



**AUSTRALIAN
TRADE
SKILLS**

STUDENT SUPPORT SERVICES

Standards for RTOs 2015 and ESOS Act

CONTENTS

STUDENT SUPPORT SERVICES	1
Contents	2
Australian Trade Skills Staff and Resources Capability	3
Student Support Services	3
Academic issues	3
Personal / Social issues	3
Accommodation	4
Medical Issues	4
Procedures	4
Other Important Numbers:	5
Legal Services	5
Class or Educational Issues	6
Financial Issues	6
Personal and / or Welfare Problems	6
Immigration/Visa Issues	6
Complaints	7
Students Rights and Responsibilities	7
Discrimination and Harassment	7

AUSTRALIAN TRADE SKILLS STAFF AND RESOURCES CAPABILITY

Australian Trade Skills has nominated "Student support officer" who is available to all students. Students can access the student support officer directly to organize an appointment.

Australian Trade Skills ensures that staff members who interact directly with overseas students are aware of the provider's obligations under the ESOS Framework.

The Student Services staff will ensure that up-to-date information is available for the following services and that the contacts listed are current. This information is given to students during their Orientation Program.

STUDENT SUPPORT SERVICES

The following support services are available for all students studying at Australian Trade Skills. Australian Trade Skills will provide students with contact details for any matters that require further follow up with relevant professionals. Such referrals are provided by Australian Trade Skills at no cost to the student, but fees and charges may apply where an external service is used by the student. Australian Trade Skills clarifies with the student prior to using such services outside Australian Trade Skills.

ACADEMIC ISSUES

Students may have concerns with 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 unsatisfactory results are identified. Students can access the Student Liaison Officer, Head of Studies to discuss academic, attendance, or other issues relevant to studying at any time. These staff will provide advice and guidance, or referral, where required.

PERSONAL / SOCIAL ISSUES

Many issues can affect student's social and/or personal life and all students have access to the Student Liaison Officer or Campus Manager through normal college hours to gain advice and guidance on personal issues, accommodation, or family / friend issues. Where further support is required, a referral to appropriate support services will be organized.

ACCOMMODATION

While Australian Trade Skills does not offer accommodation services or take any responsibility for accommodation arrangements, we are able to refer students to appropriate accommodation services and are always available to discuss issues or concerns students may have with their accommodation arrangements. All students are encouraged to have accommodation organized prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services. There may be some administration fees for organizing accommodation to students.

MEDICAL ISSUES

Student Services will always have an up to date list of medical professionals within access from the college location, and any student with medical concerns should inform the Student support Officer who will assist them in finding an appropriate medical professional. The Student support Officer can also assist students in obtaining health cover with Australian Trade Skills' chosen provider.

PROCEDURES

The Under 18 contact person -is a person on whom the student can rely for guidance, referral advice and support on a range of issues, including academic progress, coaching, personal welfare, social and emotional issues, financial guidance, general safety and security. An essential component is establishing a trusting relationship with the student. This can only be achieved through regular and sustained personal visits and telephone contact.

Prior to accepting the responsibility for the student's accommodation, support and general welfare, the accommodation arrangements shall be checked for suitability by the Overseas Student Contact Officer.

Where accommodation is deemed unsuitable, the Overseas Student Contact Officer shall report the need for a change to the accommodation arrangements to the CEO and seek an alternative arrangement.

Any changes to the students reported accommodation arrangements shall be reported to the Department of Home Affairs using the Department of Home Affairs proforma letter (available through PRISMS).

In the event of the students enrolment be suspended, transferred or cancelled, the Overseas Student Contact Officer shall maintain responsibility for the appropriateness of the students accommodation, support and general welfare until responsibility for the students accommodation, support and general welfare has been accepted by another registered provider or the student leaves Australia or the Overseas Student Contact Officer reports to the Department of Home Affairs that it can no longer approve of the arrangements of the student.

Where Australian Trade Skills terminates cancels or suspend a student enrolment then Australian Trade Skills will Continue to check the availability of the student’s accommodation until:

- the student is accepted by another registered provider and that registered provider takes over the responsibility for approving the student’s accommodation, support and general welfare arrangements
- the student leaves Australia;
- other suitable arrangements are made that satisfy the Migration regulations;
the registered provider reports under Standard 5.1.d that it can no longer approve of the arrangements for the

The emergency phone number for an ambulance, police, or fire attendance in Australia is ‘000’. This number should only be dialled in cases of genuine emergency.

OTHER IMPORTANT NUMBERS:

Australian Trade Skills	(02) 9061 5341
Police and Ambulance and Fire	000
Medibank Private	132 331
Department of Home Affairs	131881
Health Services Australia (Medical Examination)	07 3307 9444
Public Transport Information Line (Timetables, routes etc)	13 12 30
Telephone Directory Service	12234
International Directory Service	1225
Translating and Interpreting Service (24 hours)	131 450
Domestic Violence Line (24 hours)	1800 656 463

LEGAL SERVICES

Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional. Free legal advice and referral services can be obtained from a range of national and state organizations.

CLASS OR EDUCATIONAL ISSUES

The following outlines the procedure if a student is having problems in the classroom.

- Consult your Trainer first a. Your trainer is closer to the problem and may have a better understanding of the issue and how it can be resolved.
- If your problem is not resolved, make an appointment to consult the Head of Studies.
 - The Head of Studies will take down the details on a student interview form
 - Subsequent interviews may occur with the student, the trainer and/or other parties involved c. The parties involved may be asked to sign the student interview form and copies may be given to all parties involved
- If there is still a problem, make an appointment to consult the Academic Director
 - The Academic Director will take down the details of the consultation on a student interview form
 - The parties involved may be asked to sign the student interview form and copies may be given to all parties involved

FINANCIAL ISSUES

If a student is having difficulty in meeting their financial duties to Australian Trade Skills they should see someone in the Accounts department. An appointment can be made with student services to consult an Accounts officer in Accounts Department

PERSONAL AND / OR WELFARE PROBLEMS

If a student is having difficulty with their personal lives they can discuss their problems with the Head of Studies or the Academic Director.

If a student prefers to consult an external counselor, we can refer you to one (please be aware that the external counselor may charge a fee for this service)

IMMIGRATION/VISA ISSUES

If a student has a question or issue about their Visa they may make an appointment to consult Marketing Manager if you have a visa problem or enquiry.

Please note that Australian Trade Skills is not a registered Immigration consultant and is not permitted to provide information to student wishing to immigrate.

COMPLAINTS

Students who wish to lodge a complaint on any matter can do so in writing to the Head of Studies.

The Head of Studies will interview the student to assess the nature and validity of their case. The complaint will then be discussed with relevant staff members and other individuals cited in the letter of complaint. The student will then be provided with a response to his/her complaint.

Students are entitled to have a personal representative present at any stage during the complaint procedure.

Any student who victimizes another student or a staff member for lodging a complaint may be expelled or subject to some other form of disciplinary action.

Finally, students have the right to bring any grievance to the attention of government fair trading department, if the above channels cannot resolve the issue.

STUDENTS RIGHTS AND RESPONSIBILITIES

When you sign and date your enrolment form you agree to abide by the rules and regulations set down by Australian Trade Skills.

As a student you have a right to: Learn in a safe, supportive environment without harassment or discrimination. Be informed of all assessment procedures as well as results from those assessments. Lodge a complaint without being victimized.

As a student you also have a responsibility to:

- Treat other students and Australian Trade Skills staff with respect and fairness.
- Obey reasonable directions from trainers and staff.
- Only smoke in a designated smoking area.
- Be honest in your assessment events.
- Follow safe working practices, including wearing footwear and using safety equipment where necessary.
- Not to behave in a way that could threaten, offend or embarrass others.

DISCRIMINATION AND HARASSMENT

Australian Trade Skills is committed to delivery of training in a non-discriminatory and equitable learning environment.

Australian Trade Skills will not tolerate any form of unlawful discrimination or sexual harassment by any staff member or student.

Sexual harassment is a form of discrimination and constitutes any unwelcome behaviour of a sexual nature, which humiliates, intimidates or offends another person.

Some instances of sexual harassment are more obvious than others. The best policy is to always be cautious and be sensitive to the perceptions of others. Behaviour that some people find amusing, may offend others.

Some examples of sexual harassment (the following list is by no means exhaustive) are:

- Persistently asking somebody out, even though they have declined
- Intrusive questioning about a person's private life
- Sending emails containing sexist or racist jokes
- Displaying pornography
- Deliberately brushing up against or touching somebody

Students wishing to lodge a complaint regarding discrimination or harassment should contact the Head of Studies immediately.

If a complaint of discrimination and/or sexual harassment is made it will be investigated promptly, impartially, confidentially and thoroughly.

If a student infringes the discrimination and harassment policy and it is substantiated by the Head of Studies, Australian Trade Skills may apply one or more of the following as applicable, depending on the severity of the case:

- Give the offending student involved a first and final written warning
- Require the offending student to make a written and/or verbal apology (in public or in private)
- Require the offending student to undergo counseling
- Expel the offending student
- Other disciplinary action may also be taken.

Students should note that Australian Trade Skills might forward harassment complaints of sexual nature to a State or Federal Anti-discrimination agency. In very serious cases, criminal charges may be laid.

Students participating in Australian Trade Skills internal complaint procedures do not forego their right to complain to a State or Federal Anti-discrimination agency at a later time, should they be dissatisfied with the outcome of the internal procedure.

All students should note that if Australian Trade Skills becomes aware of any discriminatory behaviour or harassment, it may of its own initiative take disciplinary action against the student involved even though a complaint has not been made regarding the students conduct.

Australian Trade Skills agrees to abide by the Antidiscrimination Act 1977 to protect all Australian Trade Skills staff and students from any form of discrimination, harassment or bullying.