

LATROBE COLLEGE OF ART AND DESIGN

STUDENT SUPPORT SERVICES PP

Standard 6 ESOS Code of Practice 2018 / RTO Standards 2015, 1.7

SEE register for recording support: S30 MONITORING Student Risk, Support, Complaints Register

1. Policy

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice 2018, which states:

“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”

This policy ensures that all domestic and overseas students are given support while studying at LCAD. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. The RTO will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

2. Procedure

Nominated Student Support Officer

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

Currently the role and responsibility of 'Student Support Officer' is maintained by Student Guardian Service
Their contact details are:

- Name:** **Bryony Whitefield** **Email:** **bryony.whitefield@gmail.com 0408 379 969**
Bryony Whitefield is the college's first contact and active SSS officer at Latrobe College. She will advise on academic, and other areas relevant to her experience. She will coordinate social programs at the college when required.
- Name:** **Helen Mentha** **Email:** **helen@menthaconsulting.com.au 0410 847 151**
Clinical Psychological Services PO Box 15 Brunswick VIC 3056
Helen Mentha offers advice and her services under the requirements of student support services at LaTrobe College if and when the need arises. Her area of expertise is centred on students who might have personal or social issues.
- Name:** **Bion Balding** **Email:** **bion@lcad.edu.au 0416060919 / 9606 0933**
Coordinator Bion Balding will prepare the student Orientation Sessions and induction programs for all new students. He will also monitor students progress and use the S30 Student Monitoring register if the student has any issues.
- Name:** **Jackie Ralph** **Email:** **ralphjackie0@hotmail.com 0424 780 580**
Language, Literacy and Numeracy Support Officer
Jackie Ralph holds a similar role for Victoria University and offers advice and her services under the requirements of student support services at Latrobe College if and when the need arises. Her area of expertise is centred on students who might have literacy and numeracy issues and in particular if English is their second language.

As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

Student Support Services

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

- **Academic issues**

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 LCAD at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Language, Literacy and numeracy

If a teacher is concerned that a student is falling behind due to literacy or numeracy deficiency, they can refer the student to the Language, Literacy and Numeracy Support Officer. A student can access this service with an appointment during business hours any time during the semester. The officer can also help determine whether a student's English language skills are adequate to partake in the course.

- **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 College 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**

While LCAD does not offer accommodation services or take any responsibility for accommodation arrangements LCAD 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 college location and any student with medical concerns should inform the student support officer or admin who will assist them in finding an appropriate medical professional.

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency, and you require ambulance, police, or fire attendance.)

A list of medical services is placed in the OHS Folder

- **Legal Services**

LCAD 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 may occasionally organise social events that allow all students enrolled with LCAD 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 Orientation

The **S1 STUDENT INTERNATIONAL INFO KIT** is given to overseas students prior to Orientation which is held a week prior to classes. The information includes information on application and enrolment, costs, credit transfer, RPL, student support services, transferring, withdrawing, complaints, enrolment conditions, working and working rights in Australia as an overseas student, medical and legal resources, living in Australia costs, accommodation advice, cultural services and overseas student Ombudsman.

All students are required to attend the **Orientation Session** Day at the beginning of their studies with LCAD. This Orientation is managed by the Course Coordinator and must include the following:

- A tour of LCAD identifying classrooms, student areas, student administration area, and any other relevant areas within LCAD such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the **S12 STUDENT ORIENTATION INFO** document.
- All details for studying, materials, expectations, timetables, teachers and local aspects and points of interest are discussed
- Some teachers may be present to talk briefly about their subjects and to introduce themselves.
- Orientation is also a chance for students to meet each other before their studies begin.
- Materials