

P38 STUDENT SUPPORT/WELFARE SERVICES POLICY

Both Administrative and Training and Assessing staff are available to provide general advice and assistance to students amid matters such as studying, homework, accommodation and English language difficulties.

Students requiring additional assistance must contact the Training Manager or the Student Support and Welfare Officer. The student may be referred to external support services, if required.

Support services provided by Central Melbourne Institute are free of charge; however, any fees and charges incurred from external support services will be the responsibility of the student.

1.0 Requirements

- 1.1 The Institute will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements, maintaining their attendance and successfully completing their course of study.
- 1.2 The Institute designated member of staff to be the official point of contact for students is the Administration Manager. The role of the Administration Manager is to direct a student to the appropriate personnel within the Institute in the event a student requires support.
- 1.3 The Institute will provide the opportunity for students to access course-related support services to assist with issues that may arise during their study. If the Institute refers the student to external support services the cost of these services is to be paid by the student.
- 1.4 The Student Support Officer will present a written report on support activities provided; this document will be placed into the student file.
- 1.5 The Student Support Officer will inform the Compliance Manager of outcomes, compliance Manager will then log in the Continuous Improvement Register.

2.0 Method

Orientation Program

- 2.1 An orientation session will be conducted by Institute staff (generally the Student Support Officer) prior to any student commencing training in the Institute programs. The orientation session will cover the following:
 - Information about our Institute
 - The Qualifications
 - The Student Body
 - Campus and Services
 - Support Services
 - Melbourne
 - Helpful Contact
 - Admissions: Entry Requirement
 - Health & Safety
 - Study Requirements
 - Plagiarism & Cheating
 - Complaints & Appeals
 - Institute Primary Contacts
 - Course information:
 - Introduction of key teaching and support staff
 - Course outline and student certificates upon completion
 - Students provided with Timetables/Training Plan
 - Refund Policy
 - Deferment, Suspension and Cancellation Policy
 - Credit Transfer and RPL Policy

- Transfer Policy
- Fees and Charges
- Course Progress
- SVT and Government Subsidy (if applicable)
- Access to Records
- Complaints and Appeals
- Ethics and standards of CENTRAL MELBOURNE INSTITUTE :
 - Equal Opportunity
 - Student Code of Conduct
 - Plagiarism & cheating
- Occupational Health and Safety Procedures:
 - Evacuation procedures explained
 - Emergency exits clear
 - Location/access to First Aid Kit
- Location of:
 - Classrooms
 - Kitchen and recreation areas
 - Toilets
- Public transport
- Student Support Services
- Student Visa Conditions (if applicable)
- Adjusting to Life in Melbourne (if applicable)
- Student Handbook

Student Support Services

- 2.2 The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from students.
- 2.3 Students requiring additional assistance will be referred to the appropriate Institute staff, e.g. Student Administrator, Training Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- 2.4 Before a student is referred to an appropriate external support provider the Administration Manager must seek approval from the Chief Executive Officer or the Training Manager.

3.0 Facilities

Central Melbourne Institute provided students with the range of facilities to enhance and support their learning experiences, Such as:

City Campus (Head Office)

Street Address: Level 6, 460 Bourke Street, Melbourne VIC 3000
 Phone: 613 8637 7700
 Email: info@cmi.vic.edu.au

Malvern Campus (Fitness Facility)

Street Address: 1291 – 1293 Malvern Road, Malvern VIC 3144
 Phone: 613 8637 7700
 Email: info@cmi.vic.edu.au

- Both campuses have an allocated Student Common Room for self study and extracurricular activities
- Both Campuses have spacious climate controlled classroom with modern technological capabilities.

- Current research based learning materials and learner friendly resources are provided to students by trainers in the classrooms

4.0 Services

Central Melbourne Institute will support students throughout the duration of their course. Students are encouraged to seek assistance from Central Melbourne Institute if they are having difficulties adjusting to their new learning environment and/or life in Australia. Some of the services we provide include assistance with:

- Living in Australia
- Application and enrolment
- Seeking Work
- Student accommodation
- Airport reception
- Language and literacy support
- Social Inclusion activities
- Academic and Career advice
- Free referral to local community, health, financial, legal, migration or other services, may be charged by external agencies.
- Sport and recreational clubs
- IT Support
- Academic Study and Skill Support
- Social inclusion Activities
- Complaints
- Student Learning Assistance

Academic Study Skills Support

A free Academic Study Skills Support Service is available to all students. Students who wish to take advantage of this service should see their Trainer. This service provides additional academic support to the student; In particular, help is available with time management, assignment preparation, referencing and bibliographies, writing reports, giving presentations, library research and note taking. Students are also encouraged to seek assistance from their individual Trainers and Training Manager with all aspects of their studies to ensure successful completion of the course.

Student social activities

Students are given the opportunity to participate in a range of social activities organised by Institute.

Job search and career advice

Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, and work experience and market information.

Accommodation assistance

Help is provided to students to select from the various housing options available to international students in Melbourne.

Student support and welfare officer is:

Mimii Sumirattana

P: 03 8367 7700

E: info@cmi.vic.edu.au