
STUDENT HANDBOOK

Section 14 - Student support guidelines

ALG's student support guidelines support the ALG student support policy. Both policy and guidelines have been developed to ensure that ALG meets the requirement of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Clause 1.7 Standards for Registered Training Organisations (RTOs) 2015.

Standard 6 of National Code of Practice for Providers of Education and Training to Overseas Students 2018 requires that providers

- give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia
- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student
- have a critical incident management policy and
- ensure that there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

Clause 1.7 Standards for Registered Training Organisations (RTOs) 2015 requires providers give students access to educational and support services necessary for individual learners to meet the requirements of the training product provided.

The purpose of the guidelines is to detail the support services ALG provides to its international students.

Scope

These guidelines are relevant across all of ALG courses and campuses and apply to all employees managing and conducting assessment for and on behalf of ALG.

Guidelines

The following guideline headings cover the various support services ALG provides:

- Orientation
- Non-academic student support
- Academic student support
- Learning support
- LLN support
- English pathways

- Counselling services
- Students course progress
- Reasonable adjustment

1.1 Orientation

ALG provides orientation a week before the beginning of each term. Academic and Student Services staff hold information sessions concerning ALG's support services, course requirements and the additional visa and policy requirements relevant to international students. Students are referred to the [International Student Support Service Booklet](#).

For more details about the orientation program refer to the appendices in the Student Handbook.

[Sydney campus orientation](#)

[Melbourne campus orientation](#)

[Perth campus orientation](#)

[Brisbane campus orientation](#)

[4Life – Sydney campus orientation](#)

1.2 Non-academic student support

ALG has a range of services that help students live and study in Australia, as set out in the orientation program for all students.

Student advisors

Students can contact the student advisors located on each ALG campus by telephone, email or in person. Students facing any difficulties that may affect their learning can approach a student advisor or trainer for advice. Such advice might include a deferment of study or a referral to further student support services or an external service provider.

Student advisors offer support throughout a student's studies and can help with

- support services
- LLN services
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes;
- deferments

If a student has an inquiry about an academic matter, he or she can arrange to meet with academic staff. ALG staff who interact directly with international students have an understanding of ALG's obligations under the ESOS framework and the potential implications for students that may arise from these obligations, following Standard 6.7 of the National Code 2018.

Student services

Every campus has full-time student services staff stationed at the front desk who are the first port of call for all student inquiries. These staff focus on customer service. Students can either come into the reception to ask general questions or can book an appointment with their student advisor or academic staff.

1.1 Academic support

Students can request specific academic contact/consultation times at reception or through <http://alg.edu.au/academicsupport/>

1.2 Learning support

Learning support classes are provided to students in weeks five and nine (before assessment deadlines) and are offered to students at risk of not making academic progress (as identified by academic staff through the term). This option is automatically offered to any students who need an intervention plan.

1.3 LLN support

ALG offers LLN classes to help students with their literacy and communication skills. These classes run for 1.5 hours a week for weeks one to nine of each term.

For more information about LLN refer to [Pre-Enrolment Information, Certificates, Fees and Refunds and Language, Literacy, and Numeracy \(LLN\) Requirements Factsheet](#).

1.4 English pathways

ALG offers prospective international students the options of study pathways in order to attain the required level of English proficiency. For a complete list of our pathway partners, click [here](#).

For more details about English Proficiency Requirements refer to [this factsheet](#).

1.5 Counselling services

ALG understands that international students face many pressures studying and living in Australia and is pleased to provide access to a professional counsellor on campus. This free service helps students who may require support for various situations including

- medical reasons, where a student's medical condition is having an impact on his or her coursework
- family/personal reasons such as death or severe medical problems within a family, or unforeseen family financial difficulties that may affect academic progress
- personal circumstances such as finding a place to live or obtaining legal advice
- study stress arising from

insufficient language, literacy and numeracy skills, underestimation of the demands of study or assessment requirements and differing expectations of teaching and learning styles.

Students are requested to book online via: alg.edu.au/counsellingservice. Drop-in appointments are also available, however bookings are given priority.

Students also have access to the student counselling clinic where counselling students in the final stages of their studies provide a counselling service under the supervision of their trainer. Students should book online through ALG online portal <http://4lifecollege.edu.au/clinic/>

1.6 Student course progress

ALG can identify a student at risk of making unsatisfactory academic progress before the end of term and/or the submission of assessments. This identification can be subjective, but typically the student

- is not attending class regularly and/or is not participating actively in class
- is not completing formative assessment tasks
- is not completing self-study
- Is experiencing personal issues or difficulties

Where students' attendance or course progress is deemed unsatisfactory according to the course progress and overseas student visa requirements policy, students will be asked to meet with their student advisor to discuss progression options and ensure that visa requirements are met. If unsatisfactory course progress or attendance continues, students will continue to be supported but may, after substantial support is offered, be identified under the relevant policy as in breach of visa conditions and notified of the College's intention to report him or her to the Department of Home Affairs.

In any of the circumstances outlined above, ALG may insist that the student enter into an intervention strategy agreement, so that appropriate support mechanisms are documented and agreed to by both parties. The student may be asked to

- meet with the head trainer to develop a plan that may include attending learning support classes
- undertake additional learning
- take a one-on-one workshop with a trainer
- undertake a supervised re-assessment
- repeat the relevant unit/subject/term

For more details about course progress refer to [A8 Monitoring course progress](#).

1.7 Reasonable adjustment

Under the Commonwealth Disability Discrimination Act (1992) and the Disability Standards for Education, 2005, RTOs must customise their services, making 'reasonable adjustment' to learning and assessment strategies that will help people with disabilities to participate successfully in education and training. The goal is to ensure that all students have the best opportunity to learn and to demonstrate that they have achieved unit requirements.

ALG offers its students reasonable adjustment in assessment under the key assessment principle of "fairness", defined in the Standards for RTOs (2015). This principle applies particularly to students with disabilities.

Adjustments are determined in collaboration with the student, their advocate and ALG's academic staff. These measures are important because they ensure that students with disabilities have the same educational opportunities as everyone else. ALG reasonable adjustments may include

- modifying course material
- modifying or providing equipment as well as modifying the delivery environment
- differentiated teaching strategies and providing individual learner support to the student.

Reasonable adjustment in assessment may include

- extending or modifying timeframes for assessment
- providing extra reading/writing/performance time for completion
- extending break times during an assessment task or workplace assessment
- allowing the use of a reader or writer
- allowing the use of an interpreter for students who are deaf or who have a hearing impairment
- allowing adaptive technology equipment (for example digital audio and video recordings or speech recognition software)
- ensuring that the language of assessment instruments does not create barriers (e.g. use of plain English)

Reasonable adjustments to written assessment tasks may include providing questions on audio/video tape.

Students can request reasonable adjustment by completing the reasonable adjustment online form no later than two weeks from the start of their course. Their request is subject to approval by the Academic department.

1.8 Critical incident

To ensure compliance with the National Code 2018 (Standard 6) regulatory requirements relating to the reporting, investigation and correction of incidents, ALG has an incident policy and procedure that outlines the way in which emergencies and critical incidents are dealt with. This policy is detailed in the Student Handbook. Refer to [ALG Work Health & Safety](#).

Responsibilities

Position	Responsibility
Chief Executive Officer	Approves these guidelines and is responsible for their overall implementation.
ALG student advisors, Student Services and Academic staff	Provide support services to students as detailed in these guidelines, related documents and relevant licensing and regulatory requirements.
Director of Studies, National Campus Manager and National Admissions Manager	Ensure that relevant employees of ALG comply with these guidelines and related policies.
Compliance Manager	Ensures that these guidelines and related policies are current and comply with applicable regulatory requirements, and are made available to relevant ALG staff.

Definitions

Term	Meaning
ESOS	The Education Services for Overseas Students Act 2000, or ESOS Act establishes legislative requirements and standards for the quality assurance of education and training institutions that offer courses to international students in Australia on student visas. ESOS also provides tuition-fee protection for international students
International student	ALG defines an international student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder.

Related Documents

This Guideline should be read in conjunction with the following related documents:

- I. ALG student support policy
- II. Disability Discrimination Act (1992)
- III. Disability Standards for Education
- IV. National Code of Practice for Providers of Education and Training to Overseas Students 2018
- V. Standards for Registered Training Organisations (RTOs) 2015
- VI. The Users' Guide to the Standards for RTOs 2015
- VII. ALG assessment policy
- VIII. ALG Student's Guide to Assessment

Document Information and Review

These guidelines will be reviewed at least every three years.

Next review date: 1 December 2022

Approval History

Version	Effective	Approved by	Amendment
1	1 December 2019	Chief Executive Officer	