

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 This policy applies to DNA and DNA Kingston Training staff.
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 programs provided throughout the year by ITECA, WAPETIA, Study Perth and the DTWD. Staff who attend these sessions are recorded in the Staff Development Data Base each year for DNA Kingston Training.

3. Student Support Procedure

DNA Kingston Training staff are committed to creating a supportive teaching and learning environment which promotes dignity, acknowledges the right to privacy and confidentiality, and promotes an awareness of the needs and rights of all students including those with disabilities. The College has customised policies to ensure that students and staff with a disability and/or medical condition ('disability') receive reasonable adjustments and support that is appropriate to their disability.

DNA /DNA Kingston Training Colleges have full wheelchair access with correct doorways, electronic doors, disability toilets, lift access and disabled bike facilities. For further details on the Special support services, refer to the Access and Equity and Special Support Policies on the College website.

On-campus Counselling Service consists of a team of caring, educational personnel whose role is to assist students to develop their full potential, enjoy their stay in Western Australia and achieve success in their studies at DNA / DNA Kingston Training.

This is provided free of charge as an individual, confidential service. This service is **available to students to discuss a wide range of problems and decisions that affect day to day life**. Students can contact the Student Support staff or their lecturer for assistance with counselling services.

3.1 The Student Support Officers and Management Staff 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(s) (SSO) and the *Senior Management (SM) team remain designated members of staff at DNA Kingston Training and provide a contact point for all students. The (SSO) and (SM) shall ensure that where staff have identified, or enrolled students who have indicated their need of support or welfare, the (SSO) and (SM) shall seek further advice from the student and research information for their needs accordingly.

*The Senior Management Team consists of the CEO, College Director and Academic Director.

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, counseling 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 Counsellors / Physiologists / Psychologists attached to our contract lists should they be required.

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 Organisation.
- 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 Senior 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 hr) Phone: 131 444
- 5.3 Family & Community services offers support services when you need help and advice including:
- 5.4 Crisis Care – 24hr week free counselling Phone: 9223-1111
- 5.5 Lifeline www.lifelinewa.org.au 24hr crisis / suicide line Phone: 13-1114
- 5.6 Salvation Army www.salvationarmy.org.au/wa/ - 24 hr 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, 24hour 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>
- 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 under the 'About Us' tab.
- 6.2 Staff will be advised of this policy and related procedures via email and staff information sessions.

Related documents:

- **Academic Progress and Intervention Policy and Procedure (to view intervention strategy and additional academic support information)**
- **Student Handbook**
- **Access and Equity Policy and Procedure**
- **Special Support Policy and Procedure**
- **Accommodation Policy and Procedure**

Document Name	Student Support Services Policy and Procedures	
Document Owner	College Director	
Version	Date	Improvements made
7.0	September 2020	Reviewed staff duties and titles. Included links to related policies (edited by Academic Director)
6.0	March 2019	<ul style="list-style-type: none"> Reviewed to new National Code requirements Government Departments updated
5.0	March 2018	<ul style="list-style-type: none"> Updated National Code Version, Reformatted
4.0	July 2015	<ul style="list-style-type: none"> Changes to format & Updated government departments
3.0	July 2013	<ul style="list-style-type: none"> Policy revised