

AUDIENCE	INTERNAL <input checked="" type="checkbox"/>	EXTERNAL <input checked="" type="checkbox"/>
POLICY ID	EDN -006- POL – Student Support Services Policy	
RESPONSIBLE OFFICER	Campus Manager	
CONTACT OFFICER	Student Support Services Officer	
ENDORSED BY	Continuous Improvement Committee	
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1. Introduction

1.1 Modification History

VERSION	COMMENTS
5	Updated footer to include updated CRICOS code
4	Removed reference to MEGT Education Group
V2	Section 10 – Attachments updated
V1 19-04-2012	MEGT Education Policy to replace V1 19-04-2012 (MEGT Institute), format change only.

1.2 Purpose

This policy has been developed to ensure MEGT Education has appropriate support services available to all enrolled domestic and international students to assist them in achieving their learning goals and satisfactory academic progress, and to ease their transition into life and study with MEGT Education and in Australia.

This policy satisfies the requirements of Standard 6 of the National Code 2007.

2. Scope

This policy applies to:

- International and domestic students enrolled in MEGT Education courses.
- All MEGT Education staff involved in the promotion, recruitment, admission, academic delivery, management and administration of domestic and international students.

3. Legislative Context

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- The National Code 2007.
- Education Services for Overseas Students (ESOS) Act 2000.

4. Definitions

Academic Manager: Program Managers / Coordinators of individual academic disciplines.

MEGT Education:

MEGT (Australia) Ltd, Trading as MEGT Institute
Ability Education Pty Ltd, Trading as Ability English

National Code 2007: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

International students: Overseas students holding a student visa issued by the Australian Government.

Domestic Students: Refers to a student of MEGT Institute who is an Australian Citizen or a permanent resident of Australia

5. Policy Statement

5.1 Assisting students in adjusting to study and life in Australia (Standard 6.1)

MEGT Education provides an age and culturally appropriate orientation program that assists students in adjusting to study with MEGT Education. It is a requirement that all students attend an orientation session upon commencement of their studies with MEGT Education.

Attendance at orientation is monitored and is compulsory as students are provided vital and thorough information on various support services available to assist them settling in Australia and throughout their study with MEGT Education.

5.2 Assisting Students in meeting course requirements and maintaining attendance (Standard 6.2)

MEGT Education provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. MEGT Education students are also monitored and supported throughout their studies.

Education Managers work closely with student support staff to identify and counsel all students at risk of not meeting academic progress and/or attendance requirements. Depending on the course of study, this may include:

- Contacting students who have been absent for more than five consecutive days without approval
- Contacting students who have not returned within 14 days after a holiday break
- Intervention strategies and action plans for students who have breached or are at risk of breaching the course progress requirements
- Periodic contact with online students to discuss course progression milestones
- Liaising with trainers and expert resources, referring students to further learning support possibilities where necessary.

Academic Managers work closely with Student Support Services staff to identify and counsel all students at risk of not meeting academic progress and/or attendance requirements. This includes:

- Contacting students who have been absent for more than five consecutive days without approval.
- Contacting students who have not returned within 14 days after a holiday break.
- Intervention strategies and action plans for students who have breached or are at risk of breaching the course progress requirements.

5.3 Access to welfare related support services (Standard 6.3)

Student Support Services

An introduction to Student Support Services in orientation and in the Student Handbook / Program Guide ensures all students are aware of the support available throughout their study at MEGT Institute / ABILITY English in Australia. Student Support Services are available to discuss and assist with issues that may arise including:

- Understanding and adapting to Australian culture.
- Coping without student's friends and family - homesickness.
- Issues with accommodation.
- Course progress and attendance requirements.
- Language problems.
- Relationship problems on campus or socially.
- Coping with pregnancy and support available.
- Becoming the victim of a crime or having an accident.
- Violence at home or in a relationship.
- Cultural diversity.
- Childcare concerns.
- Religious issues.

These services are provided at no additional cost to the student. Where Student Support Services are not qualified or when it is not appropriate to assist a student, a free referral will be provided to external support services.

Additional Support:

- Student Services Support Services maintain a current list of medical professionals within close proximity to both Melbourne and Sydney campuses.
- MEGT Education provides designated Accommodation Officers who assist with information and placement in short-term and long-term accommodation and airport transfers.
- Students who have financial issues during the course of their studies can meet with Student Services Support Staff or MEGT Education Finance. Student Support Services staff can also provide students with budgeting assistance.
- While Student Support Services can provide some advice and guidance, where it is appropriate for students to gain professional legal advice Student Support Services will assist with a referral to professional legal services. Students may be entitled to free legal advice through the International Student Legal Advice Clinic (ISLAC) however generally students will incur a cost for professional legal services.
- MEGT Education can not and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

5.4 Critical Incident Policy and Procedures (Standard 6.4)

MEGT Education has documented critical incident policies and procedures that cover;

- the action to be taken in the event of a critical incident,
- required follow-up to the incident, and
- records of the incident and action taken.

Special Consideration P&P Special Needs

These policies ensure the timely and effective management of a critical incident in the interests of students and/or staff, and MEGT Education stakeholders.

5.5 Designated staff as official point of contact for students to access current details on MEGT Education's support services (Standard 6.5)

MEGT Education provides enrolled students with designated student support and learning support staff who are the first point of contact on current support services provided. Enrolled students are informed of the names, locations and contact details of student support staff at enrolment and orientation. Further, this information is also included in the Student Handbook and within the Learning Management System resource for each course.

5.6 Sufficient student support personnel to meet student needs (Standard 6.6)

MEGT Education ensures that sufficient Student Support Services personnel are employed to meet the needs of enrolled students which presently include:

- Reception staff that are available to assist with enrolment and general enquiries.
- Student Support Services staff who provide advice on student welfare matters.
- Academic Managers that assist with academic issues including intervention strategies.
- Trainers and Teachers who are a primary contact for students, governing all student academic performance and consulting Academic Managers when students are at risk of not meeting academic progress requirements.
- The Campus Manager who oversees complaints and appeals, intervention strategies, academic compliance and governance, student welfare, critical incidents and any regulatory student reporting requirements.
- Campus Accountant who is responsible for all fee schedules and collections.
- Accommodation Officer who is available to assist students with information and placements.

5.7 Staff obligations regarding legislation (Standard 6.7)

All staff members who interact directly with students are required to undertake relevant and appropriate training to ensure MEGT Education's obligations under the ESOS framework and National Code 2007 are met. Staff awareness and training includes:

- Position descriptions which include reference to ESOS Act and knowledge of ESOS Act as both a job requirement as well as a desirable criteria in the selection of applicants.
- Induction training and checklist on the National Code and ESOS Act, staff sign off confirming understanding of legislation requirements.
- All staff employed in Student Support Services, Administration and Marketing undertake the ISANA online tutorial and demonstrate their understanding of the National Code 2007. Professional development in areas including cultural awareness, first aid Institute
- Emails and discussions at staff meetings to communicate the ESOS framework.

6. Procedures

N/A

7. Related Policies & Procedures

EDN-003-POL – Admissions Policy and Procedure
EDN-010-POL – Monitoring Course Progress Policy and Procedure
EDN-013-POL – Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure
EDN -008-POL – Complaints and Appeals Policy and Procedure
EDN-036A-POL – VET Assessment Policy
EDN-036B-POL –Higher Education Assessment Policy

8. Implementation

EDN-006-POL – Student Support Services Policy is made available via the MEGT Education Intranet internally and externally on the MEGT Institute web site.

9. Responsibilities

9.1 Staff Role

MEGT Education employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

The Admissions Manager will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa.

9.2 Student Role

Students are expected to attend all orientation sessions and to familiarise themselves with information contained in the Student Handbook. Students are also expected to avail themselves of services offered and to seek assistance in a timely manner.

10. Attachments

MEGT Institute Student Handbook
Orientation Presentation
Ability English Student Handbook
Ability English Student Services Policy and Procedures
Ability English Education Policy and Procedures

11. Process Map

N/A

