

STUDENT SUPPORT POLICY

Purpose

The purpose of this policy is to ensure that Insight Academy provides access to sufficient support to ensure students can:

- Adjust to study
- Adjust to life in Australia
- Achieve their learning goals
- Achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Policy

Insight Academy will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Insight Academy will induct each student prior to the commencement of course work to ensure they can settle into their new environment.

Insight Academy will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue.

Insight Academy will ensure it has sufficient student support personnel to meet the needs of the all enrolled students.

Insight Academy will ensure that all staff that interact directly with students are aware of the both Insight Academy's and their obligations under the ESOS framework as well as the potential implications to students.

Procedure

Insight Academy will at the commencement of each course undertake and complete an orientation / induction program that will be held for all students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the course must cover:

- Student support services available to students in the transition to life and study in a new environment
- Emergency and health services

- Facilities and resources
- Tutorials
- Legal Services
- Complaints and appeals processes
- Access and equity policy
- Counselling services
- Any student visa condition relating to course progress and/or attendance as appropriate.

The Students services officer is to run the Induction using both the International Student Handbook and the International Student Induction Checklist.

Students MUST go through, tick, sign and return their International Student Induction Checklist to the Students services officer.

All forms MUST be filed in the students file.

Dealing with late arrivals / starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

Insight Academy will have available one or more staff members available to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

- Students services officer

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled or fill in the student information request form at <https://www.insightacademy.edu.au/information-request-form/>.