



STUDENT SUPPORT POLICY

POLICY STATEMENT

This policy and procedure supports both 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' and Standards for NVR Registered Training Organisations SNR16. This policy ensures that both domestic and international students are given support while studying. This support includes both academic support and personal support.

The following procedures ensure that students are made aware of the support available. The Australian Academy of Management and Science ("AAMS") will conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

All Student Support Services are at no additional cost to the students. AAMS assists students through an orientation program that includes information about:

- Student support services available to students in the transition to life and study in a new environment.
- Legal services.
- Emergency and health services.
- Facilities and resources.
- Complaints and appeals processes.
- For international students, any student visa condition relating to course progress and/or attendance as appropriate

PURPOSE

The purpose of this policy and related procedure is to support student's study, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

SCOPE

This policy/procedure applies to both domestic and international student operations of The Australian Academy of Management and Science ("AAMS").

RESPONSIBILITY

The Chief Executive Officer and the Principal will have overall responsibility for this procedure and documentation.

DEFINITION

Course Advice Provision of advice by AAMS staff to students on how to make an appropriate program and/or career choice.



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Currently Enrolled Student A person, who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.

Personal Counseling Advise to students on dealing with issues of a personal, family and/or psychological nature to professional services.

Program Information This includes details of programs, student services and educational services.

PROCEDURES

AAMS provides the opportunity for students to participate in services and provides services designed to assist students in meeting course requirements and maintaining their attendance as per AAMS Course Duration/Progress and Attendance Policy and Procedure

AAMS provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study. These services are provided at no additional cost to the student. If AAMS refers a student to external support services, AAMS will not charge for the referral.

AAMS 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. (See Critical Incident Policy & Procedure).

- AAMS will designate a member of staff as the Student Support Officer.
- AAMS has sufficient staff to meet the needs of students currently enrolled at AAMS.
- Additional support staff will be employed to meet any increase in student numbers as well as the Saturday and evening classes having a support person at reception.

AAMS ensures staff members who interact directly with students are aware of the obligations of AAMS 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 on AAMS's intranet and in the Student Support Officer Handbook and Trainer/Assessor Handbook.

All students will have access to our student support services through our Student Support Officer ("SSO"). The SSO shall have access to available student welfare services available locally.

- Where the nature of the concern is beyond the SSO's experience and abilities, the student shall be referred to an appropriate person for professional assistance.
- The SSO shall respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- The SSO shall assist with accommodation or general welfare issues, through providing appropriate advice and direction.



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- The SSO is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc)
- The SSO shall detail the student support services provided to each student, and ensure details of services provided are placed on the student's file.

NOMINATED STUDENT SUPPORT OFFICER(S)

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

Students can access the SSO directly or via Administration Coordinators and an appointment will be organised as soon as practical.

Currently the role and responsibility of SSO is maintained by:

Name: Subhashni Ram (Monday – Friday)

&

Name: Stephanie Buchanan (Evening class)

&

Name: Moninder Singh CEO (Saturdays)

24 hour support

CEO on 0413 145 880 or Principal on 0410 613 546

Students are provided with

- A copy of the Student Handbook with an industry guide to local crisis and assistance services

STUDENT ORIENTATION PROGRAM

A free orientation program is conducted before AAMS's classes begin and is compulsory for all newly arriving students. The program includes an introduction to AAMS, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of AAMS that are necessary for successful study. The orientation program also involves social activities, which will help students to meet each other and to familiarise themselves with AAMS and its surroundings.

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled at AAMS to 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.



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SUPPORTING DOCUMENTATION

AAMS documentation which supports the implementation of this Policy includes:

- Student Information Handbook
- Staff Information Handbook

REFERENCES

- National Code – 6
- Standards for NVR Registered Training Organisations SNR16.1 & SNR16.5

Some of the useful web links for reference:

www.studyinaustralia.gov.au

www.immi.gov.au

www.acpet.edu.au

www.fairtrading.nsw.gov.au