

STUDENT SUPPORT/WELFARE SERVICES POLICY

Purpose

The purpose of this policy is to ensure that the overseas students are provided with sufficient support and they are adjusted to study and life in Australia so that they can achieve learning outcomes. CMI ensure that international students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

Student Support Officer along with other staff members will abide by CMI's obligations regarding the Standard 6 of the National Code 2018 and Standard 1.7 of the Standards for the RTOs 2015.

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 CMI 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 student support Register.

2.0 Method

Support includes both academic and personal support and the procedures to ensure that students are made aware of the support services available. CMI conducts an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Support staff and initial contact person on campus:

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident.	CEO	613 8637 7700 (In case of life-threatening emergency, CALL 000)	info@cmi.vic.edu.au

Academic support <i>(including catch up classes, academic progress, attendance, LLN Support, intervention)</i>	Trainer/RTO Manager	613 8637 7700	shubham@cmi.vic.edu.au
First aid, student's health and safety	Administration Manager/ Student Support Officer	613 8637 7700	admission@cmi.vic.edu.au
Complaints & Appeals	Administration Manager/Training Manager/Student Support Officer	613 8637 7700	info@cmi.vic.edu.au
Administration Matters <i>(including enrolment, orientation, deferral, results, Refunds)</i>	Administration Manager/RTO Manager/Student Support Officer/Accounts Officer	613 8637 7700	admission@cmi.vic.edu.au
LLN support	Administration Manager/Trainers Student Support officer	613 8637 7700	shubham@cmi.vic.edu.au
Accommodation	Administration Manager/ Student Support Officer	613 8637 7700	admission@cmi.vic.edu.au

Orientation Program

2.1 An orientation session will be conducted by CMI 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
- Access to Records
- Complaints and Appeals
- Ethics and standards of CMI:
 - 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

Central Melbourne Institute provides students with a range of facilities to enhance and support their learning experiences in all the campuses, such as:

- Both campuses have an allocated student common room for self-study and extracurricular activities
- Both campuses have spacious climate-controlled classrooms with modern technological capabilities
- Current research-based learning materials and learner friendly resources are provided to students by trainers in the classrooms
- Our Malvern campus is fully equipped to deliver Fitness Courses and has a complete gym for practical trainings.
- Our city campus has a clinical massage area.
- Our city campus boasts a well-designed computer lab with free internet access to all students
- All of our students may utilise the Gym facilities, free of charge.
- Automotive students will have access for fully equipped automotive training workshop during the practical sessions.
- City campus has access to library and learning resources.

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

Students will be provided with support services and CMI will ensure that students are satisfied with the support requested by them.

Students will be asked to fill up a “Student Request Form” to mention the support, they require in detail and the details will be recorded in student support register.

CMI will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of

1. Student Request form: Once student submit the Student Request form for support, Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements.

2. Academic Support-Intervention Strategy Form: Students whose attendance is unsatisfactory (i.e., below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the course requirements in the study period) will be called for an intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from Reception.

4.1 Academic Support

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 progress, attendance levels and general support to ensure they achieve satisfactory results in their studies. Student's course progress and attendance is monitored and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Intervention strategies are put in place to assist students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support;
- Extra/Catch up Classes
- LLN and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Extra classes and/or re-assessment
- Counselling;
- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

4.2 Language Literacy and Numeracy (LLN) Support and Pre-Training Review

- Pre-training review will be conducted prior to enrolment and LL&N test prior to the commencement of the course. This is done to ensure that prospective students are placed into the correct course and to identify any LL&N deficiencies.
- Students will be required to complete Pre-Training Review questions along with their application form prior to enrolment. LLN test will be conducted by using LLN robot. LLN Robot assessment tools are well mapped against each ACSF levels.
- CMI has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students.
- In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning.
- Students are requested to speak to LLN Support officer or Training Manager to discuss about the support measures that they might need. CMI will provide support with no additional cost.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

4.3 Academic Study Skills Support

A free service is available to students. Students who wish to take advantage of this service should see their Course Co-ordinator. In particular, help is available with time management, assignment preparation, referencing and bibliographies, writing reports, reading skills, numeracy skills, giving presentations, library research and note taking. Students are also encouraged to seek assistance from their individual teachers and Course Co-ordinator with all aspects of their studies to ensure successful completion of the course.

4.4 Student Welfare Services

The student support officer is available to students to help them access study support and welfare-related services such as;

- **Legal Services** – CMI can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.

- **Accommodation** – Help is provided to students to select from the various housing options available to international students in Melbourne.
- **Emergency and Health Services** – During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g., **000** and inform CMI as soon as possible.
- **Facilities and Resources** – At orientation, students are given a guided tour of the campus and all CMI’s facilities. Students will be given detailed description of all available resources.
- **Complaints and appeals processes** – The complaints and appeals policy and procedures are available in detail on the CMI’s website.
- Student **visa conditions** relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Students can seek help from Student support officer if they have any concerns regarding visa requirements and conditions.
- **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.
- **Student social activities**-Students are given the opportunity to participate in a range of social activities organised by Institute.
- **Study Melbourne Student Centre (SMSC)** -The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line.
 SMSC is located on 17 Hardware Lane, in Melbourne CBD.
 Opening hours: Monday-Friday 9:00am to 5:00pm, or
 visit <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>.

4.5 External Student Support Services Referral List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
Alcohol and Drug Foundation	1300 85 85 84
State Emergency Services (SES)	132 500
Crime stoppers Victoria	1800 333 000
Non-Emergency Police	131 444, 9247 6666

Consumer Affairs Victoria– Overseas Students	1300 55 81 81
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Life Line: 24-hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024