

	<b>QIBA Student Welfare and Support Services Policy</b>			
	<b>Policy Scope:</b>	This Policy applies to all staff and contractors engaged by QIBA.		
	<b>Accountability:</b>	Compliance and Risk Manager		
	<b>Last Date of Review:</b>	26.10.2021	<b>Reviewed:</b>	Annually
	<b>QIBA Pty Ltd</b> ABN: 35 071 667 108   RTO: 5304   CRICOS Provider No: 01515J			

## 1. Purpose

QIBA is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with QIBA. Services provided by QIBA are at no additional cost to the students. Where external support services may be required, QIBA will not charge the students for the referral.

This policy ensures that students are supported to adjust to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of their chosen course. It outlines the support services available to students and also outlines how students are provided with information on these services, as well as how to access them.

## 2. Policy

### Orientation Program

- 2.1** QIBA is committed to ensuring that all students receive support to adjust to life and study. An orientation program will be compulsory for all students prior to starting their course.
- 2.2** Orientation programs will be conducted at the beginning of each course intake. Where a student is admitted to a course late, the Student Support Services Officer will go through the orientation on an individual basis.
- 2.3** The orientation program will include information provided through a power point presentation on:
  - a. support services available to assist overseas students and to help them adjust to study and life in Australia
  - b. English language and study assistance programs
  - c. any relevant legal services
  - d. emergency and health services
  - e. QIBA's facilities and resources
  - f. complaints and appeals processes
  - g. requirements for course attendance and progress

- h. support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
  - i. services students can access for information on their employment rights and conditions and how to resolve workplace issues
  - j. information on personal security, safety and awareness relevant to life in Australia.
- 2.4** QIBA will ensure that the orientation program is culturally sensitive so as not to offend any student or their families or education agents.
- 2.5** The orientation program will be reviewed annually to ensure that the information provided is correct and that it meets student needs.

## Learning Support

- 2.6** Students are provided with a range of learning support options and resources to help them meet course requirements and maintain attendance such as:
- a. Mentoring from appropriately qualified trainers including their phone and email contact details.
  - b. Tutorial support assistance.
  - c. Computer and technology support.
  - d. Referral to external support services
  - e. Literacy and Numeracy Support
  - f. English language support
- 2.7** Where a student is identified as not meeting course requirements, the procedures for dealing with students at risk are identified in the QIBA Course Progress Policy.

## Additional Support Services

- 2.8** QIBA recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing: issues such as disability and access or any other issue that may affect their ability to achieve their training goals.
- 2.9** Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.
- 2.10** Where there is perceived difficulty in achieving learning goals, the trainer/teacher will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

## Welfare Services

- 2.11** Welfare services address the mental, physical, social and spiritual well-being of students. This involves referral to appropriate support persons who can help with information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, health, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.
- 2.12** Services will be provided without cost to the student.
- 2.13** QIBA recognises that students may require access to welfare services to assist with issues that may arise through their studies, including course progress and attendance requirements and accommodation issues.
- 2.14** Information about welfare services available are provided in the Student Handbook and displayed on noticeboards. Students are also informed about these services at course orientation.

## Accessing Services

- 2.15** Students wishing to access any support services should discuss this with their trainer/assessor or ELICOS teacher, or contact the Student Services Hub. Contact details for relevant staff are included in the Student Handbook.

If support services are identified, the following is a guide to support that can and should be provided:

Individual need	Support Service
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided.	Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.
Minor LLN need that would inhibit the participation	Scheduled training during a weekday only. Allocate an additional trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. This support must be coordinated through the VET Academic Manager to ensure suitable allocation of trainers is available.
Significant LLN need that would prevent participation and completion of the course	Refer to complete a Course in Language, Literacy and Numeracy.
Recognised difficulties in studying	Where appropriate to the program students identified with

Individual need	Support Service
and learning	<p>recognised difficulties in studying and learning are to be scheduled with additional one-on-one support sessions on a Wednesday. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct students back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p><b>Effective Study skills</b> A useful quick overview of study skills <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><b>How to Study</b> A large directory to study skills websites, including how to study in specific subject areas. <a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p><b>Study Guides and Strategies</b> A wide ranging overview of the skills needed at all stages of student life. <a href="http://www.studygs.net">www.studygs.net</a></p>
Student suffers from a nervous/ anxiety disorder.	We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.
Student requires counselling support and advice about their personal situation.	<p>Student may be referred to:</p> <ul style="list-style-type: none"> <li>• Lifeline 13 11 14</li> <li>• Beyond Blue 1300 22 4636</li> <li>• Salvation Army Family Welfare Centres</li> <li>• Catholic Care, Family Support Service</li> </ul>
Students with a disability or medical condition.	All possible allowances may be provided to persons with disabilities.

Individual need	Support Service
	Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.
Students with visual impairment.	Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.  Students can also be supplied with audio recordings of learning sessions where appropriate.
International students with issues settling into Australia.	Students can be referred to their Overseas Student Health Cover 24 Hour Student Advice line.  Advice can be obtained on: <ul style="list-style-type: none"> <li>– Medical and accident assistance</li> <li>– Home and property assistance</li> <li>– General tax and legal inquiries</li> <li>– Personal safety, drug or alcohol issues</li> <li>– Trauma Counselling</li> </ul>
Employment rights, conditions and resolving workplace issues	Fair Work Ombudsman <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>  <b>Visa holders</b> click <a href="#">here</a>

Other individual needs can be considered on a case-by-case basis in consultation with the Principal and/or Chief Executive Officer.

#### Version Control and Change History

Version Control	Date Effective	Approved By	Amendments Made
1.0			First issue
2.6	09/02/2021	Compliance & Risk Manager	Formatting and removal of old contact details
2.7	26/10/2021	Compliance & Risk Manager	Corrected links

