

SC11-I: Student Support Services Policy & Procedure

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Purpose

The purpose of this policy is to ensure that the Australian Institute of Entrepreneurship (AIE) provides access to sufficient support to ensure students can adjust to study and life in Australia by giving student 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
- Australian Institute of Entrepreneurship facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- 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.

This policy is managed in accordance with the requirements of:

- Standards for RTO 2015
 - Clause 1.3
 - Clause 1.7
- National Code 2018 - Standard 6

Scope

This support policy applies to all Australian Institute of Entrepreneurship staff and students.

Diverse student learning needs are addressed, and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment

stage. All support services on-campus are free of charge. Some referred services external to the Institute may come at a charge determined by the provider of the service.

Objective

The policy design to support learner to maximise the chance of learners successfully completing their training by;

- identify any support individual learners need prior to their enrolment; and
- provide access to that support throughout their training

Policy Details

Australian Institute of Entrepreneurship will provide students with information for each of the above mentioned when they request assistance relating to any services and programs, at no additional cost to the student.

Australian Institute of Entrepreneurship will:

offer reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student. and

facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Australian Institute of Entrepreneurship has documented processes that it implements for supporting these processes.

Australian Institute of Entrepreneurship has appointed a student Support Officer who will be the point of contact for students, and who has up-to-date details of AIE's support services (see details in procedures). All administration and academic staff will provide student support in their respective areas to assist the students.

Student Support Officer along with other staff members will abide by Australian Institute of Entrepreneurship's obligations regarding the Standard 6 of the National Code 2018 and Standard 1.7 of the Standards for the RTOs 2015.

Australian Institute of Entrepreneurship has a documented Critical Incident policy and process that outlines how to manage critical incidents and what may affect the student's ability to undertake or complete a course (such as but not limited to incidents that may cause physical or psychological harm). AIE will maintain a written record of any critical incident and remedial action taken by AIE for at least two years after the overseas student ceases to be an accepted student. Australian Institute of Entrepreneurship will take all steps necessary to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety. Students will be provided with information on how to seek assistance and report an incident that significantly impacts on their wellbeing, including critical incidents.

AIE provides support services depending on the needs of its clients and capacity to provide these services. Information is provided to learners about available support services and any external support arrangements through the Website and the Student Handbook.

AIE liaises with students, trainers and assessors, and other stakeholders to ensure that the type of intervention chosen is appropriate for the student and the training and assessment program. RTO monitors the delivery of support services and identifies improvements.

AIE provides resources and support to help students make the most of their time from the moment they commence their course till they graduate. RTO regularly consults with students to gather feedback on their experience at AIE and continually strives to develop and improve the services. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

1. Safety and Security

Australian Institute of Entrepreneurship undertakes a formal safety/security audit of its premise every year. In addition, the senior staff are instructed to 'notice' any safety or security issue during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students leaving late in evening from the school are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving, and request accompanied to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When fewer or single staff is on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record and a critical issue report is compiled describing the issue, the people involved, action taken, and follow-up required or planned. When the issue is closed, the report and record are stored in AIE's files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

AIE will provide staff and students with access to information on general safety and security whilst on campus as well as at AIE's commercial kitchen. Advice on action to be taken to enhance their personal security and safety will be provided. Information is contained in the staff and student handbook, and it will be summarised during orientation of students and induction of staff. Information will be available on AIE's website with links to other organisations that supply additional information.

Information provided to staff and students on seeking assistance for, and reporting an incident or a matter concerning their wellbeing is contained amongst the information provided in the handbooks and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

Australian Institute of Entrepreneurship and its staff may be trained and experience to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, Australian Institute of Entrepreneurship is not equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staff are instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage in external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident; unless instructed to by the CEO or director of the Australian Institute of Entrepreneurship and they are accompanied by the Australian Institute of Entrepreneurship's legal representative.

2. Orientation Program

All students will go through orientation program on the day of enrolment Australian Institute of Entrepreneurship. Students will be advised to attend the orientation session prior to the enrolment day.

Australian Institute of Entrepreneurship conducts an age and culturally sensitive orientation programmed delivered by official point of contact personal i.e., Student support officer or representative. This program will provide information on being safe on campus and around campus.

This orientation program will include information regarding:

Support services available to assist overseas students to adjust to study and life in Australia

- Being safe on campus, around campus and at AIE’s commercial kitchen
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- AIE’s facilities and resources on campus and at AIE’s commercial kitchen.
- Work-based training information.
- Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- Information on visa conditions relating to course progress and attendance requirements.
- support services available for students to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

3. Student Handbook

All students will be provided with information on the link to AIE’s website in the Student Handbook prior to enrolment. It is important for students to go through the student handbook as it will provide information on (but not limited to):

- Student support services available to them
- Services, facilities and resources available to students
- Language Literacy and Numeracy (LLN)
- Assessment, Reassessments
- Recognition to Prior Learning (RPL), Credit transfer
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

4. Available Support Services

All students who require support can contact AIE’s student support officer through email, phone or face-to-face contact. Student support services will be available for students at all times. Students will be provided with support services and AIE will ensure that students are satisfied with the support requested by them. Students will be asked to fill up a “Student Support Request Form” to mention the support they require in detail and the details will be recorded in student support register.

AIE will maintain evidence of the support provided to the students in the file. This includes maintaining and keeping record of

1. **Student Support Request form:** available from AIE’s reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to

meet their requirements. AIE understands the difficulty that students may have to face when they are away from their home. Therefore, AIE ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. **Academic Support: Intervention Strategy Plan:** Students whose attendance is unsatisfactory (i.e., below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the course requirements in the study period) will be called for an intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to the Attendance and Course Progress Policy available on the website or from Reception.

Academic Support:

Assessing the support at the time of Application.

The initial source of information used for determining support requirements is the Enrolment Form. If you indicate on your Enrolment Form that you have a possible Student Support requirement, RTO's staff will contact you to discuss it further.

Student whose first language is not English will be asked provide evidence that they have adequate level of English as per the entry requirement at the time of application. Student who doesn't have adequate evidence will be asked to complete an English placement test. Student who are with lower level of English than required will be asked complete an English course before commencing the course.

Students will also be asked to provide evidence to meet the literacy and numeracy requirement as per the entry requirement. Students who are not be able to provide evidence will be asked to complete LLN test by the institute. Students who are identified with possible Student Support requirements will be contacted by the General Manager to discuss it further.

The General Manager will further discuss the needs with the student to identify how AIE can support the student. An individual support plan may be developed to assist the student through the course. Or the student may be referred to an external service for support before enrolment – this might be to English language courses, lower level or more suitable qualifications delivered by AIE or other providers.

A student may not be offered a place for enrolment if AIE is not able to support the student in the course.

Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain an appropriate academic level, and general support to ensure that they achieve satisfactory course progress. A student's course progress and attendance are monitored, and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the units in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.

A student can discuss any academic or other related issues to study at AIE at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support.
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Re-assessment
- Counselling, Mentoring.
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE

Language Literacy and Numeracy (LLN) Support and Pre-Training Review

- Pre-training review will be conducted prior to enrolment and LL&N test prior to the commencement of the course. This is done to ensure that prospective students are placed into the correct course and to identify any LL&N deficiencies.
- Students will be required to complete Pre-Training Review questions along with their application form prior to enrolment. LLN test will be conducted by using LLN robot in classroom under the supervision of qualified assessor on campus. LLN Robot assessment tools are well mapped against each ACSF levels.
- AIE has an appointed support officer to provide LLN Support to students. Support services are offered to all students.
- Australian Institute of Entrepreneurship does not allow agents to conduct LLN assessments.
- In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the school with *ACSF Support plan. Extra classes or tutorials will be organised for students which will be in simple language and easy for students to understand.
- Students are requested to speak to Support officer or Training Manager to discuss about the support measures that they might need. Australian Institute of Entrepreneurship will provide support with no additional cost.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

***ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for students to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plans for students will be developed on an individual case-by-case basis.

Support plan can be created in areas namely:

1. Speaking
2. Listening
3. Reading
4. Writing

If required, students can also be provided with support in Grammar, Vocabulary, Pronunciation. Students must contact AIE to seek assistance or support in LLN. Students can also refer to the LLN policy for further

details available on AIE's website or form reception.

Counselling

All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, on Campus. An appointment can be made at reception or by emailing the student support officer or Training Manager at info@aiemel.edu.au. Personal Counselling Services will be organised where a student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

Australian Institute of Entrepreneurship has arranged with <https://belindahulstrom.com/> counselling service providers. Life resolutions offer counselling services by qualified clinical psychologists throughout Australia.

They have experience in dealing with student issues. The qualified counselors will be able to provide advice and counselling to students of diverse cultural backgrounds. They will be able to provide counselling on (but not limited to):

- i. academic and future progress advice
- ii. welfare matters

These services will be available and accessible to all students at suitable times. If a student would like to discuss matters with "Life Resolutions" please contact the Student Administration/Reception to book an appointment as these services will be available by pre-arranged appointment.

Note: This referral to these services will be free of cost.

Australian Institute of Entrepreneurship offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Australian Institute of Entrepreneurship will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

5. Student Welfare Services

The student support officer is available to students to help them access study support and welfare-related services such as:

- **Legal Services** – Australian Institute of Entrepreneurship can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. Australian Institute of Entrepreneurship will provide up to date information on accommodation options and or providers available for students,

this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.

- **Emergency and Health Services** – During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g., 000 and inform Australian Institute of Entrepreneurship as soon as possible.

Facilities and Resources – At orientation, students are given a guided tour of the campus and all Australian Institute of Entrepreneurship facilities. Students will be given a detailed description of all available resources.

Complaints and appeals processes – The complaints and appeals policy and procedures are available in detail on the website www.aiemel.edu.au and can be made available from reception and from AIE's website.

- Student **visa conditions** relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Students can seek help from Student support officer if they have any concerns regarding visa requirements and conditions.

Disability Support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Australian Institute of Entrepreneurship will apply reasonable adjustments for student with disability. However, reasonable adjustment applied must not be detrimental for the student to achieve course outcomes.

Australian Institute of Entrepreneurship will apply reasonable adjustments to the level it can for students. This means that School cannot and will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

Critical Incident

As per standard 6.8 of the National Code 2018, Australian Institute of Entrepreneurship has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is Australian Institute of Entrepreneurship's intention to provide students with a safe environment on campus and advise students and staff of how they can enhance their personal safety and security

Critical incident officer/s: Coordinators / Mangers / CEO
 Phone no: 61 3 9428 9432 / 0451 111 145
 By email: info@aiemel.edu.au

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024

COVID-19 Awareness and Prevention

AIE ensures COVID-19 awareness and prevention in order to keep a safe learning environment for everyone on campus, so standard protocols may still apply such as

- Wearing a fitted mask
- Sanitizing hands upon entry
- Physical distancing 1.5 meters should be followed where practicable to ensure safety

Should you feel unwell or have symptoms such as cough, running nose, sore throat, shortness of breath or loss of smell or taste you should not visit the institute and we recommend obtaining a COVID – 19 Test. Contact your nearest medical Centre or call 000 if conditions get severe.

For any other information on current COVID safe practices in place, please call AIE at +6139428 9570 or send an email enquiry at info@aiemel.edu.au .

6. Assessing the support throughout the training

AIE is aware that some students may exhibit learning difficulties or may have lower level of Language, literacy and numeracy skills, which were not accurately identified through their English Assessment result and course entry requirements or at the time of the pre-training review conducted prior to commencing the qualification.

AIE will provide access to additional academic and LLN support where these are identified and affect the students' ability to successfully progress in the course.

Trainers will identify and report to the VET Coordinator, if a learner is facing challenges such as the: completing projects and assessments, study skills, time management, research skills and ensure that academic support and where required counselling services are provided.

Student course progress will be carefully monitored in line with the pre-determined course progress requirements and encouraged to access additional support where students do not meet course progress requirements.

Student Services Manager or his delegate meets with those students and negotiate an intervention strategy will may involve one or more of the following support services to attend where required

- Guide the students to enrol in an English course with another provider (e.g.: AMES Australia) for additional English language support
- One on one (or a small group) support with the trainer
- Provision of additional attempts to complete assessments
- Project and assessment skills workshops
- Extension of enrolment where students require additional time to complete the course (as part of intervention Strategy).

Moreover, there is a range of support strategies is utilised based on best practice, grounded in educational and psychological theory. The focus is upon inclusive and supportive classroom teaching, teacher professional development and individualised support.

Support strategies available to learners include, but are not limited to:

- the use of inclusive teaching practices
- acknowledgment of a range of learning styles
- adapting teaching strategies to reflect the needs of learners
- using a variety of modified teaching and learning strategies
- regularly revising delivery content
- setting effective classroom management techniques
- using partnering or “buddy” techniques
- EAL support
- assistance in the development of notetaking and assignment writing skills
- allowing additional time to complete tasks

7. Follow Up Support

The student is invited to give feedback on the quality of services provided and raise any concern that might affect them meeting their needs.

This is by way of informal feedback (e.g. face to face discussion with trainer), or formal feedback by way of a Student Questionnaire and the Quality Indicators Learners Questionnaire.

The output of this process is used to either directly address a concern for an individual student and also to feed into AIE’s Continuous Improvement process for systemic issues to be addressed and improved.

8. External Referrals

To ensure that we provide the highest level of support, AIE will refer students to external companies as referrals. Some of these support services may attract additional fees. If this is the case, you will be notified of the services to be offered and the fees which you will incur prior to the services being commenced. Example of external companies for referral

Organisation	Organisation
Study Melbourne Student Centre	VicDeaf
Vision Australia	BrainLink

Organisation	Organisation
Learning Difficulties Australia	Scope
Disability Intake and Response Service	Yooralla Community Learning and Living Centre
Centre for Developmental Disability Health Victoria	AREFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill)
SANE Helpline	Mental Health Foundation Australia (Victoria)

Other external support services (Contact details)

Fire, ambulance, police (life-threatening emergencies): Ring 000



Hospitals and Medical Issues (Melbourne, Victoria):

The Alfred: (03) 9076 2000

Austin Hospital: (03) 9496 5000

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000

St Vincent's Hospital: (03) 9411 7111

Refer to www.yellowpages.com.au for services near you.

The National Translating and Interpreting Service: 131 450

Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

The Institute of Arbitrators Mediators Australia: Free call 1800 651 650

Victoria Legal Aid: www.legalaids.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

Churches: www.australianchurches.net

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: www.hinducouncil.com.au

Sikh Temple: <http://www.sikhyouthaustralia.com/>

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline: 13 11 14 (24-hour counselling service)

Men's line Australia: 1300 78 99 78

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Help: 1800 627 727

Domestic Violence Resource Centre Victoria: 1800 737 732

Direct Line (Drug and alcohol service): 1800 888 236

Crisis Accommodation Information (Homelessness Help Services): 1800 627 727

The Gambling Help Line: 1800 858 858

9. Reasonable Adjustments

Reasonable adjustment will be provided for students with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.

In assessing the competence of individuals, assessors must provide reasonable adjustments to ensure the assessment principles of fairness and flexibility are addressed. However, assessors must be confident that reasonable adjustments do not compromise the outcomes of the unit and the integrity of the qualifications and Statements of Attainment issued as certification of achievement.

Where a candidate requires reasonable adjustments, assessors must decide what types of adjustments are needed and then make a judgment about whether these are 'reasonable' given the unit content requirements and specifications. The test of reasonableness is subjective but must be guided by the principles of assessment and the balance between them, as well as the rules of evidence.

Reasonable adjustments may take the form of additional support during the assessment process for example in the provision of equipment or software, or changes to the physical environment, or provision of support persons for physical disability or additional time. An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package.

Where reasonable adjustments have been applied, assessors should ensure the type of adjustments is recorded to guide any further assessments of the candidate and for validation purposes.

Supporting Documents

Student Support Interview Form

Roles and Responsibilities

Australian Institute of Entrepreneurship, as a Registered Training Organisation, is committed to creating awareness and access to a variety of student support services and ensure that international students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

The CEO is responsible for the implementation of this policy. Students support officer will have access to up-to-date details of the Australian Institute of Entrepreneurship's support services.

Support includes both academic and personal support and the procedures to ensure that students are made aware of the support services available. Australian Institute of Entrepreneurship conducts an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Student Support Officer

Email: info@aiemel.edu.au

Contact: +6139428 9570

The other support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus.

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident.	CEO	+6139428 9570 (Office hours) (for after hours) 0451 111 145 (In case of life threatening emergency, CALL 000)	info@aiemel.edu.au
Academic support <i>(including academic progress, attendance, LLN Support, intervention)/</i> Work based Training Support/Practical training support	Trainer/General Manager/ WBT coordinator	+6139428 9570	info@aiemel.edu.au
First aid, student's health and safety	Student Services Manager/ Student Support Officer	+6139428 9570	info@aiemel.edu.au
Complaints & Appeals	Student Services Manager/ General Manager /Student Support Officer	+6139428 9570	info@aiemel.edu.au info@aiemel.edu.au
Administration Matters <i>(including enrolment, orientation, deferral, results, Refunds)</i>	Student Services Manager/Training Manager/Student Support Officer/Accounts Officer	+6139428 9570	info@aiemel.edu.au
LLN support/LMS Support	Student Services Manager/Trainers Student Support officer	+6139428 9570	info@aiemel.edu.au
Accommodation	Student Services Manager/ Student Support Officer	+6139428 9570	info@aiemel.edu.au
Counselling support	Internal: Student support officer External: Counsellor (The Administration department is to be contacted for arranging an appointment with the Counsellor at no additional cost).	+6139428 9570	info@aiemel.edu.au

Appendix - Essential Contact Details

Category	Contact	Telephone	Websites
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Emergency	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	www.mfb.org.au
	Missing Persons – Australian Federal Police	000 (<i>Ask for Police</i>)	www.afp.gov.au/national/missing
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	Victorian State Emergency Service	132 500	www.ses.vic.gov.au
	Telstra Call Tracing Services	1800 805 996	www.telstra.com.au
	Domestic Violence	000	www.dvvic.org.au www.dvrcv.org.au
	CASA (Victorian Centers Against Sexual Assault)	(03)9635 3600	http://www.casa.org.au/
Alcohol	Alcoholic Anonymous Australia	1300 222 222	www.aa.org.au
Anxiety	Reconnexion	03 9886 9400 1300 273 266	www.reconnexion.org.au
	Beyond Blue Depression	1300 224 636 (03) 9855 0220	www.beyondblue.org.au www.depression.com.au
Essential Services	Victorian Poisons Information Centre	13 11 26	http://www.austin.org.au/poison
	Gas and Electrical Emergency Water and Sewer Emergencies	000 13 2762	www.ogs.vic.gov.au www.yvw.com.au
Injury at Work	WorkSafe (222 Exhibition Street Melbourne CBD)	(03) 9641 1444 1800 136 089	www.worksafe.vic.gov.au
Legal Advice	Victoria Legal Aid (350 Queen Street, Melbourne CBD)	(03) 9269 0234	www.legalaid.vic.gov.au
Gambling Problems	Gambler’s Help	1800 858 858	www.gamblershelp.com.au
Consumer Affairs	Contract Dispute Consumer Affairs	1300 81 81	https://www.consumer.vic.gov.au
Counselling Services	Lifeline	13 11 14	www.lifeline.org.au
	MensLine Australia	1300 78 99 78	www.menslineaus.org.au
	National Association for Loss and Grief (182 Victoria Pde, East Melbourne)	(03) 9650 3000	www.nalagvic.org.au

	Suicide Helpline Victoria	1300 651 251	www.suicidehelpline.org.au
Discrimination	Victorian Equal Opportunity and Human Rights Commission	1300 891 848	www.humanrightscommission.vic.gov.au

Document Control

Document No. & Name:	SC11-I Student Support services Policy and Procedure
Quality Area:	SC Students & Clients
Managed By:	General Manager
Status:	Approved
Approved By:	CEO
Approval:	MAY 2024
Review Due:	DEC 2025
Standards:	Clauses 1.7
National Code Standard	6
Legislation:	ESOS Act 2000