

# STUDENT SUPPORT SERVICES

**Policy number: 14.12**

**Authorised by: Director, Trison Business College**

**Introduction date: 1/7/98**

**Last revision date: 15/3/10**

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## Policy Statement

This policy ensures that all students are given support whilst studying at Trison Business College in accordance with the requirements of the National Code 2007 Standard 6. This support includes both personal support and learning support.

## Policy Guidelines

### 1. Personal support

- 1.1. Arrangement of airport pick-up/ accommodation.
- 1.2. Information guide: upon arrival to Australia a student is to be provided with information on how to access information and counselling services and is to be issued with SD017 *Information Guide for International Students*.
- 1.3. Orientation: the orientation process includes a tour of the local area, assistance with establishing a bank account, phone cards, shopping, and attending to any other requirements that the student has before commencing their course.
- 1.4. Student Visa: advice on students' visa extension and working visa application.
- 1.5. Medical issues: Staff will provide assistance to locate medical professionals within easy access from the College or student's home. Trison Business College can also assist students in obtaining health cover.
- 1.6. Legal services: Where the staff feel it appropriate for students to gain professional legal advice they will refer the students to an appropriate legal professional such as The Central Community Legal Service, which is a community organisation set up to provide free legal information, advice, representation, referral and assistance.

Central Community Legal Service  
Unit 2 / 59 Main North Road,  
Medindie Gardens S.A. 5081

Phone: 08 8342 1800 or 1300 886 220

Fax: 08 8342 0899

E-mail: [ccls@ucwesleyadelaide.org.au](mailto:ccls@ucwesleyadelaide.org.au)

Free legal advice and referral services also can be obtained from a range of national and state organisations. Further details can be found at <http://www.research-one.com.au>.

- 1.7. Complaints and appeals: Initial concerns should be directed to the Training Officer who will discuss the situation with the student and attempt to provide a mutually agreeable solution. If this initial procedure does not resolve the grievance, the student should submit a written complaint to the Director. The Director will take steps to rectify the problem. Refer Policy 14.23 *Complaints or Grievances* and Policy 14.24 *Appeals Process*.

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Learning support recognises that different people have different learning needs, therefore, the learning needs of each individual student is taken into account as a part of our core business. If a student needs external support services, Trison Business College will not charge for the referral.

- 1.8. Each Training Officer is responsible for the initial and ongoing assessment of each student's learning needs.
- 1.9. The initial assessment of the above will be carried out as part of the College's enrolment process unless the Training Officer has reason to believe that the student may require specialised assistance. In this case, the Training Officer can carry out an assessment of learning needs, including the student's capacity to learn, prior to enrolment.
- 1.10. As the learning needs of students will vary so too will the methods of assessing student learning needs. The Training Officer will determine the appropriate methods of training and assessment for each individual student. The additional learning support can include:
  - a Training Officer is available at all times to provide one-on-one assistance
  - referral to an external agency such as English language school
  - additional time to complete assignment and tasks
  - provision of additional learning resources
  - flexible delivery methods and learning pathways
  - workshops
- 1.11. Regular monitoring of student progress is the responsibility of every Training Officer.
- 1.12. Where there is difficulty in satisfying student needs or developing appropriate strategies for the student then the Training Officer is to notify the Director. The Director will, in consultation with the Training Officer, look at other possible solutions. This may include the contracting of a psychologist, language, literacy and numeracy expert, other specialist staff, or changing the delivery methods or recommending that the student undertake further foundation studies before commencing or continuing with the course.
2. Trison Business College will ensure it has sufficient student support personnel to meet the needs of the students.
3. The Director will ensure that staff members who interact directly with students have access to up-to-date details of this policy and are aware of the Trison Business College's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.