



Student Support Policy and Procedure

Version 2.0

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1. Definitions

Term	Definitions
College	Refers to Matic International College
Outcome Standards for NVR RTO 2025	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
Compliance Standards for NVR RTO 2025	National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018

2. Purpose

This policy ensures that the college provides reasonable support services to all overseas students, at no additional cost, regardless of their location or mode of study, to promote their overall well-being. The policy also ensures that the college has an informative orientation program for overseas students about various aspects of living and studying in Australia. Additionally, the policy ensures that the college employs sufficient staff, beyond academic personnel, to provide support and advice to overseas students. The policy complies with the requirements of Standard 6 of the National Code 2018 as well as Standards 2.3 to 2.6 under Division 2 in Part 2 - VET student support of the Outcome Standards for NVR RTO 2025.

3. Scope

This policy applies to the Chief Executive Officer (CEO), the external compliance team, student support officer of the college. The roles and responsibilities for the mentioned personnel are detailed in the sections given below in this policy.

4. Policy Statement

The college is committed to providing all reasonable support services to overseas students to create a supportive and inclusive environment for them. The support services aim to facilitate their successful integration into college life in Australia, enhance their learning experience, and promote their overall well-being. The college acknowledges the various needs of overseas students and is dedicated to addressing these needs through a range of support services at no additional cost.

The college will ensure that it has sufficient student support staff to meet the needs of the enrolled overseas students. The college will provide reasonable support to overseas students regardless of

where they are studying or the mode of delivery, to help them successfully meet the expected learning requirements as mentioned in the requirements of the training product(s).

The student support officer will conduct orientation program(s) for overseas students to familiarise and apprise them about the college's facilities, educational and support services, policies and procedures, safety protocols and measures, and social and cultural norms about living in Australia. During the orientation program, the college will inform overseas students about and provide them access to the support services, including but not limited to the following:

- Study assistance in the form of assistance from trainers and assessors regarding training and assessment for all its students.
- All relevant legal services that overseas students might require about living and studying in Australia shall be provided by the student support officer, after consultation with a legal expert, if required.
- The college has learning resources and support services, including but not limited to, course textbooks, handouts of course materials, internet access, equipment, at the campus, and soft copies of textbooks, workbooks, assignments and learner guides online.
- The college arranges LLND (Language, Literacy and Numeracy Proficiency and Digital Literacy) support services for students who require them.
- The student support officer helps the students with any tech-related support related to training and assessment of the students (including Microsoft Office package, internet connectivity resolution, etc).
- The college has disability support services as implemented and monitored by the student support officer.
- The student support officer makes provisions for mental health and counselling support services for overseas students if they so require.
- The student support officer provides students with career services, if they so require, which helps students explore and research their career options and paths after the completion of their training product.
- The college ensures the safety and security of its students by having CCTV cameras at the main point(s) of entry and exit of the college and sufficient security staff that directly report to the CEO.
- The college is 9B certification compliant.
- The college has physical resources, infrastructure and facilities.

5. Procedure

5.1 Sufficient Student Support Staff

- 5.1.1 The college designates the student support officer as the official point of contact for overseas students.
- 5.1.2 The student support officer is available in person to assist the overseas students during the college's office hours. However, the officer may also be contacted by email at any time on any day and will respond to student inquiries within a reasonable timeframe.
- 5.1.3 The student support officer has access to, and up-to-date knowledge of, the support services provided by the college, which includes the support services as mentioned under section 5.2.5 of this policy.
- 5.1.4 The external compliance team and student support officer will review the sufficiency of the student support services annually and take into consideration:
 - i) the number of overseas students enrolled
 - ii) the number and types of training products being delivered at the college
 - iii) the likely needs of the overseas students, viz. studying the training products and living in Australia.
- 5.1.5 The external compliance team will ensure that the student support officers are re-trained and re-informed of their obligations under the Education Services for Overseas Students (ESOS) framework, as well as the potential implications for overseas students resulting from the exercise of these obligations, at least once a year in any format, including but not limited to:
 - i) Provide the student support officer with induction training which will incorporate information regarding their ESOS responsibilities and obligations of the college.
 - ii) Staff meetings with and periodic emails to the student support officer discussing the ESOS framework, delineating different needs and requirements of overseas students.

5.2 Orientation Program

- 5.2.1 The student support officer will conduct orientation program(s), face-to-face at the campus and/or online, for every overseas student, irrespective of their different entry points in the academic year. Additionally, the student support officer will ensure that the information provided during the orientation program is made available in various formats, including text format, video, and printed material, to accommodate the preferences of the overseas students for future reference.
- 5.2.2 The student support officer will ensure that the orientation information is provided in a culturally appropriate and age-appropriate manner. The student support officer may provide cultural adjustment support through intercultural communication workshops and

mentoring programs that promote understanding, respect, and integration within the local community.

- 5.2.3 The student support officer will inform the overseas students about the support services in the college as mentioned under point 5.2.5 of this policy during the orientation program and specify that these support services are at no additional cost to the students.
- 5.2.4 The student support officer will inform the overseas students that they can approach the student support officer any time during office hours for any help regarding adjusting to life and study in Australia, including but not limited to, problems related to adjusting to the language and culture of Australia, visa and immigration issues, accommodation and housing issues, financial management issues, etc.
- 5.2.5 The student support officer will inform the overseas students during orientation about the safety on campus and while living in Australia, which may include but is not limited to: -
- a) Student Identification cards to prevent unauthorised entries in the college,
 - b) Complaints and appeal mechanism¹,
 - c) Local laws,
 - d) First aid facilities,
 - e) Campus safety measures,
 - f) Emergency protocols and procedures, including emergency contact information, 24/7 helpline, etc²,
 - g) Visible and responsive campus security presence,
 - h) CCTV surveillance systems,
 - i) General information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia,
 - j) Transportation safety, including information on public transportation systems, road safety rules,
 - k) Guidance on accessing healthcare services,
 - l) Information on health insurance requirements,
 - m) Promoting mental health awareness,
 - n) Finding safe and suitable accommodation options,
 - o) IT infrastructure and facilities,
 - p) The college's student study areas and breakout area,
 - q) Directing students to the student handbook and discussing key information such as attendance requirements, fees, refunds, complaints, appeals, student records,

¹ Refer to the college's *Complaint and Appeal Policy and Procedure* for more details.

² Refer to the college's *Critical Incident Management Policy and Procedure* for more details.

certification issuance, student feedback, college and student obligations and relevant legislation,

- r) Informing the students about the structure and timing of classroom, workplace and self-directed learning and achieving positive outcomes in assessments,
- s) Providing the students with an introduction process, explaining to them the units of competency, delivery plan, delivery methods, delivery location, practical training, theory-based learning, name of the trainer and assessor, appeal processes and the training and assessment system, and an overview of what to expect,
- t) Informing students about requirements relating to course progress, study periods, reporting, recording results, 20-hour attendance obligations per week, and training and assessment requirements,
- u) Informing the students about academic course progress policy and student's obligations³,
- v) Learning resources and assessment tools such as learner guides, assessment workbooks, handouts, etc.

5.2.6 The student support officer will provide overseas students with information on policies and procedures about requirements for course attendance and course progress during the orientation program. The student support officer shall also inform the overseas students to contact him in case an overseas student faces an issue with the completion of the requirements of course attendance and course progress.

5.2.7 The student support officer will inform the overseas students that, should any personal or general circumstance arise that may negatively impact their education in Australia, the student support officer serves as the primary point of contact for assessing the necessary support services in such scenarios.

5.2.8 The student support officer will provide information to the overseas students about their employment rights and conditions, how to resolve workplace issues, such as through the Fair Work Ombudsman, guidance on work rights and regulations, finding part-time job opportunities, understanding workplace expectations, and managing work-life balance.

³ Refer to the college's *Monitoring Course Progress and Student Attendance Policy and Procedure* for more details

5.3 Reasonable Access to Support Services

- 5.3.1 The student support officer will ensure that every overseas student has access to the learning support services that align with the requirements of their course, mode of study, and individual learning needs.
- 5.3.2 As regards overseas students engaged in online mode (if applicable). The student support officer will:
- i) maintain a record of all overseas students engaged in online learning mode and their needs regarding studying the training package they are enrolled in.
 - ii) Monitor the access to learning resources and educational support services.
 - iii) Respond to any request for learning resources by such students and make it accessible to them within two weeks or less.
 - iv) Obtain feedback from students regarding the effectiveness of the learning resources provided in supporting the completion of the requirements of the training package.
- 5.3.3 The student support officer will provide the information and honour any request for access to any service mentioned in the orientation program.

5.4 Disability Support Services

- 5.4.1 The college acknowledges its responsibilities as an education and training provider according to the Disability Discrimination Act 1992 and the Disability Standards for Education 2005. It recognises the right of students with disability to be a part of equal opportunities for students with disabilities to participate in educational courses and programs.
- 5.4.2 Students who need flexibility or accommodations in teaching or assessment methods due to any disability are encouraged to contact the student support officer. The students will provide the necessary documentation to initiate the assessment of their disability-related requirements.

6. Monitoring and feedback

To ensure that the college provides support services that are suitable in terms of scope and quality, considering the college's capacity and program delivery methods, a systematic process of regular yearly review and feedback will be implemented by the external compliance team.

Students, the student support officer and/or any relevant college staff can provide feedback to the external compliance team through email, face-to-face meetings, discussions or any other relevant medium. This process will involve gathering input from the relevant parties to assess the effectiveness, availability, and accessibility of the support services. The external compliance team will evaluate the feedback received and share the outcome of the evaluation with the CEO.

7. Continuous Improvement

Every year, at least once, the student support officer, external compliance team, and relevant stakeholders such as students can provide feedback and recommendations to the CEO. As per the *Continuous Improvement Policy and Procedure*, feedback and recommendations will be documented in the *continuous improvement (CI) register*. The details of the continuous improvement process are mentioned in the college's *Continuous Improvement Policy and Procedure*, which offers a structured framework for refining and enhancing the college's practices based on valuable input from the staff members involved (please refer to the continuous improvement policy and procedure for more details about the process).

8. Version Control

Current Version	2.0
Approved by	CEO