

## Student Support

### Procedure

#### Table of Contents

1. Procedure
2. Related Procedure
3. Related Forms
4. Procedure Owner
5. Approval Personnel
6. Approval Date

Issue Date:	Issue History:
August 2014	Procedure approved (V1.0)
September 2016	Reviewed and updated related forms (V1.1)
August 2017	Reviewed and revised (V.2) Director of Quality Assurance removed

<b>Parent Policy Title</b>	<b>Student Support Procedure</b>
----------------------------	----------------------------------

<p><b>Procedure</b></p>	<p>All Student support services are at no additional cost to the students. Cambridge International College (WA) assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:</p> <ul style="list-style-type: none"> <li>☐ Student support services available to students in the transition to life and study in a new environment.</li> <li>☐ Legal services.</li> <li>☐ Emergency and health services.</li> <li>☐ Welfare services</li> <li>☐ Facilities and resources.</li> <li>☐ Complaints and appeals processes.</li> <li>☐ Any student visa condition relating to course progress and/or attendance as appropriate.</li> </ul> <p>CIC provides an opportunity to the students to participate in services and provides services designed to assist students in meeting course requirements. (See Academic Progress Policy and Procedure). CIC provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress and accommodation issues. These services are provided at no additional cost to the student. If CIC refers a student to external support services, CIC will not charge for the referral.</p> <p>CIC has a documented Critical Incident Policy together with procedures that covers 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. (See Critical Incident policy). CIC will designate a member of staff or members of staff to be the official point of contact for students. The Student Administration Department (SAD) will have access to up-to-date details of the support services provided by the Institute.</p> <p>CIC has sufficient staff to meet the needs of the students enrolled in at the College. All students will have unlimited access to our student support services. The Director of Studies shall have access to available student welfare services available locally.</p> <p>Where the nature of the concern is beyond the Director of Studies experience and abilities, the student shall be referred to an appropriate person for professional assistance. The Director of Studies shall respond to all questions pertaining to the student's progress, course requirements, and satisfactory progress and refer the student to other staff members as appropriate. The Welfare Officer shall assist with accommodation or general welfare issues, through providing appropriate advice and direction. The Welfare Officer is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc). The Director of Studies shall detail the student support services provided to each student, and ensure details of services provided are placed on the student's file. The Director of Studies shall ensure that the Student Support Services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate.</p>
	<p><b>Nominated Student Services Representative</b></p> <p>Whilst all staff employed by Cambridge International College (WA) has the responsibility to provide support to all students, the College nominated the Director of Studies and Welfare Officer to be available to all students, on an appointment basis, through the standard College hours of business. Students can access the Director of Studies and Welfare officer directly or via student administrations at reception and an appointment will be organised as soon as practical.</p> <p><b>Student Orientation Program</b></p> <p>An orientation program is conducted before the classes begin and is compulsory for all newly arriving students. The program includes an introduction to the Institute, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of the Institute that are necessary for successful study.</p> <p>A complete orientation will ensure the student is introduced to key personnel, familiarised with the facilities and procedures of the Institute and adequately</p>

prepared for study at CIC and commencing to adapt to Australia.

The orientation program delivered at the commencement of study must be viewed in the context of a developmental process which includes:

- ❖ The student's pre-enrolment contact with CIC,
- ❖ Entry to the course of study,
- ❖ Progress throughout the course, and
- ❖ Exit from the CIC.

The needs of a wide range of participants should be considered. This includes students entering courses as traditional first year Domestic students; International students; re-enrolling students.

Apart from the Student Orientation Program the Director of Studies can on request organise social events that allow all students enrolled at CIC to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. Any suggestions can be forwarded to the Director of Studies.

**The broad goals of orientation programs are:**

✓ **Student Development:**

Assisting new students to participate comprehensively in the College life. This will include appropriate intellectual, emotional, social, ethical, physical and spiritual development during the course of the student's enrolment.

✓ **Academic Achievement:**

Equipping students to achieve competent results in their VET studies

✓ **Student Retention and Persistence:**

Encouraging students to remain enrolled and persist through the remainder of their studies with CIC (WA).

**The shorter term attributes of orientation are these:**

✓ **Valuing the new student:**

Demonstrating to new students that they are welcomed and valued by the Institute in general and highlighting their enrolling course area in particular as well as introducing them to their fellow students

✓ **Delivering a Meaningful Experience:**

Relevance to the subsequent student experience and the student's future goals

✓ **Effective Delivery of Information:**

Sufficient and timely information for the student to begin study in their course, and timely delivery of other information during their first period of study

✓ **Making Connections:**

Assisting all new students to become part of the CIC community. The program should link new students with peers and staff. In particular, new students should be made aware of whom to approach for assistance and be orientated to the web-site where they will find the policies and forms they may require.

**Student orientation Procedures**

☐☐All students must attend the orientation program.

☐☐Any students who do not attend will be contacted directly and through their agent.

☐☐Students who have not been able to attend the orientation will be given an opportunity for orientation at the earliest possible time.

☐☐The VET team will show the students around the campus.

☐☐Student safety information would be provided to the students (a power point will be shown to the students and a brochure on safety will be handed out to the students)

**Students are provided with**

	<ul style="list-style-type: none"> <li>❖ A student handbook (refer to CIC website)</li> <li>❖ Be introduced to the CIC website where they can view the CIC's student services, facilities and the relevant policies and procedures for future reference</li> <li>❖ Moodle login</li> <li>❖ Receive their student ID</li> <li>❖ Receive student safety information</li> <li>❖ Have their original documents verified (Offshore students only)</li> </ul>																																								
<b>Related Procedure:</b>	Critical Incident Policy Student Support Procedure Student Engagement Before Enrolment Policy Complaints and Appeals Policy Special Need Policy Academic Course Progress Policy																																								
<b>Related Forms:</b>	Complaints form Appeals form Application for special consideration Critical incident report form  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4" style="text-align: center;"><i>Forms/Record Keeping</i></th> </tr> <tr> <th style="text-align: center;">Title</th> <th style="text-align: center;">Location</th> <th style="text-align: center;">Responsible Officer</th> <th style="text-align: center;">Minimum Retention Period</th> </tr> </thead> <tbody> <tr> <td>Agent Form</td> <td>TEAMS</td> <td>VP Global Sales &amp; Marketing/Marketing Manager</td> <td></td> </tr> <tr> <td>Agent reference check form</td> <td>TEAMS</td> <td>VP Global Sales &amp; Marketing/Marketing Manager</td> <td></td> </tr> <tr> <td>Agent Agreement</td> <td>TEAMS</td> <td>VP Global Sales &amp; Marketing/PEO</td> <td>7 years after contract has expired</td> </tr> <tr> <td>Agency Certificate</td> <td>TEAMS</td> <td>Marketing Manager</td> <td></td> </tr> <tr> <td>Agent Student Appraisals form</td> <td>TEAMS</td> <td>Marketing Manager</td> <td></td> </tr> <tr> <td>Annual Agents Performance Appraisals form</td> <td>TEAMS</td> <td>VP Global Sales &amp; Marketing/Marketing Manager</td> <td></td> </tr> <tr> <td>Agent warning letter</td> <td>TEAMS</td> <td>VP Global Sales &amp; Marketing/PEO</td> <td></td> </tr> <tr> <td>Agent termination letter</td> <td>TEAMS</td> <td>VP Global Sales &amp; Marketing/PEO</td> <td></td> </tr> </tbody> </table>	<i>Forms/Record Keeping</i>				Title	Location	Responsible Officer	Minimum Retention Period	Agent Form	TEAMS	VP Global Sales & Marketing/Marketing Manager		Agent reference check form	TEAMS	VP Global Sales & Marketing/Marketing Manager		Agent Agreement	TEAMS	VP Global Sales & Marketing/PEO	7 years after contract has expired	Agency Certificate	TEAMS	Marketing Manager		Agent Student Appraisals form	TEAMS	Marketing Manager		Annual Agents Performance Appraisals form	TEAMS	VP Global Sales & Marketing/Marketing Manager		Agent warning letter	TEAMS	VP Global Sales & Marketing/PEO		Agent termination letter	TEAMS	VP Global Sales & Marketing/PEO	
<i>Forms/Record Keeping</i>																																									
Title	Location	Responsible Officer	Minimum Retention Period																																						
Agent Form	TEAMS	VP Global Sales & Marketing/Marketing Manager																																							
Agent reference check form	TEAMS	VP Global Sales & Marketing/Marketing Manager																																							
Agent Agreement	TEAMS	VP Global Sales & Marketing/PEO	7 years after contract has expired																																						
Agency Certificate	TEAMS	Marketing Manager																																							
Agent Student Appraisals form	TEAMS	Marketing Manager																																							
Annual Agents Performance Appraisals form	TEAMS	VP Global Sales & Marketing/Marketing Manager																																							
Agent warning letter	TEAMS	VP Global Sales & Marketing/PEO																																							
Agent termination letter	TEAMS	VP Global Sales & Marketing/PEO																																							
<b>Procedure Owner:</b>	Director of Studies (Melbourne/Perth) Director of VET Education																																								
<b>Approved by:</b>	CEO																																								
<b>Approved Date:</b>	August 2014																																								