

ESOS.9.6.01 Student Support Services

Operating Policy and Procedures

1. Policy

In accordance with requirements of the Education for Overseas Students Act 2000 (**ESOS Act**) and requirements for The Commonwealth Register of Institutions and Courses for Overseas Students (**CRICOS**) the Navitas College of Public Safety (NCPS) provides extensive support services in acknowledgement of the challenges faced by international students studying in Australia.

2. Purpose

The purpose of this policy is to ensure the Navitas College of Public Safety's compliance with the *ESOS Act* and National Code of Practice to provide appropriate student welfare and support services to assist international students with their adjustment and integration to life and study in Australia.

3. Responsibility

The College Director responsible for compliance with this policy.

4. Guidelines

- National Code Standard 6; and AQTF 2.4
- NCPS has staff to support overseas students, including a Student Support Officer at each campus.
- International students must be informed of student support services available to them to assist with their adjustment to study and life in Australia through an appropriate orientation program.
- Students are able to access information regarding support services available to them from our website <http://www.ncps.edu.au> together with the *International Student Information Guide* they receive on confirmation of enrolment.
- Student support services are to include independent dispute resolution procedures for international students to ensure prompt resolution of any grievance/dispute.
- Staff with direct responsibilities for overseas students are made aware of their responsibilities and NCPS' obligations under the ESOS Act through their position description, the staff induction program, regular staff meetings, and the set of policies and procedures for overseas students and NCPS' Overall Policies and Procedures. When professional development opportunities arise in relation to overseas students and the National Code, NCPS takes every opportunity to engage relevant staff in these programs.

5. Procedures

Orientation Program

The Student Support Unit is actively involved throughout the student Orientation and Skills Foundation Week in February, May and September of each academic year. The orientation program is attached (IO.520).

Academic and other Support Services

- On a monthly basis the Student Support Officer must ensure the College's website contains relevant information to support our international students. This information must also be contained in the International Student Information Guide;
- Academic support services are provided to give students the best possible outcomes in terms of intellectual development and career outcomes. Student support in consultation with NCPS teaching staff will identify Academic student needs and recommend the student for support.
- Academic writing services are provided on the requirements and conventions for different formats (such as essays or reports). It will assist student to interpret assessment questions and guidelines, work out the tasks involved, help develop ideas for writing, advise on structure

in order to develop and adequate answer and talk about what it means to think and write critically in the context of a particular coursework.

- Researching and Notetaking services are provided in conjunction with the librarians and the resources available to the student in the library and on the internet. Students are assisted to evaluate resources, discuss the approach to reading – when, where, what and why – explore alternative approaches, advise on reading and note-taking strategies e.g. skimming, scanning, mind-maps and talk about what it means to read critically and actively.
- Time Management services are provided to advise the student on what is expected at a tertiary level. Students are taught strategies on how to maintain commitment to studies, offer tips and tools for managing time effectively, plan the academic workload, identify deadlines across the entire curriculum, set realistic schedules/ task lists to complete assessments on time and advise on what to do if things go wrong (if a student was to miss a deadline for an assessment task, for example).
- Group Work and Presentation services are provided to offer student with tips and tools for working with other students to start, develop and complete a project, act as facilitators for groups to brainstorm, problem-solve and plan activities, listen to (individual or group) presentation and offer an ‘audience perspective’, advise on presentational skills, help to anticipate problems and questions the student might be asked and advise on effective use of Powerpoint presentational software.
- Exams and Revision services are provided to offer tips and tools for planning the student revision timetable. Students are assisted to develop revision strategies suited to the format of the exam, discuss and advise on exam strategies tailored to the format of the exam and read the practice exam answers and comment on argument, structure and style.
- Where there is a specific need or area for Academic support, the student will be referred to an external service provider for ongoing support. The Student Support Officer must ensure the following services are communicated to all enrolled students:

- **Counselling** – includes the provision of confidential advice to International students from diverse cultural backgrounds. The student support officer can provide individual support; act as a mediator where appropriate and assist in the event of a personal crisis or emergency. These issues can include the student’s social environment, personal relationships, academic studies including their rights and obligations, time management, employment, or finance. This service is provided either by appointment or by “dropping” into the student support office.

(Where a student requires more specialised formal counselling, referral by the Student Support Officer to The University of Melbourne Counselling Service can be initiated pursuant to policy *AESOS9.6.02 Melbourne University Counselling Referral*.)

- **Career Development** - provide assistance with decision-making for courses and future careers. Other services include career workshops, career library, casual and part time work, seminars relating to preparing employment applications, interview techniques, resume’ writing and addressing key selection criteria.
- **Academic Study Support** – assist with extra study support and resources in areas such as time management, academic writing, public speaking, exam preparation and handling exam anxiety is provided by NCPS teaching staff.
- **Accommodation** –assist with accommodation options prior to coming to Australia or after arrival if necessary and/or preferred. This area will provide students with information relating to temporary or permanent accommodation. The College recommends Homestay options and can assist with the application process.
- **Complaints and Appeals / Grievance and Dispute Resolution** – Pursuant to the College’s complaints and appeals / grievance policy the Student Support Officer can provide advice to the student and arrange for independent dispute resolution processes if the complaint / grievance is not able to be resolved internally.

Critical Incident procedures

NCPS has a comprehensive critical incident policies and procedures (1.4.29 Critical Incident Management Plan)

6. Authority

Authorised by the General Manager (Public Safety)

7. Approved

Approved by the Higher Education Board on 4 June 2009.

8. Amendments

Date	Modified by	Sections amended/added	Approved by HEB (if required)
3/8/09	Jodie Reeve	Addition of Orientation & Critical Incident Management information	4/8/09
19/10/09	Jodie Reeve	Adjustment to responsibility section	Minor change
27/11/09	Jodie Reeve	Change of logo and name	Minor change