

STUDENT SUPPORT POLICY

Effective Date: December, 2024

Objectives

The objective of this policy is to ensure that The Performance College (TPC) provides appropriate student support services to assist students in adjusting to life in Australia, achieving their learning goals, and making satisfactory progress in their studies. This policy aligns with the ESOS Act and the Standards for Registered Training Organisations (RTOs) 2015.

Scope

This policy applies to all students enrolled at TPC, including international students and domestic students. It also applies to all staff members responsible for student welfare, academic support, and administration.

Definitions

- **ESOS Act:** The Education Services for Overseas Students Act 2000, governing the rights and responsibilities of international students and education providers.
 - **National Code:** The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
 - **Student Support Services:** A range of academic, welfare, and administrative services provided to students to enhance their educational experience.
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Policy Details

1. Support for Adjusting to Life in Australia

- TPC will provide a comprehensive orientation program for all new students, covering accommodation, health services, local transportation, cultural norms, and safety guidelines.
- Additional resources such as student handbooks and online information portals will be available to assist students in settling into their new environment.

2. Academic Support

- TPC offers academic support, including tutoring services, study groups, and access to trainers for one-on-one assistance.
- Students struggling with coursework will have access to intervention strategies such as study plans, additional training, and counselling for study-related issues.
- Academic staff will be available to assist students with queries regarding course content, assessments, and learning resources.

3. Welfare and Well-being Support

- Information on external support services such as legal aid, medical services, and

emergency contacts will be available.

- Students in crisis situations will receive immediate support, including referrals to relevant emergency services.

Responsibilities

- Student Support Officers: Responsible for providing assistance related to student welfare, academic progress, and general support services.
- Academic Staff: Responsible for offering academic guidance and ensuring students have access to learning support resources.
- Campus Manager: Responsible for overseeing the implementation of student support policies and handling escalated student concerns.
- Students: Responsible for proactively seeking support services when needed and following the procedures outlined in this policy.

Procedures

1. Accessing Support Services

- Students can contact Student Support Officers via email, phone, or in-person visits to discuss any concerns related to academic progress, personal welfare, or accommodation.
- Academic support can be accessed through scheduled appointments with trainers.

2. Referrals to External Services

- If additional support is required, students will be referred to external services such as counselling, legal aid, or medical professionals. Students will be informed of any costs associated with these external services.

3. Emergency Support Procedures

- In the event of an emergency, students should immediately contact Student Support Officers or Campus Manager.
- TPC will ensure that students have access to 24/7 emergency contact information for critical incidents.

4. Monitoring and Continuous Improvement

- Regular feedback from students will be collected to improve student support services.
- TPC will review this policy annually to ensure it remains relevant and effective.

Policy Review

This Policy will be reviewed as part of the TPC's yearly policy review cycle or as required by regulatory changes.

Policy Owner: Campus Manager