	RBIT Policy for **Student Service and Support** POL17_02-15_9.2 / PRO17_02-15_9.4	Policy Endorsed by Ferne Robinson, PAO/PD Policy Approved by Dr. Michelle Lee, CEO Approval Date: 23rd Feb, 2017 Next Review Date: Dec, 2018

Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology, National RTO Provider No: 30807, CRICOS Provider Code: 02370B

Policy Statement:

Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology (hereinafter referred to as RBIT) is a registered CRICOS Provider and will comply with ASQA Standards for Registered Training Organisations 2015 and National Code of Practice 2007 and ESOS Standard 6 in relation to the provision of adequate Student Support Services to RBIT/RBIC students to provide the support services, facilities and equipment's for the quality training needs.

Purpose:

RBIT is committed to meeting all compliance requirements under ESOS and National Code Standard 6 and Standards for Registered Training Organisations (RTO's) 2015. The purpose of this ISSS Policy is to ensure RBIT staff and trainers to make appropriate support services available to international students to ease their transition into life and study in Australia and to assist them as needed.

Execution:

The PAO/PD/OCM, Registrar are delegated RBIT/RBIC Administrative Qualification Compliance Officers must work according to NVR, SRTO, ESOS, CRICO, National Code and regulatory compliance Standards; responsible for ensuring the effective implementation of this policy,

All Staff also responsible to govern RBIT/RBIC daily operations to meet ASQA compliance standards; implement the RBIT/RBIC Policy and Procedures, SOPs and fully comply with all legislation and principals as outlined in this Policy.

Policy Stakeholders

The principal users of this Student Service and Support Policy are RBIT/RBIC students and graduates and the accrediting authorities for each education and training sector of RBIT/RBIC. Employers, industry and professional bodies, and licensing and regulatory bodies may use this policy to assist in their authentication of issued qualifications

Quality Management Focus:

RBIT has developed the Systematic Monitoring Ongoing Compliance (SMOC) Policy to govern the operational quality assurance; and Quality Assurance for Continue Improvement and Correction Action Plan (QACICA) to govern the quality service best practice standards to meet the ASQA compliance enquiries.

The RBIT/RBIC Self-Annual Internal Audit (SAIA) will be conducted self-internal review by PAO/ADO/REG at the end of year, it aims to consult with industrial demand and identify the operational improvement needs; PAO/GM will according to the improvement needs and schedule the Operational Corrective Action Plan (OCAP) and lead the team to execute the corrective action and monitor the OCAP Corrective outcome for best practice. RBIT/RBIC commit the quality training service, our team will continue validate training and assessment also a focus on continuous improvement needs. We value feedback from students, trainer, staff, employers, and relevant stakeholders for incorporation into future programs.

1. Scope and Definitions

Scope of Policy

This SSS Policy applies to all RBIT/RBIC issued documents recording details of students' administrative and academic information and qualification attainments.

The Terminology

when used in this SSQS policy have the meaning set out below:

AAQI: AQF Award Qualification Issuance

AQF: Australian Qualifications Framework.

AQF recognised VET qualification: A vocational education and training qualification located at levels 1, 2, 3, 4, 5 or 8 in the Australian Qualifications Framework.

ASQA: Australian Skills Quality Authority

Australian Graduation Statement: A supplementary statement to the Testamur and Record of Results that provides information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally.

ESOS: Education Services for Overseas Students

ePortfolio – Online system on RBIT website freely accessible to the student where they can build a profile including personal career portfolio, academic achievements educational history, referees, volunteer works, industry/working experience

QACICA: Quality Assurance for Continue Improvement and Correction Action Plan

OCAP: Operational Corrective Action Plan

RBIT/RBIC: Royal Brisbane Institute of Technology and Royal Brisbane International College

RTO: Registered Training Organisations

SMS: Student Management System

Statement of Attainment: A form of academic transcript that identifies one or more units of competency from a VET accredited course or a national training package completed by a student. See also 'Statement of Results'. Statements of Attainment are issued by RBIT/RBIC only to students who have successfully completed a VET course delivered by RBIT/RBIC.

Statement of Results: A record of all studies in which a student has been enrolled that lead to an award qualification issued by RBIT/RBIC. It can be issued at any time during progress towards the qualification and will be issued on graduation. Alternative titles in use include 'academic transcript' or 'academic record'.

SMOC: Systematic Monitoring Ongoing Compliance

Testamur: The official certification document that confirms that a qualification has been awarded to an individual.

USI: Unique Student Identifier

Unit of competency: a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. Also known as a module, subject, or accredited unit.

VET: Vocational Education and Training

2. Policy

1.1   RBIT will support students to adjust to study and life in Australia, and will:

    a)   Provide an age and culturally appropriate and thorough Orientation Program for all new students that includes:

- Support services to assist students to transition to life and study with RBIT
- Legal issues
- Emergency and Health Services
- Facilities and resources
- Complaints and appeals policy and process
- Refund Policy and Procedure
- Transferring, deferring, suspending or cancelling enrolment
- Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- Student rules / Code of Behaviour and expectations
- Academic counselling services, intervention strategies and maintaining attendance
- Privacy policies
- Updating of student contact details

    b)   Provide a copy of the Student Handbook;

    c)   Take the students on a short tour of the College as part of their orientation;

    d)   Organise and issue Student ID card;

    e)   Provide the Student with Study Plans and Timetables;

    f)   Provide the student with College classroom maps and other college support material as required including information and supporting material on Australian Laws.

1.2   Students are also assisted with information and support in the following areas:

    a)   Public transport system

    b)   Health and medical services

    c)   Banking facilities

    d)   Telephone and postal services

    e)   Available counselling services

    f)   Availability of Legal services to students

    g)   RBIT ePortfolio building

1.3   RBIT will review and where identified, improve the orientation process annually.

1.4   The International Student Orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. Other key areas in the International Student Handbook will be reinforced during orientation.

1.5   All RBIT staff who interact with students on international student visas need to be aware and up to date on the following at a minimum:

    a)   The ESOS Framework, National Code of Practice 2007, CRICOS related Policies and Procedures, International Student Handbook and the Study Guide;

b)   Tutorial and workshop times, facilities and resources as relevant to their department;

c)   Student visa conditions as appropriate; and

d)   Student support services that are provided by RBIT and external services available, including but not limited to:

- o   Personal and welfare related support services to transition to life and study including accommodation issues/assistance;

- o   Assistance available to students for problem resolution including legal, emergency and health services;

- o   Academic counselling services, intervention strategies and maintaining attendance;

- o   Student Code of Conduct/Behaviour and expectations.

1.6   All staff that interacts with students must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

1.7   RBIT will provide support or access to support for students to assist in meeting course requirements and maintaining their attendance. *Refer to Monitoring Course Progression and Intervention Policy and Monitoring Attendance Policy.*

1.8   RBIT will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student.

1.9   RBIT has a 'Critical Incident Policy and Procedure' which will be activated immediately in the event of a critical incident.

1.10   RBIT has one student support officer for international students and a minimum of one back up officer available at all times.

1.11   All staff has access to electronic versions of the ESOS legislation and the Staff Handbook, Policies and Procedures Applicable to CRICOS Students on the TMS. RBIT staff members are   inducted in the *Critical Incident Policy and Procedure*.

1.12   RBIT has a commitment to providing equity in training for all identified groups.   *Refer to Access and Equity Policy and Procedure.*

1.13   Students requiring counselling or support should discuss the matter with their trainer and/or International Student Support Officer as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

1.14   Students are reminded at least 6 monthly to update their phone, address and email. This is implemented via a bulk email to students. Evidence is recorded and kept when this takes place.

1.15   Trainers are to provide assistance with vocational advice as well as course information and support, and / or refer the student to the specialist staff member.

1.16   RBIT has a Critical Incident Policy and Procedure which will be activated immediately in the event of a critical incident. Emergency Evacuation Plans must be kept current and legible in every

classroom/administration/student area. Staff members are to report any issues to the PAO, Compliance Manager, A.PAO, or Registrar.

Career e-Portfolio

1.17 All RBIT students have available access to a free service to build an e-portfolio on the RBIT website. Students are able to make an appointment to set up and manage their e-portfolio. The e-portfolio is a tool to assist the student to build their resume', record their academic and personal achievements providing a pathway for further learning or employment.

Academic / Attendance issues

1.18 If Students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the Student Support Officer in the first instance.

1.19 All students' progress and attendance is monitored and guidance and support provided where unsatisfactory results are identified.

Other issues including personal matters

1.20 Students should in the first instance contact the Student Support Officer or their trainer.

School Aged Dependents

1.21 Any school aged dependants accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: Australian Education - Bringing your Children

3. Procedure

1 - Student Orientation:
   a) Each student will receive an Orientation email confirming details of the orientation agenda, date and time.
   b) The Student Support Officer, Registrar, PAO and/or delegate will conduct sections of the Orientation Program with every new student as soon as practicable.
   c) The Student Welfare/Support Officer/Registrar will conduct the student orientation as outlined below:
   - Classroom Orientation session conducted using the Orientation Power Point, Student Handbook and other information or handouts as relevant to the session. Access to a projector and whiteboard is required for the orientation session.
   - The following policies/procedures and requirements will be explained (at the minimum) to students during orientation:
     - Academic and attendance requirements
     - Refunds
     - Complaints and Appeals
     - Emergency Evacuation/Critical incidents
     - Transferring, Deferring, Suspending or Cancelling Enrolment
     - Code of Behaviour / Student Rules
     - Updating of student contact details
     - Privacy policies
     - visa requirements
     - Australian and local laws (where relevant)
   - The students must be shown how to access the relevant Policy and Forms from our Website or who to ask.
   - Students are also assisted with information in the following areas:
     - Public transport system
     - Health and medical services
     - Banking facilities
     - Telephone and postal services
     - Available counselling services
     - Availability of Legal services to students
     - RBIT e-portfolio
   - Students will be taken on a short tour of the Campus/College.
   - Student ID Cards will be organised and issued.
   - Campus/Classroom maps will be provided to students if required.
   - A mock evacuation procedure will be conducted.
   d) The Orientation process includes a checklist for the staff member performing the orientation session to complete. This will ensure all necessary components are discussed. Other key areas in the Student Handbook will be reinforced during the orientation session.
   e) The checklist (dated and signed by the student and staff member) MUST be filed onto the student's file.
   f) The orientation process is to be review annually.

2 – Contact Details for Student Support Officer:
   a) All students and staff are to be kept informed of the current/correct contact details of the Student Support Officer.
   b) Any changes are to be circulated immediately to staff and students.
   c) A copy of the Student Support Officer details in the format below must be placed in the front reception area, student common area and each classroom for international students. Information to be included:
   Name
   Email

Phone/Mobile
Times Available
How to make an appointment?
After hours contact details

d) The Student Support Officer/s must be available to students as per the times and contact details described. If for any reason the Student Support Officer/s cannot be available, alternative arrangements must be made immediately and all students advised of those arrangements.

e) After hours contact is MANDATORY. The Student Support Officer/s or their delegate must have a contactable mobile telephone on their person always.

3– Student support issues:

a) All student welfare and/or support issues are to be reported immediately to the Student Support Officer.

b) Student Support Officer will refer the student to the most appropriate area for help.

c) If a trainer is aware of an issue with a student, they must report it promptly to the Student Support Officer and/or Registrar or PAO Compliance Manager.

d) All student requests for support, including actions taken by staff must be documented and recorded on the student's file.

e) Any complex or serious issues identified must be notified to the Registrar or PAO Compliance Manager/ A.PAO immediately.

4– Critical Incident:

a) All Staff must have access to the Critical Incident Policy and the PAO Compliance Manager/A.PAO will ensure this occurs.

b) Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. RBIT Staff are to immediately report any issues to the PAO/A.PAO/Compliance Manager/ Registrar.

c) In the event of a critical incident, the Critical Incident Policy and the Evacuation Emergency Procedure MUST be followed as relevant. *Refer to the Critical Incident Policy and Evacuation Emergency Procedure for further information.*

d) All appropriate forms are to be completed and a copy placed on the students' file.

5– Up to date student records:

a) Students are reminded at least 6 monthly to update their phone, address and email:
- Email will be sent to the student every 6 months as a reminder to advise RBIT of any change in details;
- Acknowledgement by student will be required by return email or verbal advice;
- Where an email bounces back, the Student Support Officer will contact the student either by telephone or face to face on the first practical day after bounce back of email.

b) All evidence must be recorded on the student's file including any change of details.

c) Relevant staff (including trainers) must be advised of the change of details as soon as practicable.

d) All student management systems (including PRISMS) must be updated with change of details as and when they occur.

4. References-Related Regulations

Related Regulation	Hyperlink Reference	
AQF	www.aqf.edu.au	
NVR – RTO 2015	https://www.legislation.gov.au/Details/F2014L01377	
Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/ Users_Guide_to_the_Standards_for_Registered_Training_Organisation	
ESOS Act 2000 (QLD)	https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-for-usi_2.pdf	
National Code	http://www.teqsa.gov.au/sites/default/files/National_Code_2007_pdf.pdf	
CRICOS	http://cricos.education.gov.au/	
Vocational Education, Training and Employment Act 2000 (QLD)	https://www.legislation.qld.gov.au/LEGISLTN/REPEALED/V/VocEdTrEmA00_140630.pdf	
Copyright Act 1968 (Commonwealth)	https://www.legislation.gov.au/Details/C2014C00291	
Privacy Act 1988	https://www.oaic.gov.au/privacy-law/privacy-act/	
ASQA	https://www.asqa.gov.au/	

5. Supporting Documentation

Related Regulation	Hyperlink Reference	
Student Information on the Unique Student Identifier (USI)	https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-for-usi_2.pdf	
Users' Guide Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/ Users_Guide_to_the_Standards_for_Registered_Training_Organisation	
Staff Hand Book	http://www.rbit.qld.edu.au/compliance/StaffSOP	
Staff Master TGA Guide	http://www.rbit.qld.edu.au/compliance/StaffSOP	
Divisional SOPs	http://www.rbit.qld.edu.au/compliance/StaffSOP	
Staff Induction	http://www.rbit.qld.edu.au/compliance/StaffSOP	
Student Hand Book	http://www.rbit.qld.edu.au/compliance/StudentSOP	
Student Study Guide	http://www.rbit.qld.edu.au/compliance/StudentSOP	
Student Learning Log Harvard Style Referencing Guide	http://www.rbit.qld.edu.au/compliance/StudentSOP	
Student Service	http://www.rbit.qld.edu.au/compliance/StudentSOP	