

## STUDENT SUPPORT POLICY

### Purpose

This Policy ensures there is non-academic and academic support made available to Insight Academy students. This includes identifying and allocating student support based on identified requirements that will improve student outcomes.

### Period

Support is available throughout student enrolment with Insight.

### Who

Support is provided to Insight enrolled students by Insight staff. There are staff with particular focus on provision and maintenance of these resources. Additionally, there are resources and providers outside of Insight.

### 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 reception staff 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/>

### Process

Support is providing through the entire student journey at Insight. Any personal disclosures in the process of asking for support will be handled professionally and confidentially. This is done with respect for individuals, their experiences and the relevant Acts and Law.

At enrolment, information is gathered to inform support acquisition and provision. Insight staff will be in contact if a student indicates on their Enrolment Form that they have a possible Student Support requirement. Potential solutions will be discussed directly with them to ensure adequate and accurate support happens.

Reasonable adjustment will be provided for students with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. The term 'reasonable' means Insight will be flexible within their means and without impacting on

others' course outcomes. 'Reasonable adjustments' may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.

With the student and Insight's understanding of the proposed solution, action will be taken. Where reasonable adjustments have been applied, assessors should ensure the type of adjustments is recorded to guide any further assessments of the candidate and for validation purposes.

Before the course begins, Insight will run an orientation program to induct all students in relevant policies, processes, spaces and other needed information for students. This is both for their time in class and in Australia. 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. They will handle correctly filing students to ensure their compliance with this Policy. This session will 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.

During study, Insight students have a range of support available for their academic, language and personal success.

### **Academic**

Student course progress will be carefully monitored in line with the pre-determined course progress requirements. Class trainers are responsible for informing the academic coordinator if challenges arise. This includes challenges such as completing projects and assessments, study skills, time management, research skills and other areas. The Insight staff will work together to encourage students to access additional learning support where required counselling services are provided.

The Insight staff will work with students to develop a strategy that involves one or more of the following support services:

- One on one (or a small group) support with the trainer
- Provision of additional attempts to complete assessments
- Project and assessment skills workshops

- Extension of enrolment where students require additional time to complete the course (as part of intervention Strategy)
- Another idea as proposed by student, staff or relevant others

Periodic reviews will be conducted to ensure services are improving course progression. The aim is to avoid taking actions to remove a student based on their lack of academic progress.

### **Language support**

Insight is aware language challenges can significantly affect students' academic progress and personal wellbeing. Staff will provide access to additional academic and LLN support where these are identified and affect the students' ability to successfully progress in the course. This will either be support with staff within Insight or another English language course provider.

### **Personal support**

Studying in a new country or new institution can be tough. Life can be hard as well. Things happen and that is all normal. There is a range of services within and outside of Insight to help through life's more difficult moments.

To ensure that we provide the highest level of support, Insight will refer students to external organisations to provide support. Some of these services may attract additional fees. If this is the case, you will be notified of the services to be offered and the fees which you will incur prior to the services being commenced. Example of external companies for referral:

- Study Melbourne Student Centre
- Vision Australia
- Learning Difficulties Australia
- Disability Intake and Response Service
- Centre for Developmental Disability Health Victoria
- SANE Helpline
- VicDeaf
- BrainLink
- Scope
- Yooralla Community Learning and Living Centre
- AREFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill)
- Mental Health Foundation Australia (Victoria)

### **Follow Up Support**

Insight will work to regularly check with students who have accessed support while studying at this institution. This will end once the student is no longer an Insight study or it is determined the student no longer requires support.

Insight student's is invited to give feedback on the quality of services provided and raise any concern that might affect them meeting their needs. This can be done through informal feedback (e.g. face to face discussion with trainer), or formal feedback by way of a Student Questionnaire and the Quality Indicators Learners Questionnaire.

If you have any complaints with services provided see the Complaints and Appeals Policy. This contains full details for how to go about this.

The output of this process is used to either directly address a concern for an individual student and also to feed into Insight Academy's Continuous Improvement process for systemic issues to be addressed and improved.

### **Policy**

Standards for Registered Training Organizations (RTOs) 2015.

Insight is required to have a processes in place to manage requests for a review of assessment decisions, including those made by third party training and assessment providers who provide services on behalf of Insight.

Some of the ways you may have been treated unfairly are covered in Australian law including but not limited to:

Sexual Discrimination Act 1984

Disability Discrimination Act 2004

Racial Discrimination Act 1975

There are internal Insight Policies that relate to this. This includes:

#### **Access and Equity**

The Insight Access & Equity Policy applies. You are welcome to access the Access & Equity Policy on request to Insight staff.

#### **Records Management**

All documentation from the Grievance process are maintained in accordance with Records Management Policy. You are welcome to access the Records Management Policy on request to Insight staff.

#### **Monitoring and Improvement**

The implementation of this policy and improvements from the processes are monitored by the individual Area Managers. You are welcome to access the Continuous Improvement Policy on request to Insight staff.

## Appendix - Essential Contact Details

Category	Contact	Telephone	Websites
<b>Emergency</b>	Police	000	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
	Ambulance	000	<a href="http://www.ambulance.vic.gov.au">www.ambulance.vic.gov.au</a>
	Fire	000	<a href="http://www.mfb.org.au">www.mfb.org.au</a>
	Missing Persons –Australian Federal Police	000 ( <i>Ask for Police</i> )	<a href="http://www.afp.gov.au/national/missing">www.afp.gov.au/national/missing</a>
	National Security Hotline	1800 123 400	<a href="http://www.nationalsecurity.gov.au">www.nationalsecurity.gov.au</a>
	Victorian State Emergency Service	132 500	<a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>
	Telstra Call Tracing Services	1800 805 996	<a href="http://www.telstra.com.au">www.telstra.com.au</a>
	Domestic Violence	000	<a href="http://www.dvvic.org.au">www.dvvic.org.au</a> <a href="http://www.dvrcv.org.au">www.dvrcv.org.au</a>
	CASA (Victorian Centers Against Sexual Assault)	(03)9635 3600	<a href="http://www.casa.org.au/">http://www.casa.org.au/</a>
<b>Alcohol</b>	Alcoholic Anonymous Australia	1300 222 222	<a href="http://www.aa.org.au">www.aa.org.au</a>
<b>Anxiety</b>	Reconnexion	03 9886 9400	<a href="http://www.reconnexion.org.au">www.reconnexion.org.au</a>
		1300 273 266	
	Beyond Blue	1300 224 636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
	Depression	(03) 9855 0220	<a href="http://www.depression.com.au">www.depression.com.au</a>
<b>Essential Services</b>	Victorian Poisons Information Centre	13 11 26	<a href="http://www.austin.org.au/poison">http://www.austin.org.au/poison</a>
	Gas and Electrical Emergency	000	<a href="http://www.ogs.vic.gov.au">www.ogs.vic.gov.au</a>
	Water and Sewer Emergencies	13 2762	<a href="http://www.yvw.com.au">www.yvw.com.au</a>
<b>Injury at Work</b>	WorkSafe (222 Exhibition Street Melbourne CBD)	(03) 9641 1444 1800 136 089	<a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a>
<b>Legal Advice</b>	Victoria Legal Aid (350 Queen Street, Melbourne CBD)	(03) 9269 0234	<a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>
<b>Gambling Problems</b>	Gambler's Help	1800 858 858	<a href="http://www.gamblershelp.com.au">www.gamblershelp.com.au</a>
<b>Consumer Affairs</b>	Contract Dispute Consumer Affairs	1300 81 81	<a href="https://www.consumer.vic.gov.au">https://www.consumer.vic.gov.au</a>
<b>Counselling Services</b>	Lifeline	13 11 14	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
	MensLine Australia	1300 78 99 78	<a href="http://www.menslineaus.org.au">www.menslineaus.org.au</a>
	National Association for Loss and Grief (182 Victoria Pde, East Melbourne)	(03) 9650 3000	<a href="http://www.nalagvic.org.au">www.nalagvic.org.au</a>
	Suicide Helpline Victoria	1300 651 251	<a href="http://www.suicidehelpline.org.au">www.suicidehelpline.org.au</a>
<b>Discrimination</b>	Victorian Equal Opportunity and Human Rights Commission	1300 891 848	<a href="http://www.humanrightscommission.vic.gov.au">www.humanrightscommission.vic.gov.au</a>