



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

Student Support Services Policy

Purpose

The purpose of this policy is to ensure that under Standard 6 of the National Code 2018 and the Standards for RTOs 2015 - Standard 1, 4 and 5. Ingress Training Academy provides access to sufficient support to ensure students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

POLICY

Ingress Training Academy will ensure that all staff that interact directly with students are aware of the both Ingress Training Academy's and their obligations under the ESOS framework as well as the potential implications to students.

Ingress Training Academy Pty Ltd is committed to supporting 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.

Ingress Training Academy Pty Ltd provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

Ingress Training Academy Pty Ltd provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues.

These services are provided at no additional cost to the student. If Ingress Training Academy Pty Ltd refers the student to external support services, Ingress Training Academy Pty Ltd will not charge for the referral.

Ingress Training Academy Pty Ltd has a documented critical incident policy together with 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.



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

Our Critical incident policy ensures the interests of the student and their families are managed appropriately and shows that Ingress Training Academy Pty Ltd is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. See Critical Incident Policy and Procedures via the website

<http://www.ingressacademy.edu.au/wordpress/wp-content/uploads/2019/07/International-Student-Handbook-Version-2.pdf>

Ingress Training Academy Pty Ltd designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of Ingress Training Academy Pty Ltd 's support services.

Ingress Training Academy Pty Ltd provides:

- provides appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues. •
- maintains and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources
- make accessible to students information on institutional complaints and appeals procedures
- regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress and attendance visa conditions
- provide welfare-related support services at no cost to the students including referrals to any additional services.

Related Policy

Critical Incident Policy which can be found <http://www.ingressacademy.edu.au/wordpress/wp-content/uploads/2019/04/23.-Critical Incident Policy-Form-2.pdf>



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

Procedure

Orientation and Transition Support

All students go through an Orientation Program during their first week at Ingress Training Academy Pty Ltd . The Orientation program involves familiarisation with the campus, facilities and living and studying in Brisbane.

Contents of Orientation program include:

- Orientation to Brisbane and a tour of Ingress Training Academy Pty Ltd
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Details of other Student Services and Support available in the Student Handbook
- Information on other support available eg. Legal, emergency and health services available
- Visa requirements and student safety for international students Students are provided with
- A copy of the Orientation powerpoint When an international student completes orientation they are asked to sign a student induction checklist which is filed in the student's file.
- Services, facilities and resources available to students
- Visa requirements for international students
- Policies and Procedures
- Other relevant information in assisting students to adjust to life and study in Australia

Academic support is the responsibility of the trainers/ teachers. Students are advised to approach their trainers, the Campus Managers if they need assistance in meeting course requirements.

The student support officers are available to international students to help them access study support and welfare-related services such as;



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

- Legal Services – Ingress Training Academy Pty Ltd can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.
- Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. Ingress Training Academy Pty Ltd C will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with student services. For medical or other emergencies students are instructed to contact the appropriate services, eg 000 and inform Ingress Training Academy Pty Ltd as soon as appropriate.
- Facilities and Resources – At orientation students are given a guided tour of the campus and all ATMC facilities and during that process they will become aware of all the resources available to them.
- Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website and made available from administration at anytime. The policy is specifically explained both in the Student Handbook and during orientation.

Any student visa condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their visa conditions. Specifically the expectations for course progress and attendance (for CRICO students) are laid out in the Student Handbook and explained during orientation Ingress Training Academy Pty Ltd can also refer students to external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis.

There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

In addition to the normal support services, international students are provided with a range of specialist services such as assistance with



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

- resume-writing and looking for part-time work.
- severe verbal or psychological aggression; • death, serious injury or any threat of these; • natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

For further information see Critical Incident Policy and Procedure

Orientation Program

Ingress Training Academy will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the course must cover:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes, and
- any student visa condition relating to course progress and/or attendance as appropriate.

The Campus Managers are 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 Campus Manager.

The Campus Manager will collect all the completed forms, checking them to ensure they are filled correctly.

All forms **MUST** be filed in the students file.

Dealing with late arrivals / starters



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

Ingress Training Academy will have available one of two staff members available to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

Principal Executive Officer - Ms Marilyn Willmot
Campus Manager: - Ms Holly Heathcote
Campus Manager: Ms Bruna Fontanelle

Both have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by Ingress Training Academy will always be free of charge.

Any referrals provided to students by Ingress Training Academy to support services will be free of charge.

Ingress Training Academy does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to Ingress Training Academy, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

If a student is in need of affordable dispute resolution services Ingress Training Academy generally refers all disputes to the Australian Council for Private Education and Training (ACPET).

Welfare & Guidance Services



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

If, at any time, a student needs counselling or advice and Ingress Training Academy's staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

• Reverse charge	12 555
• Interpreting Services	131 450
• ACPET	1800 657 644
• Abortion Trauma and Crisis Pregnancy Help	1300 737 732
• State wide Sexual Assault Helpline	1800 010 120
• Rape and Incest Survivors Support Centre	07 3391 0004
• Lifeline	13 11 14
• Drug-Arm	1300 656 800
• Men's Telephone Counselling Service	1800 600 636
• Women's Health New South Wales-wide	07 3839 9988
• Family Law Hotline	1800 050 321
• Privacy Enquiries Line	1300 363 992
• Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

This information is located in the International Student handbook that the students will receive.

Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.



To find your closest Embassy and / or Consulate visit:

<http://www.dfat.gov.au/geo/>

Overview of Standard 6

6.1 The Registered providers must support student in adjusting to study and life in Australia, by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:

- 6.1.1 support services available to assist overseas students to help them adjust to study and life in Australia;
- 6.1.2 English language and assistance programs;
- 6.1.3 Any relevant legal services;
- 6.1.4 Emergency and health services
- 6.1.5 The registered provider's facilities and resources
- 6.1.6 Complaints and appeals processes as outlined in Standard 10(Complaints and appeals).
- 6.1.7 Requirements for course attendance and progress, as appropriate;
- 6.1.8 The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia;
- 6.1.9 Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through Fair Work Ombudsman.

6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6, at no additional cost to the overseas student.

6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.

6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.

6.5 The registered provider must designate a member or members of staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B
and Procedures.

International Student Support Services Policy

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- 6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.
 - 6.7 The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
 - 6.8 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.
 - 6.9 The registered provider must:
 - 6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety.
 - 6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.
 - 6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.