



STUDENT SUPPORT SERVICES

1. Applicable Standards

National Code of Practice for Providers of Education and Training to Overseas Students 2018; Clause 6.1 – 6.7

2. Overview

This Policy sits within the Support and Progression Phase of the Student Journey.

3. Purpose

The purpose of this policy is to provide guidance to management, staff and students to ensure that all students have access to appropriate academic and welfare support services and information as and when required.

4. Definitions

In this Policy, these terms have the same meaning as defined in the Education Services for Overseas Students Act 2000.

Overseas student means a person (whether within or outside Australia) who holds a student visa, but does not include students of a kind prescribed in the regulations.

Intending overseas student means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student.

In this Policy, these terms have the same meaning as defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) means the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is the register prescribed under section 14A of the Education Services for Overseas Students Act 2000.

Education agent means a person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).

Standards means the information listed in Part B of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.



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Student means an overseas student (or intending overseas student) as the context requires.

5. Policy

5.1 AMA College will support the overseas student in adjusting to study and life in Australia by giving the overseas student information on, or access to, an age and culturally appropriate orientation program that provides information about:

5.1.1 support services available to assist overseas students to help them adjust to study and life in Australia

5.1.2 English language and study assistance programs

5.1.3 any relevant legal services

5.1.4 emergency and health services

5.1.5 the registered provider's facilities and resources

5.1.6 complaints and appeals processes as outlined in Standard 10 of the Standards (Complaints and appeals)

5.1.7 requirements for course attendance and progress, as appropriate

5.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia

5.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

5.2 AMA College will provide relevant information, or provide referrals as appropriate, to overseas students who request assistance in relation to the services and programs set out in Standard 6.1 of the Standards (displayed in this Policy as 5.1) at no additional cost to the overseas student.

5.3 AMA College will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

5.4 AMA College will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student



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cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study, when these are to be delivered.

5.5 AMA College will designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer (or officers) must have access to up-to-date details of the support services provided by AMA College.

5.6 AMA College will have a sufficient number of student support personnel, in order to meet the needs of the overseas students it has enrolled.

5.7 AMA College will ensure that its staff members who interact directly with overseas students are aware of AMA College's obligations under the Education Services for Overseas Students Framework and the potential implications for overseas students arising from the exercise of these obligations.

6. Policy Links

This Policy should be read in conjunction with the following AMA College Policies:

- 3.08 Reporting Unsatisfactory Course Progress or Attendance Policy
- 4.01 Modes of Delivery Policy

7. Policy Documents

- 3.03 Student Support Procedure

8. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this Policy. The General Manager Vocational Education and Training is responsible for the implementation of this Policy, and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed in the section below.

Date of Issue and Revision	Description of Amendment	Reviewed (Quality Manager)	Authorised (General Manager)
July 2018	Initial Registration	Peigi Hinton	Jan Norberger