

## Student Support Services Policy/Procedure

During the enrolment process Weston Institute personnel and representatives will engage with a prospective student in a number of ways to understand their individual needs and how we can best provide services to each student in order to maximise their chances of successfully completing the selected training program. We engage with students in the following ways:

- **First Point of Contact.** During the first point of contact, the student will be engaged either over the phone or in person to determine their training requirements and their vocational goal. This information will be used to align the student with a program that we offer or to refer the student to a different training organisation. Following the first point of contact, the student is sent an enrolment package, which includes the enrolment form to gather personal information about the student.

- **Enrolment form.** The enrolment form includes specific questions for the student regarding their cultural and educational background. The enrolment form also includes questions relating to their spoken English ability and their skill in literacy and numeracy. There is also a specific question which asks the student if they have any individual needs that may prevent their full participation in the training program. This information is gathered and taken into account during the enrolment interview.

- **Enrolment interview.** Once the enrolment form is received, Weston Institute personnel will review the information and arrange to engage with the student to undertake the enrolment interview. For overseas students, this enrolment interview will be conducted over the phone. For domestic students the enrolment interview may be undertaken over the phone or face to face and is supported by an enrolment interview form which provides specific points for discussion during the interview relating to individual needs, LLN, rights and obligations, recognition opportunity, pre-requisite requirements, et cetera.

This multipoint approach ensures that students entering a training program with Weston Institute will have their individual needs identified which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an external provider.

Weston Institute must ensure that it has a designated staff to be the official point of contact for overseas students. The student contact officer must have access to up-to-date details of the registered provider's support services. Weston Institute must also ensure that all staff members who interact directly with overseas students are aware of the obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations, particularly as they relate to student visa conditions.

If support services are identified, a guide to support is available that can and should be provided at no additional cost to the student:

| Individual need                                                                                                            | Support Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| For overseas students everyday living support services                                                                     | <p>Close student liaison is to be maintained by the CEO/R TO Manager who will act as a central point of contact. The Admin/Student Support will also provide advice and assist students with:</p> <ul style="list-style-type: none"> <li>• Transition to life in Australia support;</li> <li>• English language and study assistance support</li> <li>• Legal Support Services</li> <li>• Housing / Accommodation Services</li> <li>• Power Services</li> <li>• Telephone Services</li> <li>• Emergency and Health Services</li> <li>• General Practitioner Health Services</li> <li>• Weston Institute facilities and resources</li> <li>• Employment Services Referral</li> <li>• Any student visa condition relating to course progress and/or attendance as appropriate.</li> </ul> <p>Please note that the designated point of contact for overseas student support requirements is: Nikhil Khurana is the Student Contact Person.</p> |
| Have a complaint or seek to appeal a decision                                                                              | <p>Students should be referred to the Complaints and Appeals Handling policy and the student handbook which are available from the Weston Institute website. The student is to be guided to these resources and shown where to access a complaint or appeal form.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Requires assistance to their employment rights and conditions, and how to resolve workplace issues                         | <p>The student should be guided to the websites of the:</p> <ul style="list-style-type: none"> <li>• Fair Work Commission <a href="https://www.fwc.gov.au/">https://www.fwc.gov.au/</a></li> <li>• Fair Work Ombudsman <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a></li> </ul> <p>The student should be supported in finding the information from these agencies relevant to the employment issue.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided | <p>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, the applicable course brochure and the schedule of fees and charges.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Individual need                                                                   | Support Service                                                                                                                    |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                   | It is preferable if these sessions are conducted face-to-face.                                                                     |
| Identified LLN need that would prevent participation and completion of the course | Refer the student to TAFE to complete Course in Foundation Skills and/or English Language Intensive Courses for Overseas Students. |

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