



**AUSTRALIAN ACADEMY  
OF BUSINESS & TECHNOLOGY**

# **Australian Academy of Business and Technology**

**RTO CODE : 45457 || CRICOS CODE : 03734D**

## **RTO Policies and Procedures for: Student Support Services**

## **Student Support Services**

The Australian Academy of Business and Technology provides support to students that assists them to adjust to study and life in Australia to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course(s).

The Australian Academy of Business and Technology determines the support needs of individual learners and provides access to educational and support services necessary for each student to have the opportunity to meet the requirements of the course as specified in the Training Package.

The Australian Academy of Business and Technology achieves this through the following:

- An orientation program that is age and culturally appropriate to include:
  - General Campus rules
  - Student Code of Conduct
  - Official requirements of student visa conditions relating to course including but not limited to course progress, attendance, other conditions
  - Academic requirements
  - Student support services available to students to help them transition to life and study in Australia including appointed points of contact
  - Certification



- Emergency, legal and health services
- Facilities and resources
- Complaints and appeals processes
  - Australian Academy of Business and Technology provides opportunities for students to participate in services or provide access to services that assist students in meeting course requirements and maintain attendance
  - Australian Academy of Business and Technology provides opportunities for students to access welfare-related support services to assist with issues that arise including course progress, attendance and accommodation issues:
- These services are provided at no additional cost to the student
- If Australian Academy of Business and Technology refers a student to an external support service, the student will not be charged for the referral
  - Australian Academy of Business and Technology has appointed the following staff as official Point of Contact for students with access to up to date details of support services:
- Training Manager – academic issues, student welfare issues
- Office Manager – non-academic issues such as administration, finance, facilities, accommodation, etc
  - Australian Academy of Business and Technology ensures that there are sufficient student support staff to meet the needs of students enrolled and plans for the increase of staff required as student numbers grow. Details are included in the Australian Academy of Business and Technology Business Plan
  - All Australian Academy of Business and Technology staff who interact with



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students are aware of the Australian Academy of Business and Technology's obligations under the ESOS Framework and the potential implications for student's arising from exercising these obligations

- The Australian Academy of Business and Technology adheres to the guidelines set in the Critical Incident Policy to maintain student stability and support in the event a critical incident arises.

### **Identifying Educational and Support Services**

The Australian Academy of Business and Technology delivers training and assessment to predominantly international students. Addressing individual student needs can be captured at any of the following stages throughout the student's study life cycle.

- Pre-enrolment/Enrolment – the first opportunity to identify educational and support needs of a prospective student is during the pre-enrolment/enrolment stage. The International Student Enrolment Interview Form and Student Enrolment form both include questions that are designed to capture any educational and support needs.
- Orientation – the next opportunity that exists to identify educational and support needs is during orientation. The official points of contact and support services are addressed in the orientation and students may discuss these needs directly with the designated points of contact during the any other questions section of the orientation
- Language, literacy and numeracy Assessment (LLN) – the RTO requires all students after enrolment to undertake a language, literacy and numeracy (LLN) test to determine if a learner requires any additional support for the course.

This is not an entry requirement but is designed to determine if the student has any specific LLN development needs in the context of VET training and has a different purpose to the English entry requirements which are assessed prior to offering a student a place in a course. The results of the LLN test are provided to the trainer who can further advise the student if they require additional LLN support. In some cases the RTO recognises that a student may require more development of their LLN and if this is the case the student would be referred to an approved ELICOS provider.

- Delivery and Assessment – Trainers may further identify those students that are experiencing difficulties with their training and assessment and will action any educational or support service in consultation with both the student and the Training Manager.
- Where the Australian Academy of Business and Technology have the internal support services to provide the needed educational and support service, these will be organised in consultation with the Training Manager or Office Manager as relevant to the support services they are designated to provide.
- Where a student requires externally provided support services, the Training Manager or Office Manager will assist with arranging the external support service at no cost for referral.
- Students will be informed of any external support service charges that could be incurred by the third party.



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The following is a guide to support that can be provided to the students:

Individual need	Support Service
Student Point of Contact Staff	<p>The Training Manager has been appointed as the Point of Contact – academic and student welfare issues. The student may go to the Training Manager in all cases regarding their academic progression or hindrances and/or any matters related to supporting their personal welfare</p> <p>The Office Manager has been appointed as the Point of Contact – non-academic issues. The student may go to the Office Manager in all cases regarding non-academic issues such as administration, finance, facilities, accommodation, etc</p>
Academic mentoring	<p>Australian Academy of Business and Technology has one trainer per session/per week for each discipline area that will be located in the private study/computer room to mentor students on any content, knowledge, skill, assessment – both formative and summative to ensure that students have support to successfully achieve academic progress. The mentoring program is student needs/response based where the trainer responds to student specific needs on the spot and not a formal additional training program. This will be at no cost to the student and attendance will be either voluntary or recommended by the trainer/assessor.</p>
English Macro Skills Development Support Classes	<p>Australian Academy of Business and Technology offers a weekly English language macro skills development class which will predominantly focus on the academic English language skills required for critical reading analysis and essay/genre writing strategies. This will be at no cost to the student and attendance will be either voluntary or recommended by the trainer/assessor.</p>



Individual need	Support Service
Difficulties related to studying & learning	<p>Where academic mentoring is providing some support but it becomes apparent that the student may have more significant issues with learning difficulties that go beyond academic mentoring, the trainers will recommend the following online resources to students as useful for providing independent student support to study:</p> <p><a href="#">Effective Study skills</a> A useful quick overview of study skills <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><a href="#">How to Study</a> A large directory to study skills websites, including how to study in specific subject areas. <a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p><a href="#">Study Guides and Strategies</a> A wide ranging overview of the skills needed at all stages of learner life. <a href="http://www.studygs.net">www.studygs.net</a></p> <p><a href="#">Study Skills Self-Help</a> Covers important skills such as time management, note taking and exam preparation.</p>
	<p><a href="http://www.ucc.vt.edu/stdysk/stdyhlp.html">www.ucc.vt.edu/stdysk/stdyhlp.html</a> Students can either access these online study skills programs independently in their own time or they can undertake these online programs during scheduled academic mentoring where they have the trainer on the spot for additional support.</p> <p><a href="https://www.studymelbourne.vic.gov.au/">https://www.studymelbourne.vic.gov.au/</a> Study Melbourne is a Victorian Government initiative providing information and support to international students to help you make the most out of your time living and studying in Victoria.</p>
Financial difficulties	<p>International students are required to demonstrate financial viability in order to be eligible for a student visa. However, on the event that a student experiences unexpected, short term financial difficulties but can demonstrate that they will be able to sustain their studies and life in Australia for the remaining duration of their student visa, they can request a meeting with the Office Manager. A case by case decision will be made with the approval of the Chief Executive Officer.</p>



<b>Individual need</b>	<b>Support Service</b>
Nervous/anxiety disorder	Students with a nervous or anxiety disorder will be provided with support by the Trainer and Training Manager. Where the nervous disorder/anxiety directly impacts on assessment, solutions such as a relaxed mode without time pressures will be offered and documented. This information will be respected and students assured that this is not about knowledge or skill, but developing confidence to demonstrate these skills. At all times confidentiality is maintained and the learning experience made positive and judgement free for the student.
Disability or medical condition	All possible allowances may be provided to persons with disabilities. Trainers are to use their judgement in assessing the student's ability to perform tasks in a safe manner.
Visual impairment	Students with visual impairment can be supported by supplying any printed resources with a larger printed font and sitting close to the front of the classroom
Accommodation Services	Students can meet with the Office Manager who will consult with the student and provide assistance with any accommodation issues that they may have to provide accommodation, housing referral or other suggestions/support





<b>Individual need</b>	<b>Support Service</b>
How to Find a Job Workshops	<p>The Australian Academy of Business and Technology does not offer or promise any employment options for students. However, a workshop on how to find a job is conducted in Week 1 of every term mainly for new students at no charge. In the event that an existing student did not attend the workshop when they commenced, they are welcome to attend any subsequent workshops.</p> <p>The how to find a job work shop content covers the following:</p> <ul style="list-style-type: none"><li>• writing a curriculum vitae</li><li>• finding part time jobs using standard online portals such as SEEK, etc</li><li>• what you may expect to prepare for a job interview</li></ul>
Social Programs	<p>The Office Manager is responsible for organising and/or delegating support staff to organise social programs for students. These include but are not limited to:</p>



Individual need	Support Service
	<ul style="list-style-type: none"> <li>• Harmony Day</li> <li>• Vivid festival</li> <li>• Picnics and short trips to various tourist spots</li> <li>• On campus celebrations for Australia Day, Easter, ANZAC Day, Christmas that are important Australian cultural celebrations arranged with the Training Manager and Trainers</li> <li>• On campus multicultural celebrations for Deepavali, Chinese New Year, Eid, etc that are important multicultural cultural celebrations based on student body heritage that adds to the multicultural experience that is Australian education arranged with the Training Manager and Trainers</li> </ul> <p>Australian Academy of Business and Technology will endeavour to ensure social activities that include visiting tourist spots are low cost and include as many free Melbourne festivals and activities as possible</p> <p>Social activities will be advertised including any nominal costs on the notice board with sign-up sheets at reception.</p> <p>Students are welcome at all times to suggest social activities that they would like organised for them by Australian Academy of Business and Technology</p>



<b>Individual need</b>	<b>Support Service</b>
Referral Services	<p>The Training Manager or Office Manager will provide advise and assist students with referral services to assist with the student’s transition to life and study in a new environment including but not limited to the following:</p> <ul style="list-style-type: none"><li>• legal services</li><li>• emergency and health services</li></ul>
	<ul style="list-style-type: none"><li>• Student may be referred to:</li><li>• Lifeline 13 11 14</li><li>• Beyond Blue 1300 22 4636</li><li>• Salvation Army Family Welfare Centres</li><li>• CatholicCare, Family Support Service</li><li>• Victims of Crime</li><li>• external appeals processes</li></ul>
Other individual needs	Other individual needs will be considered on a case by case basis in consultation with the Training/ RTO Manager/Office Manager, student and Chief Executive Officer



### **Providing student access to educational and support services**

Students are informed about and provided access to educational and support services including but not limited to the following:

- Marketing and pre-enrolment materials
- Student Support Policy on the website
- Student Handbook
- Orientation Presentation
- Training Manager
- Office Manager
- Signage in the Notice Board
- Special Considerations:



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- In special cases where the Training Manager or Office Manager (in their respective student support roles) have identified a student need that is not included in the existing educational or support services, the identified need/consequent strategy will be decided in consultation with the student and documented in the student file and on RTO Data
- If this support service attracts an additional cost as set by the service provider to the student, the Training Manager or Office Manager will clearly identify those costs so that the student can make an informed decision about accessing the support services and the impact on training and assessment
- Where there are limitations to the student and educational support services provided by an external service provider, these limitations will be clearly identified to the student to make an informed decision.
- In all cases where support is required by a student, the Australian Academy of Business and Technology ensures that the process for providing support is fair and ethical with the only cost being the service provided by an external provider if the student decides to pursue that support at their own cost