

STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

1. Policy Purpose

- 1.1. This policy outlines the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters.
- 1.2. This policy has been developed in line with the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, the Education Services of Overseas Students Act 2000 (ESOS Act 2000), Standards for Registered Training Organisations (RTOs) 2015.

2. Policy Scope

- 2.1. DNA Kingston Training management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services.
- 2.2. Staff in this area and general staff who are available attend annual CISWA Staff development sessions to enhance Student Support Services in Western Australia and other relevant programmes provided throughout the year by ITECA, WAPETIA and Study Perth. Staff who attend these sessions are recorded in the Staff Development Data Base each year for DNA Kingston Training.

3. Student Support Procedure

- 3.1. The Student Support Officers and International Manager are identified and provided with duty statements of the tasks and skills they are to deliver in these roles at DNA Kingston Training to Local and International Students.
- 3.2. The Student Support Officer (SSO) and the International Manager (IM) remain designated members of staff at DNA Kingston Training and provide a contact point for all overseas students. The (SSO) and (IM) shall ensure that where staff have identified, or enrolled students who have indicated their need of support or welfare, the (SSO) and (IM) shall seek further advice from the student and research information for their needs accordingly.
- 3.3. Equipped with advice from the student the (SSO) shall:
 - 3.3.1. Respond to questions concerning academic or course progress and refer the student to any relevant training staff for further advice.
 - 3.3.2. Where an accommodation or general welfare issue arises, refer the student to specialist personnel of specialist companies, who will provide appropriate advice on accommodation, Western Australian Public services, counselling assistance with personal, emotional or cultural issues etc.
 - 3.3.3. The student should be advised that the support services of DNA Kingston Training are at no extra cost.

- 3.3.4. Students are comfortable in the knowledge that DNA Kingston Training has the appropriate resource processes and initial information to direct them to the appropriate specialists in Western Australia who can professionally assist with their issues or concerns.
- 3.3.5. DNA Kingston have experienced and qualified Councillors / Physiologists attached to our support lists.
- 3.3.6. Issues of major concern are always referred to the CEO for comment and additional advice.
- 3.3.7. Student requests are kept strictly confidential, unless permission to further discuss or attain further information on behalf of the students has been obtained. All information and discussions are documented. Information also placed on DNA Data base for Student Services reviews.

4. Student Support Services Review

- 4.1. The Student Support Officer shall maintain a log of student support service events and enquiries and:
 - 4.1.1. Liaise with and maintain advice on current progress with students referred to either training staff.
 - 4.1.2. Prepare a quarterly report of student support services accessed by students and submit to DNA Kingston Training management for review.
 - 4.1.3. Attend suitable staff development sessions when they become available, make these sessions available to Lecturing Staff if available and suitable.
 - 4.1.4. Arrange "In House" staff development sessions, minimum once a year, to share knowledge and skills gained attending further educational events in Student Support Services, to all staff in Organization.
- 4.2. The CEO shall ensure that Student support services are reviewed quarterly in DNA Kingston Training management meetings and that corrective actions required are applied.
- 4.3. Regular Management meetings are held and issues discussed and documented when arise.

5. Useful information for students

- 5.1. Life threatening situations: Police, Fire & Ambulance Phone: 000
- 5.2. Police General Enquiries (24 hour) Phone: 131 444
- 5.3. Family & Community services offers support services when you need help and advice including:
- 5.4. Crisis Care – 24 hour free counselling Phone: 9223 1111
- 5.5. Lifeline www.lifelinewa.org.au 24 hour crisis / suicide line Phone: 131 114
- 5.6. Salvation Army www.salvationarmy.org.au/wa/ - 24 hour crisis Phone: 9442 5777
- 5.7. Samaritans www.thesamaritans.org.au - 24 hr Suicide line Phone: 9381 5555 Youthline Phone: 9388 2500
- 5.8. Australian Health Management <https://www.ahm.com.au/oshc> - Provides Overseas Student Health Cover (OSHC) for international Students
- 5.9. Department of Health <https://www.health.wa.gov.au/services/>

- 5.10. Health Services Directory – lists medical services, emergency medical transport, 24 hour counselling services, crisis assistance and psychiatric or drug related emergencies.
- 5.11. Database list of medical practitioners Phone: 1300 135 030
- 5.12. Family Planning [WA http://www.fpwa.org.au](http://www.fpwa.org.au)
- 5.13. Sexual Health Helpline Phone: 9227 6177 - Offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections.
- 5.14. Alcohol & Drug Information Centre - addresses drug/alcohol issues Phone: 9442 5000
- 5.15. Legal Services - Community Legal Centres are not for profit, non-government organisations that provide legal and welfare services. There are some services that specialise in certain areas such as the legal problems of youth, tenants, migrants and Centrelink benefit recipients. Others offer more general services within their local communities. Services provided by CLCs include legal information, advice and representation to individuals and groups, community education and law reform activities and advice to governments on policy issues. Most services are free or very low cost.
- 5.16. The following services are not Legal Aid WA services. Legal Aid WA expressly disclaims any liability and responsibility for the advice and information provided by any of these services. There may be other organizations able to provide you with similar advice and information.
 - 5.16.1. WA Community Legal Centres
 - 5.16.2. CASE for Refugees - 245 Stirling Street, Perth WA 6000 Ph: (08) 9227 7311
 - 5.16.3. Citizen Advice Bureau 25 Barrack Street, Perth WA 6000 Ph: (08) 9221 5711
 - 5.16.4. Consumer Credit Legal Service (WA) Level 1, 231 Adelaide Terrace, Perth WA 6000 Ph: (08) 9221 7066
 - 5.16.5. Disability Discrimination Unit - Sussex Street Community Law Service Ph: (08) 9470 2676 Freecall: 1800 642 791 TTY: (08) 9470 2831 Fax: (08) 9470 1805
- 5.17. Additional information on regarding support systems and services are available from your Student Support Officers e.g. Women’s specific services, cultural groups, religious, tourist/travel and sporting events information

6. Administration

- 6.1. This policy and related documentation is accessible by students on the DNA Kingston Training website.
- 6.2. Staff will be advised of this policy and related procedures via email and staff information sessions.

Kingston Training and Employment Pty Ltd



Provider No: 6811 CRICOS Provider No: 02899B

Policy Title	Student Support Services Policy and Procedure
Policy Renewal	Every 2 years
Responsibility	Compliance Manager

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 03	July 2013	Policy revised
Version 04	July 2015	Changes to format & Updated government departments
Version 05	March 2018	Updated National Code Version, Reformatted
Version 06	March 2019	Reviewed to new National Code requirements Government Departments updated
Version 07	June 2022	Responsibilities and services reviewed