

Student Support Services Policy and Procedure

1 Purpose

- 1.1 The purpose of this policy is to formalise enactment of compliance by the International Institute of Business and Information Technology (IIBIT) with the legislative and regulatory framework applicable to providers of international education services in Australia.
- 1.2 This policy specifically addresses the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018) requiring IIBIT to demonstrate its compliance with the National Code at the point of CRICOS registration and throughout its CRICOS registration period and to support IIBIT international students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their respective course.
- 1.3 This policy also addresses Standards 4, 5, and 8 of the Standards for Registered Training Organisations (RTOs) 2015 regarding principles of access and equity and maximizing outcomes for clients, management systems appropriate to the needs of clients, staff and stakeholders, and compliance with legislation.

2 Scope

- 2.1 The IIBIT Senior General Manager (Operations) carries operational responsibility for this policy and its associated procedures, under the general direction of the Director Operations.

3 Policy

- 3.1 IIBIT is committed to providing high quality support services to assist students with:
 - a) Student support services available to students in the transition to life and study in a new environment;
 - b) English language and study assistance programs
 - c) Emergency and health services;
 - d) Facilities and resources;
 - e) Meeting course requirements
 - f) Maintaining their attendance;
 - g) Meeting course progress;
 - h) Complaints and appeals processes; and
 - i) Welfare and accommodation issues.
 - j) Counselling and legal services
- 3.2 IIBIT provides all students with information or referrals on support services offered by IIBIT both prior to enrolment or entering into an agreement with IIBIT and on a continuing basis throughout their enrolment.

- 3.3 An orientation programme will be run at the beginning of each intake period that contains information about student support services available to students in the transition to life and study in a new environment, legal services, emergency and health services, facilities and resources, complaints and appeals processes; and any student visa condition relating to course progress and / or attendance.
- 3.4 Support services will be delivered at no extra cost to the student.
- 3.5 At all times a designated member of staff or members of staff will be available as the nominated official point of contact for students.
- 3.6 IIBIT is committed to the provision of student support personnel to meet the needs of the students enrolled on campus at IIBIT and will ensure that its staff who interact directly with students are aware of IIBIT's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

4 Procedure

Information on student services

- 4.1 A Student Handbook which includes pre-departure information for international students to prepare them for life and study in Australia is available on IIBIT's website and a copy is sent to all students who have received a confirmation of enrolment to study at a course at IIBIT. This pre-departure kit is sent by the Admissions Team 2 weeks prior to the commencement intakes into the programs.
- 4.2 IIBIT Student support will continue to provide information and assistance as appropriate using the guidelines listed below to enable students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course they are enrolled in.
- 4.3 The guidelines list information to be made available to students and suggested different ways it can be disseminated to students at orientation and during their period of study as an IIBIT international student. The information provided to students and source of information is not limited by the guidelines.

Topic	Source of Information for Students	Comments
Academic Progress and Rules	IIBIT orientation presentation, IIBIT handbook, IIBIT website	Must include information on exclusion from Course (Unsatisfactory Course progress and Unsatisfactory Attendance) and cancellation of enrolment.
Attendance requirements including courses where non-attendance is reportable	IIBIT orientation presentation, IIBIT handbook, ELICOS handbook, IIBIT website	ELICOS students can be reported for non-attendance.

Topic	Source of Information for Students	Comments
Availability of student support in the transition to life and study in a new environment	IIBIT Students advised during orientation, through handbooks, noticeboards, website of support staff contact details and availability times.	Academic and welfare support available to students at IIBIT at no additional cost to the student, in regard to personal issues, home sickness, accommodation, course progress and attendance requirements. Academic support services to assist students' course progress including: study skills centre, supervised study groups, tutorial support assistance and student mentors.
Change of Address	IIBIT orientation presentation, IIBIT handbook, IIBIT website, Student Support Officer	Necessity of and process for advising IIBIT of changes in Students address
Complaints & Appeals processes	IIBIT orientation presentation, IIBIT handbook, IIBIT website, Student Service Officer	Provided with web link to the IIBIT Student Appeal Policy, IIBIT Student Appeal Procedure and the IIBIT Student Grievance Procedure.
Deferring, Suspending or Cancellation of Enrolment by student	IIBIT orientation presentation, IIBIT handbook, IIBIT website, Student Support Officer	Refer to Standard 9 of National Code 2018 Deferment, Suspension or Cancellation of Student's Enrolment Procedure and IIBIT policy for details of the circumstances in which students can defer or suspend their enrolment.
Deferring, Suspending or Cancellation of Enrolment by IIBIT	IIBIT orientation presentation, IIBIT handbook, IIBIT website	Circumstances in which IIBIT can cancel or suspend student's enrolment and their rights to appeal and the relevant processes
Email communication	IIBIT orientation presentation, IIBIT handbook	All official communication from IIBIT including communication in regard to a student's academic progress will be sent to students' preferred email address. Communication by email may

Topic	Source of Information for Students	Comments
		also be required to be sent by hardcopy via Australia Post.
Emergency & Health Services	IIBIT orientation presentation, IIBIT handbook, student guide, student diary, safety cards.	Information to be location specific
ESOS Legislative Framework	ESOS Website	Link to https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Facilities and resources	IIBIT orientation presentation, IIBIT handbook	Information to include business and teaching hours of IIBIT and availability of computer labs, library, lunch room etc.
Handbook (Student Handbook/Guide)	It contains information to assist student to settle in Australia. It should also contain generic information that would relate to all students no matter what IIBIT Course they are studying. It can be made available to students in either hard copy or electronically, although hard copies should be available for access when students are not at a computer.	Refer to the ISANA Rainbow Guide at http://www.isana.org.au/the-rainbow-guide for content for a student handbook/guide.
Late arrivals	IIBIT orientation presentation booklet	All students not present at orientation sessions must receive the same information as provided to students present at initial orientation sessions. Record of students' attendance at orientation and late arrivals must be kept to ensure all students receive the information. Also available electronically for late arrivals.
Legal Services	IIBIT orientation presentation, IIBIT handbook	Information to be location specific.

Topic	Source of Information for Students	Comments
Library rules	IIBIT orientation presentation, IIBIT handbook	Students must be advised about the library rules for borrowing books.
Monitoring course / attendance progress	IIBIT orientation presentation, IIBIT handbook	Student's academic and attendance progress will be monitored and where necessary an intervention strategy will be put in place.
Safety Information	IIBIT orientation presentation, IIBIT handbook, Recommended websites	Recommend that police attend orientation session. Student safety advice to cover all areas e.g. at home, on the street, near water, on campus personal safety and security, health risks etc. Core of safety information is http://www.studyinaustralia.gov.au/en/Living-in-Australia/Student-Safety-Portal
Staff member who is the official point of contact for student support services	IIBIT orientation presentation, IIBIT handbook	Staff member/s in this role are key personnel, will-informed, experienced, with access to up-to-date details of support services available to the students at IIBIT.
Student feedback - general	IIBIT orientation presentation, IIBIT handbook	Provide students with clearly described opportunities to provide feedback on all aspects of their time as an IIBIT student.
Student's rights and responsibilities	IIBIT handbook	https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf

Orientation

- 4.4 The Assistant Manager (Student Support Services) will hold an Orientation Program prior to the commencement of each intake.
- 4.5 Student orientation includes information about:
- a) IIBIT including a brief introduction of the staff members; and
 - b) general information on timing, accessing to IIBIT computers, computer login, Library, Student ID cards, forms, payment of tuition fees, additional

administrative fees, printing and photo copying, Medibank, complaint and appeal processes, how to apply for a Tax File Number and travel information. A hand out containing students' rights and responsibilities will be provided as detailed below.

Student rights

- 4.6 The ESOS framework protects student's rights by ensuring the following:
- a) the right to receive timely and accurate information about the courses, fees, modes of study and other information from their provider prior to the enrolment;
 - b) the right to sign a written student acceptance agreement with your provider before or at the same time as they pay fees, setting out the services to be provided, fees payable and information about the circumstances in which refunds of course money may be payable; and
 - c) the right to get the education for which they have paid. The ESOS framework includes consumer protection that will ensure overseas students receive a refund or to be placed in another course if their provider defaults in providing the course.
- 4.7 The ESOS framework sets out the standards that Australian providers offering education services to overseas students must obey. These standards cover a range of accurate and timely information that students have a right to know and the services that must be offered them, including:
- a) appropriate induction and access to welfare services to help students study and adjust to life in Australia;
 - b) the circumstances in which student can apply for Course Credit/Recognition of Prior Learning (RPL);
 - c) the situations in which students enrolment can be deferred, suspended or cancelled;
 - d) provider's requirements for satisfactory progress in the courses being studied and what support available if students are not making satisfactory progress;
 - e) the circumstances and process for students to access complaints and appeals process; and
 - f) the circumstances in which students are permitted to transfer between education provider in Australia.

Student responsibilities

- 4.8 The responsibilities of an overseas student on a student visa include:
- a) complying with student visa conditions at all times;
 - b) maintaining personal Overseas Student Health Cover (OSHC) for the period of their stay;
 - c) abiding by the terms of the acceptance contract with IIBIT;
 - d) informing IIBIT of any change of address and contact details;
 - e) meeting the restriction on transfer between registered providers;
 - f) maintaining satisfactory course progress and attendance;

- g) if under 18, maintaining the approved accommodation, support and general welfare arrangements.
- 4.9 Information about visa conditions for student visa holders is available on the Department of Home Affairs website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>
- 4.10 Providing quality education and training and protecting the rights of international students click the link for more information
<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
- 4.11 Information on how IIBIT addresses these requirements can be found at:
Website: www.iibit.edu.au
Email: info@iibit.edu.au
- 4.12 Further ESOS information
Website: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
Contact Details: <https://internationaleducation.gov.au/About-AEI/Contact-Us/Pages/ContactUs.aspx>
- 4.13 Late arrivals are informed that they must visit Student Services as soon as possible upon arrival to receive information given at Orientation.
- 4.14 Orientation information is updated every six months or on a need basis to incorporate any changes that may have taken place in relation to administrative arrangements.

Staff Resources

- 4.15 Students with concerns are advised to contact the Assistant Manager (Student Support Services) as the official point of contact for international students, who has access to up to date details of IIBIT's support services.
- 4.16 Staff recruitment is governed by IIBIT's planning and recruitment process, which addresses human resource requirements in administrative and teaching operations.
- 4.17 The Assistant Manager (Student Support Services) provides training sessions for all IIBIT staff via live sessions annually and all staff are provided with access to and training in the application of National Code, ESOS Act and Associated Legislation. And all Student Support Service are holding ISANA's online National Code certificates.

Critical Incident

- 4.18 IIBIT staff will refer to and enact the International Critical Incident Policy in the event of a critical incident.
- 4.19 The Student Support and Orientation for International Students Guidelines will be implemented throughout IIBIT via:
 - a) inclusion on the IIBIT policy, procedure and Forms website;
 - b) distribution of emails to departments; and

- c) induction, updating and refresher training as needed.

5 Review

- 5.1 A review of this policy and its procedures is undertaken annually by the Senior General Manager (Operations) for the attention of the Director of Operations.

6 Roles and Responsibilities

- 6.1 The IIBIT Senior General Manager (Operations) carry operational responsibility for this policy and its associated procedures, under the general direction of the Director Operations.

7 Definitions

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
DE	Department of Education
DHA	Department of Home Affairs
ESOS ACT 2000	Education Services for Overseas Students Act 2000
IIBIT	International Institute of Business and Information Technology
NATIONAL CODE 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
NVR	National Vocational Education and Training Regulator Act 2011
SRTO	Standards for Registered Training Organisations (RTOs) 2015

8 Associated Information

Related Documents	<ul style="list-style-type: none"> • Critical Incident Procedure • Staffing planning and recruitment docs
Related Legislation	<ul style="list-style-type: none"> • Education Services for Overseas Students Act 2000 (ESOS Act 2000) • National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018) • Standards for Registered Training Organisations (RTOs) 2015 • National Vocational Education and Training Regulator Act 2011 (NVR Act)
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Document Administrator	General Manager (Academic Services and Quality Assurance)
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9 Change History

Version Control	Version 6.1	
Change Summary	V1 30/07/2011	Overall review
	V2 20/08/2012	Overall review
	V3 27/02/2013	Overall review
	V4 25/02/2015	ESOS (student rights and responsibilities) Link to AEI Mapping Vet standards 2015
	V5 01/05/2017	Formatting
	V6 25/06/2019	Updated responsibilities
	V6.09/08/2019	Applied new template, plus minor editorials, GMASQA Approved