

## STUDENT SUPPORT SERVICES POLICY AND PROCEDURE (CRICOS – Overseas Students)

### A. Scope

This policy applies to all staff at Job Training Institute (JTI) involved in delivering training, support and administrative services to overseas students. It ensures students receive academic, personal and welfare support that reflects JTI's commitment to high-quality training, learner wellbeing, and compliance with the ESOS Act, the National Code 2018 and the Standards for RTOs 2025.

### B. Policy Statement

JTI is committed to supporting overseas students to:

- Adjust successfully to study and life in Australia
- Achieve their learning goals
- Maintain satisfactory course progress
- Access appropriate academic and welfare support

Information about student support services is:

- Clear and accessible
- Provided before enrolment, at orientation, and throughout the course

All support services are delivered in a manner that is respectful, confidential, culturally inclusive, and responsive to individual needs.

### C. Key Principles

- Accessibility – Students can access support services promptly and without unnecessary barriers.
- Responsiveness – Support needs are identified early and responded to quickly.
- Transparency – Information about support services is provided pre-enrolment, at orientation and throughout the course.
- Confidentiality – Personal information is treated with privacy and discretion.
- Cultural Awareness – Services are delivered in a respectful and inclusive manner.
- Wellbeing and Safety – Student health, welfare and safety remain central to all support practices.
- Continuous Improvement – Feedback and monitoring help JTI enhance the quality of support services.

### D. Responsibilities

- Chief Executive Officer / General Manager – Ensures adequate resources are available and support services meet regulatory requirements.

- International Admissions Manager – Coordinates admissions, onboarding and orientation for overseas students.
- International Student Coordinator (ISC) – Primary contact for overseas students, manages referrals and general student support.
- Training Coordinator and Trainers – Monitor progress and attendance, identify students at risk and provide academic assistance.
- Student Wellbeing Officer (or Delegated Role)-Provides oversight of student wellbeing, coordinates escalation of welfare concerns, liaises with external services, and supports critical incident response.
- Student Support Officers – Provide general advice and help students access internal and external services.
- All Staff – Promote a supportive environment and refer students when additional assistance is required.

## E. Procedures

### 1. Orientation Program

JTI conducts a mandatory orientation session for all overseas students. Orientation includes:

- Introduction to JTI facilities, campus layout and safety procedures.
- Overview of course requirements, assessments and academic expectations.
- Information about course progress monitoring and attendance obligations.
- Explanation of visa requirements including maintaining contact details, work limitations and progress expectations.
- Overview of student support services available at JTI.
- Information about emergency services, transport and essential community contacts.
- Introduction to trainers, student support staff and peer networks.
- Access to the Student Handbook, Pre-Enrolment Guide and orientation materials.

### 2. Academic Support

Academic assistance is provided to help students meet learning outcomes. Support may include:

- One-on-one academic help.
- Study skills advice and learning workshops.
- Referrals for English language development.
- Early intervention where difficulties are identified.
- Guidance on assessment requirements, timelines and expectations.
- Support with understanding policies on deferral, suspension or course extension.

### 3. Personal and Social Support

Students may seek personal assistance from the ISC, Student Support Officer or International Admissions Manager. Support may include:

- Assistance with adjusting to life in Australia.
- Advice on managing stress, wellbeing and time management.
- Help with understanding cultural expectations and social integration.
- Referral to professional counselling or other specialized services.

### 4. Accommodation Assistance

JTI supports students in locating suitable accommodation by providing:

- Information on homestay providers, rental options and shared housing.
- Contact details for emergency accommodation services.
- Practical advice on leases, tenancy rights and local housing expectations.

JTI does not operate or guarantee accommodation but provides reliable guidance.

### 5. Health and Medical Support

JTI ensures students understand how to access medical services:

- Information about local clinics, hospitals and after-hours services.
- Guidance on Overseas Student Health Cover (OSHC).
- Instructions on emergency response (dial 000).

The ISC maintains updated health service contacts.

### 6. Legal Support

Students are provided with information about accessing:

- Community legal centers
- Legal Aid services
- Private legal practitioners

JTI does not provide legal representation.

### 7. Social Engagement and Community Activities

With management approval, the ISC coordinates activities such as:

- Campus events
- Cultural celebrations
- Workshops and excursions

These activities support social connection and positive student experience.

## 8. Monitoring, Intervention and Reporting

JTI monitors student welfare and academic progress through:

- Pre-training review results
- LLN assessments
- Attendance checks
- Assessment outcomes
- Trainer referrals

Students identified as at risk receive support and documented intervention. Management reviews quarterly reports on support trends, welfare issues and service effectiveness.

## 9. Reasonable Adjustments

JTI is committed to providing reasonable adjustments that:

- Support student participation and engagement
- Maintain fairness, safety, and assessment integrity
- Comply with regulatory and accreditation requirements

## F. Recordkeeping

JTI maintains accurate and secure records of:

- Orientation attendance
- Support interactions and referrals
- Intervention actions
- PRISMS-related reporting

Records are retained for a minimum of two years after the student ceases enrolment, in accordance with ESOS requirements.

## G. Associated Documents

- Student Handbook



- Pre-Enrolment Guide
- Orientation Checklist
- Course Progress and Intervention Policy
- Complaints and Appeals Policy
- Critical Incident Management Procedure
- PRISMS Reporting Procedures