



ABN 28 157 907 339 | RTO 352809 | CRICOS 03840B

<https://www.campbellinstitute.edu.au/>

# Student Support Policy and Procedure

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## **1. Purpose**

The purpose of this Student Support Policy and Procedure is to ensure that Campbell Institute provides comprehensive support services for international students to help them achieve their academic and personal goals while studying in Australia. This policy is aligned with the Standards for Registered Training Organisations (RTOs) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## **2. Scope**

This policy applies to all international students enrolled at Campbell Institute, as well as to all staff responsible for providing student support services.

## **3. Policy Statement**

The Institute is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies. The college recognises the unique challenges international students may face, including adjusting to a new cultural and academic environment. In compliance with the Standards for RTOs 2015, particularly Clauses 1.7 and 5.4, and the National Code 2018, particularly Standards 6 and 8, the college will ensure appropriate support mechanisms are in place.

## **4. Objectives**

1. Provide accessible support services that promote student success and well-being.
2. Ensure compliance with the Standards for RTOs 2015 and the National Code 2018.
3. Assist students in academic and personal matters through professional, culturally-sensitive support.

## **5. Procedures**

### **5.1 Orientation Program**

All international students participate in an orientation program upon commencement. The orientation program held one week prior to the commencement of each study period is compulsory for all the new students. The orientation is a structured program organised by Student Services with input from staff across the Institute. At orientation, new students are introduced to support services and more general support services and information; campus facilities and resources; the key academic and administrative staff including designated staff member/s as the official contact point for international students.

- Orientation includes information on:
  - Course requirements and attendance.

- Student visa conditions.
- Academic policies and procedures.
- Health and safety resources.
- Support services, including academic, personal, and career counselling.

## **5.2 Learning and Support**

Academic staff are available for consultation at specified times during the Study Period for students. Support can be offered to individuals and groups on a case-by-case basis as requested by students and staff, and through scheduled sessions and workshops.

Campbell Institute conducts LLN assessment to help determine student study needs. Students are provided free referrals to the Reading and Writing Hotline link: <https://www.readingwritinghotline.edu.au/> through Moodle.

This feature enables students to learning support and assistance with reading and writing.

The Student Support team identify and provide ongoing support with overall responsibility for student support needs, and usually the first point of contact for various student needs such as administration, academic and attendance requirements, welfare, student support and translation assistance.

## **5.3 Support for course progress**

Campbell Institute has a structured process to monitor student course progress and provide corresponding engagement support and apply intervention strategies where required. The Institute has policies in place to identify students who are 'at risk' of making unsatisfactory course progress.

## **5.4 Reasonable adjustments**

For students with a disability, impairment or medical condition, Campbell Institute takes steps to facilitate, as far as practical, student attendance and participation by assisting with physical access to premises, providing adaptive technology, or other arrangement as coordinated by the CEO in consultation with the Student Support team and Trainer.

## **5.4 Risks**

Campbell Institute recognises that the quality of a student's educational experience may be reduced by certain factors or events, within or out of their control.

International students at risk of unsatisfactory academic progression will be advised on potential impacts upon their student visa.

The Student Support team may offer to meet with a student who is believed to be at risk for a confidential discussion and provide the student with advice on potential support.

## 6. Associated Documents

- Academic Progress Policy and Procedure
- Student Handbook
- Complaint and Appeal Policy and Procedure

## Version Control

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	31.10.2024	Student Support Policy and Procedure V1.0 Oct 2024	<ul style="list-style-type: none"><li>• Policy and procedure were created.</li><li>• Released for comment</li></ul>	Harpreet Singh (CEO)	31.10.2024
1.1	25.11.2024	Student Support Policy and Procedure V1.1 Nov 2024	<ul style="list-style-type: none"><li>• Minor edits</li><li>• Amendment to Student Support responsibilities</li><li>• Addition of associated documents</li><li>• Addition of Support Services</li></ul>	Harpreet Singh (CEO)	31.10.2024

## I. Appendix: External Support Services

Resource	Description	Contact Information
<i>Emergency Services</i>		
Emergency services: Police, Fire, Ambulance	Australia's main emergency service number. You should call 000 if you need urgent help from police, fire, or ambulance services	000
Local police (non-emergency)	If you need help in a non-urgent situation (general enquiries or a crime that has already occurred)	131 444
<i>Medical Services</i>		
Doctors on Demand	If you need a 24/7 Telehealth service with Australian Registered Doctors for consultations via video, medical certificates, prescriptions, or referral letters. This service will require a service fee paid by the student, ensure you discuss the service fee before proceeding with the service.	<a href="http://www.doctorsondemand.com.au">www.doctorsondemand.com.au</a>
OSHC	Providers can be found here: <a href="https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc">https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc</a>	136 742
International Students Health Hub	The International Student Health Hub offers important health information for international students.	<a href="https://www.study.nsw.gov.au/current-students/staying-healthy-and-safe/health-hub/">https://www.study.nsw.gov.au/current-students/staying-healthy-and-safe/health-hub/</a>
<i>Support Services</i>		
1800 RESPECT	A 24-hour national sexual assault, family, and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	1800 737 732 or <a href="http://1800respect.org.au">1800respect.org.au</a>
Beyond Blue	Information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.	1300 224 636
Lifeline	If you are experiencing a personal crisis or thinking about suicide you can call or text.	13 11 14 (24 hours) or text 0477 131 114 (6pm to midnight AEDT)
Mental Health Line (NSW)	Mental Health professionals who can provide advice and referrals to local mental health services.	1800 011 511
Relationships Australia	A provider of relationship support services.	1300 364 277 <a href="http://www.relationships.org.au">www.relationships.org.au</a>
<i>Legal Services</i>		
Redfern Legal Centre	Provides international students with free legal advice funded by Study NSW	02 9698 7277
<i>Workplace</i>		
Fair Work Ombudsman	If you believe you are not being treated fairly by your employer you can contact the workplace ombudsman for help, via <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a> or by calling the Fair	13 13 94

	Work Ombudsman Help Line	
<i>Government Agencies and Services</i>		
Department of Home Affairs	If you need any assistance or advice on your visa or visa status	131 881
eSafety Commissioner	Australia's independent regulator for online safety. Provides education and resources about online safety risks and help to remove harmful content such as cyberbullying of children, adult cyber abuse and intimate images or videos shared without consent.	<a href="https://www.esafety.gov.au/">https://www.esafety.gov.au/</a>
Translating & Interpreting Service (TIS)	An interpreting service provided by the Department of Home Affairs for people with limited English language proficiency that need to communicate with English speaking agencies or businesses. The majority of TIS National interpreting services are free to non-English speakers, however we recommend you confirm the service fee before proceeding with this service.	13 14 50