Student Support Policy

PURPOSE:

1. To provide a documented process for the management of students that complies with ESOS National Code Standard 6 and also reinforces Standards for RTOs 2015 – 1,4,5

SCOPE:

2. All students who study at Perth College of Business and Technology will be provided the appropriate support from Perth College of Business & Technology Student Support Officers in relation to Study, academic issues, accommodation, support and general welfare arrangements.

RESPONSIBILITY:

3. The Chief Executive Officer will have overall responsibility for this policy and the ensuing procedures. The day to day management of the policy is the Academic manager who the Student Support officers report to

PCBT IS COMMITTED TO:

4. Supporting students and their family to adjust to living in Western Australia, commencing their study and achieving the academic progress as outlined in their Training Plans.
   a) Engaging students through an orientation day within the first week of their study period, this orientation day will cover key points in our Student Support Program and the role of the SSO, such as;
      • Who are their Student Support Officers?
      • When are they available?
      • Key points and information on housing and accommodation with regulators contact information
      • Money, banks and shopping centres.
      • Critical Incidents
      • Legal Services
      • Health & Emergency Services i.e. police, hospitals, fire, ambulance.
      • Complaints and appeals
      • Supply of a comprehensive student handbook
      • Information on mediation and or Overseas Students Ombudsman
      • Reinforcing college expectations on behaviour and academic progress
   b) PCBT provides free services designed to assist students in achieving academic progress
   c) PCBT has comprehensive Critical Incident policies and procedures to support students in times of need. These procedures contain immediate, during, after and post CI event and are well documented with feedback and review components.
   d) PCBT have dedicated staff as points of contact on all issues pertaining to a student’s academic, living in the community and social concerns.
   e) PCBT are committed to ensuring that their Student Support Officers are well informed and up to date with the ESOS framework and that Student Support officers have an understanding of that framework.
PROCEDURE:

5. The Compliance Manager will conduct the student orientation currently orientation is scheduled each fortnight on a Friday.
6. All students have access to student support 5 days a week, for weekend students and for the reporting of critical incidents please refer to the Emergency Support Officer Roster on the web site.
7. SSO (student support officer/s) are to be the first point of contact for students’ enquiries.
   a) SSO to engage student in a non-prejudiced manner
   b) SSO to collect information on enquiry and fill in appropriate documentation
   c) SSO to resolve all issues as soon as practicable (no longer than five (5) working days)
   d) SSO to refer to appropriate manager any issues they deem urgent and above their authority to resolve
   e) Manager to act in a timely manner (no longer than five (5) working days) to resolve or assist the student with their issue.
   f) Manager or SSO can escalate to Critical Incident if they determine it as serious circumstances which can include the following but not limited to;
      - Serious injury, illness or death of a family member
      - A student has gone missing
      - Severe verbal or psychological aggression
      - Physical assault
      - Witnessing a crime or serious accident
      - Natural disaster in the country of origin or local community
      - Drug and/or alcohol abuse
      - Domestic violence
      - Sexual assault
   g) SSO must initiate the Critical Incident procedures if they have deemed it a Critical Incident

8. SSO can refer students to free counselling services if they deem it necessary, free services details are:

   Central Perth CBD & Mobile Mediation & Counselling
   45 Ventnor Ave, West Perth WA 6005
   Tel: (08) 9429 8878 Email address: info@perthmediationcentre.com.au
   Website: http://www.perthmediationcentre.com.au/

9. SSO must update student management system for each enquiry and all documentation is to be filed in the students file.
10. SSO must ensure that any written response to a student enquiry is generated from the student management system so it has a contact log and a copy of the information sent. No verbal outcomes are to be acceptable practice by PCBT staff.
Student Support Policy under the age of 18 years, in accordance with the National Code.

PURPOSE:

11. To provide a documented process for the management of students whom enrol to the college and are under the age of 18 years. Currently it is the policy of PCBT not to enrol students under 18 years of age.

SCOPE:

12. Any student under the age of 18 years will be provided the appropriate support from Perth College of Business & Technology in relation to accommodation, support and general welfare arrangements.

PROCEDURE:

ACCOMMODATION

13. Any student under the age of 18 years is required to provide Perth College of Business & Technology with notice of their intended accommodation whilst studying. They will be required to nominate that they will be staying with:

   a) A parent or legal guardian, or
   b) A relative at least 21 years of age, or
   c) Accommodation arranged by Perth College of Business & Technology

14. Perth College of Business & Technology requires students to indicate their living arrangements at time of application.

LIVING WITH A PARENT OR GUARDIAN

15. Students who will be staying with a relative or guardian must provide full contact details of such.

LIVING IN PERTH COLLEGE OF BUSINESS & TECHNOLOGY ARRANGED ACCOMMODATION

16. In order for Perth College of Business & Technology to arrange accommodation, the students parent or guardian must first authorise the arrangement

17. Once suitable accommodation has been arranged Perth College of Business & Technology will:

   a) Inform the student
   b) Inform DIBP
   c) Nominate the dates for which Perth College of Business & Technology is responsible for the student

WELFARE
18. Perth College of Business & Technology will accept responsibility for the welfare, guidance and support of the student for a period of 7 days before commencement of course and for 7 days on completion of course.

19. Perth College of Business & Technology will monitor the student on a weekly basis for the first month of stay and then fortnightly until the completion of course.