from the point of issuance of Confirmation of Enrolment (CoE). Institute will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student. Please contact Student Support Officer.

Emergency and Health Services – Students are advised on campus safety and how to access emergency and health services in Australia. For

non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform Institute as soon as appropriate.

Facilities and Resources – Institute will organise a quick tour of the campus on the orientation day for the students. It will showcase Institute facilities and during that process they will become familiarise of the resources available to them.

Legal Services –Institute may refer a student who requires to access legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided by the lawyers. Please contact Student Support Officer.

7.4 Recommended External Support Agencies

Learning Difficulties Australia www.ldaustralia.org
- Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

Australian Council for Adult Literacy www.acal.edu.au
- The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:
    - provide leadership in Australian debate on adult literacy and numeracy practices and policy
    - build understanding of adult literacy and numeracy issues
    - advocate on behalf of equitable adult literacy and numeracy provision for all Australians
    - build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
    - Work with other organisations on issues of mutual concern.

Australian Department of Human Services
https://www.humanservices.gov.au/customer/subjects/indigenous-australians-looking-work-studying-or-training
- The Department provides support, assistance and guidance for Aboriginal and Torres Strait Islander Australians who are studying or doing an apprenticeship or traineeship including information on Other government and community support services

indigenous.gov.au http://www.indigenous.gov.au/
Connects Aboriginal and Torres Strait Islander people with Australian Government policies and programmes and raises awareness about the initiatives that affect them most.

8. Complaints and Appeals

Axis Institute always welcomes student feedback and comments. Please access our complaints and appeals policy and procedure from the website.

9. Associated documents

- Website content info
- Complaints and Appeal Policy and Procedure
- Critical Incident Policy and Procedure
- Monitoring course progress policy and procedure
- Deferral, Suspension and Cancellation Policy and Procedure
- Leave Policy and Procedure
- Transfer Between Providers Policy and Procedure
- Student Handbook
- Fees Payment and Protection Policy