



Student Support Services Policy

1. Introduction

Australian Learning Group (ALG) is committed to providing international students with the necessary services to support them in their education and ensure their wellbeing. ALG provides support services based on the individual needs of each student and ensures students are able to achieve their learning goals, adjust to life in Australia and meet the requirements of their course of study.

2. Purpose

ALG's Student Support Services Policy outlines the support services made available for international students in accordance with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Clause 1.7 of the Standards for Registered Training Organisations (RTOs) 2015.

3. Scope

ALG's Student Support Services Policy applies to all ALG students as well as all staff members and external services involved in the provision of student support services across the campuses.

4. Policy

4.1. Orientation Program

ALG provides an age and culturally appropriate orientation program before the commencement of a new term. The orientation program is designed to provide essential information to international students and assist them in adjusting to studying and living in Australia. In accordance with *Standard 6 of the National Code*, ALG's orientation program includes information about:

- ALG's support services
- English language and study assistance programs
- relevant legal services
- emergency and health services
- ALG's facilities and resources
- ALG's complaints and appeals process



- requirements relating to course progress and attendance
- services available to help students with general or personal circumstances that could adversely affect their education in Australia
- services and information on employment rights and conditions, and how to resolve workplace issues through institutions like the Fair Work Ombudsman.

4.2. Non-Academic Support

ALG has sufficient student support personnel designated as the Student Experience Team to meet the needs of all students and to be the official point of contact for students. The Student Experience Team retain up-to-date details of ALG's support services and is capable of advising students.

ALG's Student Experience Team is available at each campus to offer non-academic support to students experiencing any difficulties that adversely affect their learning. ALG's Student Experience Team have an understanding of the ESOS framework and are able to assist international students with non-academic matters including but not limited to:

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

4.2.1. Counselling Services

ALG offers free access to a professional counsellor with Access EAP to assist international students who are facing personal issues whilst living and studying in Australia. These issues include but are not limited to:

- Concerns about COVID-19
- Finding balance with study, work and personal life
- Developing both educational and personal strategies and goals
- Support around stress, frustrations, anxiety with study and personal issues
- Looking at the impact of grief and loss
- Experiencing isolation from living away from family and friends
- Dealing with change arising from academic and personal circumstance
- Relationship issues, including breakdowns and recovery in relationships
- Providing information about organisations, resources and support available to improve mental health and wellbeing.

Students are able to book via 1800 959 192 book online, or through the AccessMyEAP app. The counsellor only provides counselling services and is unable to manage student education or administrative processes or requests.



4.3. Academic Support

In accordance with Clause 1.7 of the Standards for RTOs 2015 ALG provides various support services to assist students to meet course progression and attendance requirements as outlined in ALG's Student Course Progress and Attendance Policy and Procedure.

Academic support is available to students through ALG's Learning Management System (CANVAS). At any time, students can discuss academic matters with their respective trainers via their CANVAS inbox. Additionally, students can arrange an appointment with a State Lead Trainer or National Course Coordinator.

ALG trainers provide weekly assessment support to students and in week 10 a more detailed review of assessments is completed.

Support classes are organised for students who require additional support with completion of their assessments.

4.3.1. LLN Support

ALG offers weekly LLN classes to assist students who require support with literacy and communication skills. These classes are held for 1 hour a week from Week 2 to Week 9 of each term with the objective to assist students with their courses by improving oral and written communication.

Students are able to book online via the [booking portal](#) on the ALG website.

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

4.4. Safety

ALG takes all reasonable steps to provide a safe environment for students and staff on campus through the implementation of the following:

- Critical Incident Policy
- Work Health and Safety Policy
- Student Code of Conduct

ALG also ensures that this information is accessible via the website so that students and staff can take action to enhance their personal security and safety.

Students are also provided electronic access to the ALG Student Handbook which contains general information on safety and awareness relevant to life in Australia including emergency information.

4.5. Reasonable Adjustment



ALG ensures that reasonable adjustments are provided to students with disabilities to ensure that they have equitable access to complete their course. ALG's approach to supporting students with disabilities is outlined in the Reasonable Adjustment Policy.

4.6. Critical Incidents

ALG takes all reasonable steps to provide a safe environment on campus and abides by the established Critical Incident Policy to ensure the safety and wellbeing of students during emergencies.

4.7. Costs

ALG offers reasonable support services to students regardless of their place of study or mode of study. ALG provides reasonable support, relevant information and referrals to students who request assistance at no additional cost to the student.

5. Definitions

Term	Definition
ESOS Framework	Refers to and principally comprises of Principally comprises the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2001 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code 2018.
International student	A student (whether within or outside Australia) who is accepted for enrolment, or enrolled, in a course provided by the provider; and who is, or will be, required to hold a student visa to undertake or continue the course.
VET	A type of tertiary education under the Australian Qualifications Framework (AQF), which enables students to gain qualifications for all types of employment, as well as specific skills to help them in the workplace.

6. Related Documents

- i. National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ii. Education Services for Overseas Students Act 2000



- iii. Standards for Registered Training Organisations 2015
- iv. Orientation Program
- v. Student Code of Conduct
- vi. Student Support Handbook
- vii. Complaints and Appeals Policy
- viii. Reasonable Adjustment Policy
- ix. Critical Incident Policy

7. Documented Information and Review

This document will be reviewed at least every three years.

7.1. Approval History

Version	Effective	Approved by	Amendment
1.0	1 October 2021	Director of Studies and Quality Assurance	-
2.0	1 June 2022	Director of Studies and Quality Assurance	Updated counselling service contact information.



Appendix

Appendix A – ALG Student Support Process

Pre-enrolment Support

Stage	Action
1	The student requiring support is identified by: a) Self-assessment via the ALG Online Application Form b) Self-assessment via informing the Student Experience Team c) Results from the LLN Online Test d) Assessment by Admissions Team prior to enrolment.
2	The Orientation Program is held where students are informed about the various student support processes available at ALG.
3	The student is directed to the appropriate support service.

Post-enrolment Support

Stage	Action
1	The student requiring support is identified by: a) Self-assessment during the course of their study b) Course monitoring by the Education Support Team c) Attendance monitoring by the Education Support Team d) Feedback from the trainer and/or assessor
2	The student is directed to the appropriate support service.