

Student Support Services		
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QMS Link	QMS Section: <i>Client Services</i>	
Endorsed By	CSE Management Team	
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Children's Services Education

1. INTRODUCTION

1.1 Purpose

This policy has been developed to ensure Children's Services Education (CSE) has appropriate support services available to all enrolled students to assist them in achieving their learning goals and satisfactory academic progress, and to ease their transition into life and study with CSE in Australia.

2. SCOPE

This policy applies to:

- students enrolled in CSE courses
- all CSE staff involved in the promotion, recruitment, admission, academic delivery, management and administration of domestic and international students.

3. LEGISLATIVE CONTEXT

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- The National Code 2018
- Education Services for Overseas Students (ESOS) Act 2000.

4. DEFINITIONS

Education Manager: Education Managers / Academic or Course Coordinators of individual academic disciplines.

CSE Childrens Services Education Pty Ltd, trading as Children's Services Education

National Code 2018: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

Wellbeing Officer: staff member nominated and trained to provide support and referral as needed to individual student need

5. POLICY STATEMENT

5.1 Assisting students in adjusting to study and life in Australia

CSE requires that all students attend an orientation session upon commencement of their studies with CSE. Orientation provides age and culturally appropriate information that assists students in adjusting to life in Australia and study with CSE. Attendance at orientation is monitored and is compulsory as students are provided vital information.

An introduction to Student Support Services in orientation and in the Student Handbook ensures all students are aware of the support available throughout their study in Australia.

All enrolled students are provided with the names, locations and contact details of designated Health and Wellbeing Officers.

Student Support Services are available to discuss and assist with issues that may arise including:

- understanding and adapting to Australian culture
- coping without student's friends and family - homesickness
- issues with accommodation
- course progress and attendance requirements

- language problems
- relationship problems on campus or socially
- coping with pregnancy and support available
- becoming the victim of a crime or having an accident
- violence at home or in a relationship
- cultural diversity
- childcare concerns
- religious issues
- complaints process
- wellbeing Officers and how to book appointment
- employee's rights.

These services are provided at no additional cost to the student. Where Student Support Services are not qualified or when it is not appropriate to assist a student, a referral will be provided to external support services at student's cost.

Additional Support:

- Student Support Services maintain a current list of medical professionals within proximity to both Melbourne and Sydney campuses.
- Students who have financial issues during the course of their studies can meet with Student Services Support Staff or CSE Finance. Student Support Services staff can also provide students with budgeting assistance.
- While Wellbeing Officers can provide some advice and guidance, where it is appropriate for students to gain professional legal advice Wellbeing Officers will assist with a referral to professional legal services. Students may be entitled to free legal advice through the International Student Legal Advice Clinic (ISLAC) however generally students will incur a cost for professional legal services.
- **CSE cannot and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.**

5.2 Designated Wellbeing Officers

In addition to Student Support Service Team, CSE provides all students with access to a team of Wellbeing Officers. This team is available for confidential one to one support sessions in person or via phone/email as needed by students. Student are made aware of this team, who the individual members are and the process for booking an appointment at orientation. In case of urgency CSE will have a Wellbeing Officers available for students as needed and wherever possible meet students request for specific councillor.

CSE Wellbeing Officers have a compiled up to date catalogue of relevant services from which to provide referral to relevant internal and external services.

All requests for bookings can be either emailed to student services or made in person at the student services reception desk.

5.3 Assisting Students in Meeting Expected Learning Outcomes

CSE provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. CSE students are also monitored and supported throughout their studies.

To help students meet expected learning outcomes CSE strongly encourages students to access academic support services including but not limited to:

- English Language skills
- general Study Skills (e.g. time management, library research, essay writing and research) available on Moodle
- English Support Classes.

Education Managers work closely with Student Support Staff and Trainers/Assessors to identify and support all students at risk of not meeting academic progress and/or attendance requirements. This includes:

- contacting students who have been absent for more than five consecutive days without approval
- contacting students who have not returned within 14 days after a holiday break
- intervention strategies and action plans for students who are at risk of course failure.

5.4 Critical Incident Policy and Procedures

CSE has documented Critical Incident Policies and Procedures that cover 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.

These policies ensure the timely and effective management of a critical incident in the interests of students and/or staff, and CSE stakeholders.

5.6 Sufficient Student Support Personnel to Meet Student Needs

CSE ensures that sufficient Student Support Services personnel are employed to meet the needs of enrolled students which presently include:

- reception staff that are available to assist with enrolment and general enquiries
- Student Support Services staff who provide advice on student welfare matters
- Wellbeing Officers who provide emotional and practical support such as referral and information on services
- Education Managers that assist with academic issues including intervention strategies
- Trainers and Teachers who are a primary contact for students, governing all student academic performance and consulting Education Managers when students are at risk of not meeting academic progress requirements.
- the General Manager and/or Education Manager who oversees complaints and appeals, intervention strategies, academic compliance and governance, student welfare, critical incidents and any regulatory student reporting requirements
- Finance Division who is responsible for all fee schedules and collections
- accommodation Officer who is available to assist students with information

5.7 Staff obligations regarding legislation

All staff members who interact directly with students are required to undertake relevant and appropriate training to ensure CSE's obligations under the ESOS framework and National Code 2018 are met. Staff awareness and training includes:

- position descriptions which include reference to ESOS Act and knowledge of ESOS Act as both a job requirement as well as desirable criteria in the selection of applicants
- induction training and checklist on the National Code 2018 and ESOS Act, staff sign off confirming understanding of legislation requirements

- all staff employed in Training and Assessment, Student Support Services, Administration and Marketing undertake the ISANA online tutorial and demonstrate their understanding of the National Code 2018
- emails and discussions at staff meetings to communicate the ESOS framework.

6. PROCEDURES

Booking Procedure for Wellbeing Officers

1. Student will send email to Wellbeing@ability.com.au
2. Administrator will send a template booking form to student
3. Check preferred schedule and staff availability
4. Book time send to staff through outlook
5. Send confirmation email to student (example below)
6. Students may also email student services or make a booking at the student services reception desk

Dear **Student/name**,

This is a reminder that your appointment is scheduled on **28th of April THURSDAY** at **13:00** with **Karen** English and .

If you cannot make this appointment, please send email to our office Wellbeing_Melat least 24 hours prior to this appointment. We would be happy to reschedule your appointment for a more convenient time.

Sincerely,

Health and Wellbeing team

7. RELATED POLICIES & PROCEDURES

CSE Amendment of Enrolment Policy and Procedure
CSE Academic Progress and Intervention Policy and Procedure
CSE Complaints and Appeals Policy and Procedure
CSE Critical Incident Policy and Procedure

8. IMPLEMENTATION

CSE Student Support Services Policy is made available

9. RESPONSIBILITIES

9.1 Staff Role

CSE employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

The General Manager, Compliance Team in consultation with Education Manager and nominated Students Services will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa.



Children's Services Education

9.2 Student Role

Students are expected to attend all orientation sessions and to familiarise themselves with information contained in the Student Handbook. Students are also expected to avail themselves of services offered and to seek assistance in a timely manner.

10. ATTACHMENTS

Children's Services Education Student Handbook
CSE Wellbeing Meeting Record
CSE Wellbeing Team Student Consent
CSE Wellbeing Team Appointment Booking Form

11. PROCESS MAP

N/A