



STUDENT SUPPORT SERVICES
POLICY AND PROCEDURE

Document ID	Student Support Services Policy and Procedures
Related Documents	<ul style="list-style-type: none"> - Student Code of Conduct; - Language, Literacy and Numeracy (LLN) Policy and Procedure; - Student Induction and Orientation Policy and Procedures; - Critical Incidents Policy and Procedures; - Student Complaints and Appeals Policy and Procedures; - Privacy and Data Protection Policy and Procedures; - Access and Equity Policy and Procedures; - Disability and Special Needs Policy and Procedures.
Date	April 2022
Approved / Authorised by	Principal
Version	1.0
References and Legislation	<ul style="list-style-type: none"> - Education Services for Overseas Students Act 2000 (Cth); - Education Services for Overseas Students Regulations 2001; - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. - Standards for Registered Training Organisations (RTOs) 2015. - The Migration Act 1958 - The Migration Regulations 1994

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Student Support Services Policy and Procedure | v1.0 April 2022

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I Purpose

- 1.1** Hallmark Institute ('the Institute') is committed to supporting its international students to adjust to study in Australia and to help them achieve their learning goals and meet the learning outcomes of their course.
- 1.2** The purpose of this policy is to provide a framework for the Student Support Manager and student support officers at the Institute in the provision of Student Services.
- 1.3** The policy and procedures ensure compliance with:
 - a) The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
 - b) The relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

This policy and its related procedures apply to:

- 2.1** All enrolled students of the Institute;
- 2.2** All Student Support Services Department staff members;
- 2.3** It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law;
- 2.4** This document should be read in conjunction with other related policies.

3 Policy Statement

- 3.1** The Institute supports each student in achieving their personal and academic potential, especially through early intervention in personal and academic issues which may have the potential to negatively affect their educational achievements. The Institute assists new students into its courses by providing:
 - a) Information regarding the requirements of studying in Australia and in particular at the Institute;
 - b) Induction and Orientation sessions.
- 3.2** The Institute supports continuing students by providing:
 - a) Academic and non - academic support services;
 - b) Access to external health and welfare services, where these are not provided by the Institute.
- 3.3** Student support services are promoted and made available to both students and staff on the Institute website at:
URL -TBS

4 General Principles of Student Support Services

- 4.1** The Institute is committed to supporting students adjust to study in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course.
- 4.2** The Institute assists students to adjust to study in Australia, including through the provision of a culturally appropriate orientation programme that includes information about:

- a) student services available to students in the transition to life and study in a new environment
 - b) legal services
 - c) emergency and health services
 - d) facilities and resources
 - e) complaints and appeals processes
- 4.3** The Institute has an extensive orientation program devoted to providing comprehensive information about available student services and support staff to meet the needs of all students enrolled at the Institute without any additional cost to the student.
- 4.4** The Institute provides the opportunity for students to participate in services and provides access to services designed to assist students in meeting course requirements and maintaining their attendance.
- 4.5** The Institute provides the opportunity for students to access welfare-related services to assist with issues that may arise during their study, including course progress and attendance requirements and other issues. These services are provided at no additional cost to the students.
- 4.6** The Institute has a documented Critical Incident Management Policy and Procedures which 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. This critical incident policy ensures the interests of the student, and their families are managed appropriately and shows that the Institute is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.
- 4.7** The Institute designates a member of staff to be the official point of contact for students. The student contact officer will have access to up-to-date information of the Institute's support services.
- 4.8** The Institute provides sufficient student support personnel to meet the needs of the students enrolled at the Institute.
- 4.9** All Institute staff members who directly interact with students on academic matters will hold Certificate IV in training and Assessment.
- 4.10** The Institute:
- a) provides appropriate and well-informed support services including study, academic language and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues;
 - b) maintains and delivers up-to-date and correct information for students relating to support services, study issues, emergency, legal and health services, and facilities and resources;
 - c) makes information accessible to students on the Institute's Student Complaints and Appeals Policy Procedures;
 - d) regularly reviews and delivers a comprehensive orientation program that includes all of the above as well as information on course progress and attendance requirements;
 - e) provides welfare-related support services at no additional cost to the students including referrals to any additional services as appropriate.

5 Support Provided

5.1 Induction and Orientation -

- a) The Institute aims to conduct the student induction and orientation process the week prior to course commencement.
- b) Details of the orientation program including an agenda and what students should bring to the induction and orientation session/s are provided to students following acceptance of the Offer of Enrolment.
- c) The student induction and orientation program will include the following activities:

- I. Support services available to assist with the transition into life and study in Australia.
 - II. Emergency and health services.
 - III. Identifying relevant staff and locations.
 - IV. Introduction to the course (content, qualification gained, pathways).
 - V. Completing and signing Enrolment Forms.
 - VI. Completing and signing Behavioural Standards Agreement.
 - VII. Completing and signing Excursion Form (if applicable).
 - VIII. Distributing Training Program and Term Dates.
 - IX. International Student Handbook is issued and explained.
 - X. Advising on RPL and Credit Transfer.
 - XI. Policies and procedures will also be explained relating to:
 - Attendance requirements and process regarding non-attendance.
 - Course progress and intervention policy and procedure.
 - Disability and special needs Policy and procedures.
 - Plagiarism Policy and procedures.
 - Advise on legal services available to students.
 - Complaint and appeal process.
 - Assessment (including variation and re-assessment).
 - Delivery options (if applicable).
 - Disciplinary action.
 - Dress (where applicable).
 - WHS (including evacuation procedures and location).
 - Issuance of qualifications and Statements of Attainment.
 - Fees and refund policy.
 - All legislation that may affect students.
 - XII. Student Visa obligations.
 - XIII. ESOS rights and responsibilities.
 - XIV. Explanation of books and learning material required and associated cost.
 - XV. Student welfare services.
 - XVI. Role of student support team.
 - XVII. How to access staff.
 - XVIII. Campus Tour (explaining facilities and resources available to students).
- d) The student induction and orientation program will include provision for students to complete Language Literacy and Numeracy (LLN) test if they have not already done so.
 - e) Students who have yet to provide their USI to the Institute for verification are able to apply for their USI and have their USI verified during the student induction and orientation process.
 - f) Where students are unable to attend the scheduled induction and orientation session/s and have notified the Institute prior, late induction and orientation session/s and details will be provided to students prior to their course commencement.
 - g) Attendance records will be kept for international students attending the student induction and orientation session/s.
 - h) Late arriving students will be provided with all the above information in structured small group or one on one sessions.

- 5.2** Student Counsellors – All students enrolled at the Institute will have access to private sessions with on-site Student Counsellors, who are trained in therapeutic practice. Personal development is an integral part of the Institute programs, and this aspect can be occasionally unsettling for some students or give rise to a certain degree of emotional upheaval. Students need to see an appropriately trained and qualified practitioner in Counselling. Sessions with appropriate practitioners can be booked through the administration team.
- 5.3** Student Handbook – All students are provided with a copy of the Student Handbook during their induction and orientation at the Institute. The handbook contains information on:
- a) services, facilities, and resources available to students
 - b) contact details for key members of staff at the Hallmark Institute
 - c) all Hallmark Institute policies and procedures applicable to students
 - d) other relevant information in assisting students to and study
- 5.4** Student Support Services – The Institute has a team of Student Support Officers designated to provide assistance to students. Students are introduced to the Student Support Officer during the induction and orientation sessions and given their contact details. Students are free to approach any staff member for help or to make general enquires.
- 5.5** General enquires may include any relocation issues such as:
- a) Directions
 - b) Public Transport queries
 - c) Access to other services
- 5.6** Academic Language and Learning Support – Students are advised to approach their trainers with content specific questions, and Student Support Officers for other support. Academic language and learning support services provided by the Institute include:
- a) Free study skills workshops as required covering:
 - I. Academic integrity;
 - II. Researching skills;
 - III. Critical thinking;
 - IV. Note taking;
 - V. Report writing;
 - VI. Referencing;
 - VII. Study Skills.
 - b) Ad-hoc workshops developed and delivered in response to student need (may be requested by member of Academic Staff, Support Officer, Head of Department, or students).
 - c) One-on-one student academic language support, provided by the Academic Manager upon student request (may also be recommended by Academic Staff or initiated by a Student Support Officer in response to student progress). Students may schedule an appointment slot or take advantage of the opportunity to casually drop-in during available times.
 - d) Timetable and planning support.
 - e) Learning Support Strategies – provided through individual sessions with Academic Staff at student's request.
 - f) Academic Issues.
- 5.7** Student Welfare Services – The Institute offers all students access to sessions with trained Counsellors at a minimal cost, as part of their training course for such services as:

- a) Legal Services – The Institute can refer a student who requires a legal practitioner; the referral is at no cost to the student. Students are responsible for any costs related to the legal advice/services provided.
- b) Facilities and Resources – At induction and orientation students are given a guided tour of the Institute facilities and acquainted with the resources available for their use.
- c) Complaints and appeals processes – The Student Complaints and Appeals Policy and Procedures is available on the website and from administration at any time. The policy is specifically explained during induction and orientation and outlined in the Student Handbook.
- d) Students can book private counselling sessions with student counsellors on campus. The counselling fee is a nominal amount payable by the student to the counsellor.

5.8 Critical Incidents Policy – The Institute has a documented critical incidents policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken. Critical incidents are not limited to, but could include:

- a) missing students;
- b) severe verbal or psychological aggression;
- c) death, serious injury or any threat of these;
- d) natural disaster; and
- e) issues such as domestic violence, sexual assault, drug or alcohol abuse.

For further information see Critical Incidents Management Policy and Procedure.

5.9 The Institute Facilities – All students enrolled at the Institute have access to a range of on-campus facilities, which include, but are not limited to:

- a) Communal Kitchen Facility – The Institute supplies tea, coffee, milk, and biscuits as a courtesy to students. A fridge and microwaves are available for use. Please note that everyone is expected to tidy up after themselves and maintain these facilities in a clean manner.
- b) Break-out / Simulated work environment rooms may be booked by students for group work, or private study groups. speak to the administration team to book a space.
- c) Computer access – Students have access to public computers the computer laboratory.
- d) Wi-Fi access – All Institute facilities have full student Wi-Fi access. Login details are available during induction and orientation sessions, or upon request from administration.
- e) Library – All students have access to a library of resources. Resources may be borrowed via the administration team.

6 Procedure

- 6.1** The Student Support Manager will ensure an Induction and Orientation Program is conducted for every new student as soon as practicable.
- 6.2** All student welfare/support issues are to be reported immediately to the Student Support Manager. The Student Support Manager will refer the student to the most appropriate area for help.
- 6.3** All students have access to the Institute student support services through their Student Support Officer who will assess the students' needs and provide assistance as appropriate. Where internal support services are unable to meet the specific student's needs, Student Support Officers have access to information regarding additional external student welfare services available locally.
- 6.4** Where the nature of the concern is beyond the Student Support Officer's experience and abilities, the student will be referred to an appropriate person/organisation for professional assistance.

- 6.5** The Student Support Officer responds to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refers the student to other staff members as appropriate.
- 6.6** The Student Support Officer assists with general welfare issues, through providing appropriate advice and direction. The Student Support Officer is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.
- 6.7** The Student Support Officer records student services provided to each student within the student's electronic file.
- 6.8** Trainers who notice any concerning changes in a student's behaviour, attitude, health or general demeanour are to report their concerns to the Student Support Manager for immediate follow up.
- 6.9** The Student Support Officer provides support for students who require additional counselling services and encourages students to utilise these services as appropriate.

7 Roles and Responsibilities

- 7.1** The Institute Principal will oversee the recruitment and training of Student Support Manager as required to service the Institute's student cohort.
- 7.2** Student Support Manager will be the Institute's designated first point of contact for students who encounter any difficulties in adjusting to study.

8 Confidentiality

- 8.1** All information relating to Student Support Services will be treated as confidential and in accordance with the Institute's Privacy and Data Protection Policy and Procedures.
- 8.2** The Institute will maintain confidentiality to ensure that:
 - a) No information will be released without the agreement of the individual or group involved.

9 Appeals

- 9.1** If the student is not satisfied with any decision relating to Student Support Services, the student has the right to appeal the decision.
- 9.2** An appeal must be lodged in writing to the Institute Principal within 20 working days from the date of the decision was taken.
- 9.3** The appeal should include the following details:
 - a) the student's full name (family/surname and first name), and contact details,
 - b) the nature of the decision or matter being appealed,
 - c) the basis for the appeal,
 - d) details of the specific outcome sought by the student, and
 - e) copies of all relevant documents.

10 Further Information and Assistance

- 10.1** Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the Institute.
- 10.2** Student assistance is available by contacting Institute Reception or Student Support.

- 10.3** Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
- 10.4** Contact details for the Institute are outlined as follows:

Phone: +61 2 9066 6903

Address: Suite 603, Level 6
2 Meredith Street,
BANKSTOWN NSW 2200

Email: admin@hallmarkinstitute.edu.au