Student Support Services Policy

1. Policy

This policy/procedure supports the ESOS National Code & SRTOs 2025 which requires Registered providers to provide student support services to all students. This policy also ensures that Institute of Management and Trade (IOMT) has sufficient support staff with all adequate facilities and resources.

This policy ensures that all students are given support at Institute of Management and Trade. This support includes both academic support, language support and personal support and the following procedures ensure that students are made aware of the support available.

There is no cost to access student support services provided within Institute of Management and Trade. There are also no costs for a referral to an external support service however accessing services outside Institute of Management and Trade may incur costs and student will be notified of this prior to engaging external support services.

2. Procedure

Institute of Management and Trade is committed to ensure that all students receive support (wherever required) to adjust to life and study in Australia. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through the information provided by the student on the application and/or enrolment forms, through LLN, discussion with the student during their induction/orientation to the course about how to access the support services. All support services information will be regularly reviewed to ensure it is current and accurate. Adequate academic and student support staff to student ratio would be maintained. Institute of Management and Trade would ensure that high quality support and assistance is provided at all times and would maintain the following ratio:

- 1:15 Academic staff to student ratio for academic and language (LLN) support;
- 1:75 Student Support Services staff to student ratio.

In an event of any support sessions having student numbers exceeding the above-mentioned ratio for academic and language support, the support sessions will be divided into groups, with each group being allocated different support sessions, with no group exceeding 1:15 ratio. Additional trainers and assessors or language teachers (ELICOS) will be sourced to ensure high quality support services are being provided to the students. The same strategy is applicable for the student Support Service staff also. If the number exceeds to the above specified ratio, addition support staff will be employed or contracted and have formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about language, academic and future progressive advice and welfare matters.

To achieve this, Institute of Management and Trade would contract VET trainers and assessors for the minimum duration of 40 hours every week (full time trainer/assessor) for delivery and assessing and additional 2 – 8 hours of academic support or pro-rata (whenever and wherever applicable). ELICOS teacher with a qualification having at least Post-Graduation in TESOL or TESOL as a method will also be contracted for a

minimum of 8 hours every week for providing language support. The student support staff will be employed or contracted on a full-time basis.

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs
- Legal, emergency and health services
- Facilities and resources at Institute of Management and Trade
- Students are informed about all relevant policies and procedures including course progress, refund and complaints and appeal (*please refer to the complaints and appeal policy and procedure*).
- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the 'Student Orientation Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.
- The detailed information on how to seek assistance for an report an incident that significantly impact on student's wellbeing, including critical incidents can be obtained from '*critical incident policy and procedure'*

Nominated Student Support Officer

Whilst all staff employed by Institute of Management and Trade has the responsibility to provide support to all students, Institute of Management and Trade nominates a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Officers have access to up-to- date details of the Student Support Services. Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

RTO Manager:

Name: Jesse Sidhu	**Ph**: 0430064302	**Email**:	Manager@iomt.edu.au

Officer Student Support Officer:

NAME	PHONE	EMAIL
Harry	0415325095	studentsupport@iomt.edu.au

Institute of Management and Trade ensures that all Student Support Officers who interact directly with overseas students are aware of obligations under ESOS framework and potential implications for overseas students arising from the exercise of these obligations.

Student Support Services

The following support services are to be available and accessible for all students studying with Institute of Management and Trade. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the Institute at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the Institute.

- ***Study and Life in Australia***

  All students go through an Orientation Program during at Institute of Management and Trade before the commencement of their course. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne and/or Brisbane. Contents of Orientation program include:

  - Orientation to Life in Melbourne and/or Brisbane and Australia and a tour of Institute of Management and Trade campus.
  - Details of the course, timetable, staff members contact details
  - Welfare and Academic issues
  - Information on other support available e.g. Legal, emergency and health services available
  - Visa requirements and their work conditions
  - Overview on ATO requirements and their employment right

- ***English Language and Study Assistance Programs***

  Identifying LLN Support Prior to Enrolment or Commencement:

  LLN Test would be conducted on the orientation day. Test would be administered by qualified LLN Trainer and Assessor. The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. If a gap is identified, learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

  Student Support during training:

  Institute of Management and Trade will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

During training, the Trainer/Assessor may identify the need for additional learner support and discusses options with the Student Support Officer/RTO Manager. The Trainer/Assessor will create a short report in conjunction with the RTO Manager and Student Support Officer.

When support needs arise, the Student Support Officer and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual learner identified. Support needs may include, but are not limited to:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to ELICOS or other language courses.
- Referral to an external agency (e.g. Department of Home Affairs)
- Creation of an Individual Training Plan Responsibilities for initiating the above support services are:

Learner Support	Responsibility	Approval
Modification of Training and Assessment resources	Trainer/Assessors	Compliance Manager
Modification of the classroom configuration to improve mobility	Trainer/Assessors	RTO Manager/Student Support Officer
Referral to ELICOS or other language courses	Trainer/Assessors	Compliance/RTO Manager
Referral to an external agency (e.g. Department of Home Affairs)	Compliance Manager	CEO
Creation of an Individual Training Plan	RTO Manager	Compliance Manager
Monitoring of Individual Training Plans	RTO Manager	Compliance Manager

- ***Facilities and resources***

  At orientation students are given a guided tour of the campus and all Institute of Management and Trade's facilities and during that process they will become aware of all the resources available to them.

- ***Policies and Procedures***

  All students will be given a brief about relevant policies and procedures, not limited to Institute of Management and Trade's course progress policy and procedure, Fee and Refund policy and procedure and Complaints and Appeal policy and procedure. Student will be able to access these policies by requesting student support officer or by contacting RTO Manager.

- ***Work Rights***

  At Orientation, all students will be given an overview on their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.

- ***Academic issues***

  Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

  Students' course progress is monitored; and guidance and support provided where non- satisfactory results are identified. A student is able to access the student support officer to discuss any academic or other related issues to studying at the Institute at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

- ***Personal / Social issues***

  There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal Institute hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

- ***Accommodation***

  While Institute of Management and Trade does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

- ***Medical Issues***

  Student Support Officers will have a list of medical professionals within access from the Institute location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officer. For any critical incident, Institute of Management and Trade have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:

  - Missing students;
  - Severe verbal or psychological aggression;
  - Death, serious injury or any threat of these;
  - Natural disaster; and
  - Issues such as domestic violence, sexual assault, drug or alcohol abuse For more details, please refer to Critical Incident – Policy and Procedure.

- ***Legal Services***

  Institute of Management and Trade is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

- ***Social Programs***

  Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Student Welfare Counsellor

The Student Welfare Counsellor is available for all IOMT students and provides counselling based on appointment. Students can contact the Student Welfare Counsellor on *welfaresupport@iomt.edu.au* for consultation on:

- Stress due to study
- Learning difficulties
- Physical and mental problems that affect their study and life and
- Advice on student workplace issues

Student Support Services Referral List

The Student Support Officer can provide links to external sources of support where staff at Institute of Management and Trade are not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.