



### Policy

ICV is committed to supporting students to adjust to study and life in Australia, to achieve their learning goals and outcomes, and to achieve satisfactory progress towards meeting the learning outcomes of their course/s. ICV provides support and welfare services which are useful, efficient, timely and effective. ICV will provide current and accurate information about the services available to them through orientations and/or special information sessions. The support and welfare services are free of charge, however there may be fees and charges involved where an external service is used by the student.

### Procedures

#### Compulsory Orientation

Once a student has been enrolled at ICV, all students will be required to attend a compulsory orientation before the commencement of the course. The orientation will be conducted in an age and culturally appropriate manner. The purpose of this session is to enable students to familiarise themselves with the campus, facilities, the surrounding area and amenities available and meet ICV key personnel. Students who are unable to attend on the scheduled day will be contacted by the Administration Officer by telephone or email. An alternative date and time will be scheduled for the student's orientation. This will take place as soon as possible.

Student will be unable to commence their course without attending orientation. The Business Development Manager, together with the Student Support Officer, will co-ordinate and arrange the orientation session. Students are provided with an orientation feedback form. This form is used to guide the students through the information and confirm acknowledgement of the necessary information pertaining to their enrolment and where they can obtain further information. A copy of the completed checklist will be placed in each student's file.

#### ***Information provided during the orientation will include but not limited to;***

- Adjusting to study in Australia (engagement in social and community activities)
- Advice on how to be successful at ICV
- Academic calendar and Course Timetable
- ICV facilities, equipment and learning resources available
- Student Safety and Security
- Student Code of Conduct including rights and responsibilities
- Maintaining student visa requirements including maintaining satisfactory course progress and attendance
- Training and Assessment (modes of delivery/methods of assessment/reassessment)
- Support Services
- Welfare Services
- Provision of student handbook containing policies and procedures in relation to;
  - Student Support and Welfare Policy
  - Complaints and Appeals policy and procedure
  - Credit transfer and RPL policy and procedures
  - Deferral, suspension and cancellation
  - Fees and charges policy (including additional fees and charges)



- Refund policy
- Transferring between education provider's policy and procedures
- Plagiarism, collusion and cheating (understanding what it is and how to avoid it)
- Emergency evacuation procedures
- Critical incidents (24 hours 03 9942 1836 – diverted after hours)
- Staff at ICV (who to go to for help under which circumstances)
- Creating a USI (for students who have not acquired one)
- Local Transport Options/Parking facilities
- Working in Australia (TFN/40 hours per fortnight)
- Access to records

Students will be required to undertake a Pre-Training Review (PTR) before the commencement of Training and Assessment and will include a face to face interview. The purpose of this assessment is to determine the amount of training to be provided to each learner with regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery; and
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

In addition, students will be required to undertake a Language Literacy and Numeracy assessments through LLN Robot. Students who achieve ACSF level 3 or 4 indicates that support may not be required for academic purposes (subject to the chosen qualification).

The purpose of the PTR and LLN assessment is to determine the support needs of individual learners and provide 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. It also enables ICV to take into account the individual's existing skills and suggest/offer strategies to assist in meeting learning goals. The Pre-Training Review and LLN assessment will be conducted on the orientation day. The BDM is responsible for co-ordinating and conducting these activities. Upon completion, the BDM will provide the completed PTR and LLN results to the course coordinator so that they may be assessed

### **Staff involved in the provision of student support and welfare services**

ICV has sufficient student support personnel to meet the needs of the overseas students enrolled. All staff are made aware of their obligations and the potential implications for overseas students arising from the exercise of these obligations. Collectively, the CEO, RTO/Training Manager, support staff, admin officers and BDM have a shared responsibility under the ESOS framework to provide academic and welfare support to all students prior to and during their enrolment at ICV.

The Student Support officer is responsible for continually networking, compiling and maintaining a list of referral services in and outside the local community for all campuses within the support services directory. This will be made available to students in the handbook and emailed as, and when updates occur.

### **Determining the most appropriate staff member/referral to provide support**

ICV have nominated personnel who are the official point of contact for students -Student Support Officer (SSO) and the RTO Manager

The SSO will determine who, is the most appropriate personnel to provide the student with the advice and support required, subject to the enquiry. The SSO will make an appointment for the student to meet with that



person. Alternatively, if the SSO determines that the student needs to be referred to the external organisation such as counselling, the SSO will arrange a referral in consultation with the RTO Manager. This may incur additional cost to student, and will need to be paid directly to the services being rendered

### Student Support

The SSO is the designated member of staff to be the official point of contact for students who require or request support. In the absence of Student Support Officer, the RTO Manager will be the official point of contact. The SSO maintains current up to date details of the support and welfare services available to ICV students and assist student to access study support and welfare related services.

Student Support Officers are available Monday to Saturday from 9:am to 5:00pm

Student Support Officers are able to provide advice and assistance in the following circumstances;

- Safety, security and general welfare (e.g. assistance with personal, cultural and social needs, living skills, study skills)
- Emergency assistance, support and referrals for students
- Emergency and health services
- Advice about employment whilst studying
- Advice for complying with student visa requirements
- Advice about accommodation and accommodation services
- Soft skills such as resume writing, interview techniques and professional development
- Social inclusion activities (including helping to organise special activities such as sporting teams, cultural events and sightseeing events)
- Study techniques - Verbal and visual presentation skills/ Reading and comprehension for assignments and lesson notes/ referencing techniques
- Time management skills

ICV student support officers continuously research services available in the community to assist students with in any aspect of their lives, including issues of academic or personal issues and are available to discuss any concerns students may be experiencing during their dealings with ICV and stakeholders. Students are encouraged to contact SSO and arrange a time for discussion. There is a dedicated email address ([info@icv.edu.au](mailto:info@icv.edu.au)) provided to all students to communicate with SSO regarding any support services required.

### Academic Support:

ICV will identify the student learning needs during orientation and advise ICV trainer/assessor as such. ICV Trainers/Assessors are also responsible for identifying any additional learning needs that may arise during the progression of student's course and provide the necessary academic support. The trainer/assessor will ensure that all the students have access to the learning facilities, resources and support services consistent with the requirements of the course. The students can contact their trainer/assessor to discuss any items related to the course. Records of discussion and support provided will be maintained on the ICV File Note, which will be entered in the Student Management System and kept in the student academic file.



### Learning Resources/Support

- Academic support classes (additional classes/reassessment)
- Study techniques - Verbal and visual presentation skills/ Reading and comprehension for assignments and lesson notes/ referencing techniques
- I.T. support
- Industry reference
- Language, literacy and numeracy support (English Language)
- Time management skills
- Access to facilities and resources

### Welfare Services

Students may require professional services that are beyond ICV's scope. In this case, SSO is able to refer students in consultation with the RTO Manager to such services free of charge. These services may include but limited to;

- Counselling and/or General Practice
- Legal Assistance
- Employment rights, conditions and resolving work place issues (such as through Fair Work Ombudsman)
- Legal services
- Accommodation

Overseas students are advised on actions they can take to enhance their personal security and safety, how to seek assistance for, and report an incident that significantly impacts on their wellbeing, including critical incidents during orientation and through the provision of the student handbook.

### Dealing with student issues

The SSO / RTO Manager will have an initial discussion with the student if required about the issues raised. If the issue is related to the SSO for providing advice and support then SSO will attempt to resolve these during a discussion/meeting.

If the issue is related to other staff then the SSO will consult with the relevant staff or external personnel about the issue(s), a further appointment will be made for the student with the staff or external personnel, as appropriate.

The solution to the problem will be provided to the student within 14 days and will be recorded in the ICV File Note which will be entered in the student management system and will be kept in student physical file.

### Critical Incidents

A Critical Incident as defined for the purpose of ISANA is as follows:

'A tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the school/campus community.' An event like this, would require immediate attention to mitigate any negative impact on the health and welfare of those concerned.

ICV has a documented policy and procedure in relation to critical incidents that details the actions to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken. Critical incidents may include:  
missing students (student is not contactable for a period of time)



Death / suicide  
severe verbal or psychological aggression  
death, serious injury including any threats  
natural disaster; and  
issues such as domestic violence, sexual assault, drug or alcohol abuse  
accident (on or off campus) which causes or has the potential to cause physical or psychological harm to staff, students, or anyone on site  
In the event of a critical incident, please contact (24 hours) 03 9942 1836 - diverted after hours)

**Confidentiality**

ICV will ensure that advice and support provided to students will remain confidential and maintain secure records.

**College Specific Responsibilities**

The following table summarises the responsibilities for the provision of advice, support and welfare services to students:

	RTO MANAGER	Student Support Officer	Trainer/ Assessor	BDM/ ADMIN
Information and advice about ICV's policies and procedures	✓	✓	✓	✓
Emergency and health services	✓	✓		
Critical Incidents	✓	✓	✓	✓
Assistance in making appointments with relevant professionals	✓	✓		
Information, support and advice on financial issues	✓	✓		
ICV facilities and resources		✓	✓	
Personal, educational, and practical welfare needs		✓	✓	
Advice on cultural and social issues, and living skills		✓		✓
Advice on part-time employment whilst studying	✓	✓		✓
Employment rights, conditions and resolving work place issues (such as through Fair Work Ombudsman)	✓	✓		✓
OSHC issues		✓		✓
Accommodation issues	✓	✓		✓
Help with settling into Australia	✓	✓		
Orientation program BDM/Admin officer				✓
Cultural, social and recreational events		✓		✓
Learning, study skills I.T support, LLN		✓	✓	
Visa conditions	✓	✓	✓	✓
Career, Industry coaching and reference		✓	✓	



CV development, Interview techniques and Job searching		✓	✓	
Referral to the external bodies	✓	✓		