

# Student Support Services Policy and Procedure

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## 1. Purpose

The purpose of this policy is to ensure that the Ultimate Institute of Australia provides support to 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.

## 2. Related Standard

Standard 6 (The National Code 2007)  
Standard 1 – Clauses 1.7 (RTOs 2015)

## 3. Scope

This policy applies to all international students studying at Ultimate Institute of Australia.

## 4. Responsibility

The CEO will be responsible for the implementation of this policy and to ensure that the staff are aware of its application and procedures.

## 5. Policy

Ultimate Institute will ensure that all students are given appropriate support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. All the staff employed by Ultimate Institute has the responsibility to provide support to all students.

Ultimate Institute will refer students to external parties if deem necessary to assist students. No fees are charged to students for the referral however the external party may charge service fees.

Ultimate Institute will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

## 6. Procedure

### **Nominated Student Support Officer**

Whilst all staff employed by Ultimate Institute has the responsibility to provide support to all students, Ultimate Institute has nominated a 'Student Support Officer' who is available to all students, on an appointment basis, during the standard business hours.

The office hours of the Ultimate Institute are:      Monday – Saturday  
8.30am – 5.30pm (AEST)

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

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Contact details of the Student Support Officer are provided at the time of enrolment in the student handbook or on the website [www.ultimate.edu.au](http://www.ultimate.edu.au).

Furthermore, student will have the facility of **24 hrs** emergency contact to get support whenever they required. In case of emergency student can call the CEO, Mr Murad Tanvir on Mobile No **0416 672 244** (ceo@ultimate.edu.au). We will answer your call to support you in any of the case of emergency. Alternatively, if you need police, fire or ambulance dial national emergency number **000** from any phone.

Although Ultimate Institute nominated a “Student Support Officer” all the staff members will be involved for student support. Chain of management team at Ultimate Institute including CEO, Training Manager, Trainers, support staff and all admin staff must be aware of the ESOS framework and will be given responsibility to support students if and when needed.

As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

## **Student Orientation Program**

All students are required to attend an orientation day at the beginning of their studies with Ultimate Institute of Australia. This orientation program is managed by the Student Support Officer and must include the following:

- A tour of Ultimate Institute identifying the facilities e.g. classrooms, student area, student administration area, and any other relevant areas within Ultimate Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the ‘Student Handbook’ document and each section explained clearly to students.

## **Student Support Services**

The following support services are available and accessible for all students studying at Ultimate Institute. Ultimate Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by Ultimate Institute at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of Ultimate Institute.

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- **Academic issues**

Students may have concerns regarding their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at Ultimate Institute at any time. The student support officer details are provided at the time of enrolment in the student handbook or on the website.

- **Personal / Social issues**

There are many issues that may affect a student's social or personal life and students have access to the Support officer through normal Institute hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. After the initial counselling with the student, if the Student Support Officer feels further or professional support is required by the student, a referral to an appropriate external support service will be organised to help them deal with the issue students are facing.

Following are just some of the organisation which can be referred to for external counselling and support.

Relationship Australia	1300 364 277
Lifeline	13 11 14 (24-hour counselling service)
Mensline Australia	1300 78 99 78
Kids Help Line	1800 55 1800 (24-hour counselling service)
Griefline (Telephone Counselling Service)	03 9596 7799 (12 noon - 3 am)
Direct Line (Drug and alcohol service)	03 9416 1818 or 1800 136 385
Crisis Help	1 800 627 727
Women's Domestic Violence Crisis	1 800 015 188
The Gambling Help Line	1800 060 757

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- **Accommodation**

While Ultimate Institute does not offer accommodation services or take any responsibility for accommodation arrangements Ultimate Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia however, the Student Support Officer can refer students to appropriate accommodation services.

Referral Services Available	Name and Location	Contact Phone
Student Apartment	Unilodge 238 Flinders Street, Melbourne VIC 3000	03 9224 1500
Homestay Organisation	Footscray House 633 Barkly Street, West Footscray, VIC 3012	03 96870992
Hostel	Student Housing Australia 575 Elizabeth Street, Melbourne VIC 3000	1300 742 000
Online Real Estate (Rental) Websites	<a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a>	

- **Medical Issues**

Student Administration will always have an up to date list of medical professionals within access from Ultimate Institute location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

Referral Services Available	Name and Location	Contact Phone
Hospital (Emergency)	The Alfred Royal Children's Hospital Royal Women's Hospital Royal Melbourne Hospital St Vincent's Hospital	(03) 9076 2000 (03) 9345 5522 (03) 8345 2000 (03) 9342 7000 (03) 9411 7111
Doctor/ Medical Centre	Medical One – QV Level 3, 292 Swanston Street Melbourne VIC 3000	03 8663 7000

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Dentist	City Smiles Dental 8/20 Collins Street, Melbourne VIC 3000	(03) 9654 6979
Optometrist	Specsavers Optometrists 309 Little Collins Street, Melbourne	(03) 9654 7288

- **Legal Services**

The Ultimate Institute is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available	Name and Location	Contact Phone
Legal Practitioners	Law Institute of Victoria 470 Bourke Street, Melbourne <a href="http://www.liv.asn.au">www.liv.asn.au</a>	(03) 9607 9311
Free legal advice	Victoria Legal Aid 350 Queen St., Melbourne <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>	(03) 9269 0234

- **Social Programs**

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the Ultimate Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

## 7. Revision history

Revision	Date	Description of modifications
1 1.0	June 2015	Policy created and approved
2 1.1	August 2016	Updated and approved
3		