McGibbon Institute of Trade and Business

Student Support Policy and Procedures

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Purpose of the policy

The purpose of this policy and procedure is to outline McGibbon Institute of Trade and Business approach to ensuring that student support services are made readily available to all domestic and Domestic students to ease the transition into life and study in Australia and to assist them. This policy and its associated procedures meet the requirements of Standards 2.1, 2.3, 2.4, 2.5, and 2.6 of the Outcome Standards for Registered Training Organisations (RTOs) 2025, as well as Standard 6 of the National Code of Practice for Providers of Education.

Policy statements

- McGibbon Institute of Trade and Business determines the support needs of individual learners and provides access to the educational and support services necessary for them to meet the requirements of the training product, as specified in training packages or VET-accredited courses.
- Where there are any changes to agreed-upon services, McGibbon Institute of Trade and Business will advise the learner as soon as practicable, including any new third-party arrangements, changes in ownership, or modifications to existing third-party arrangements.
- McGibbon Institute of Trade and Business has a complaints and appeals policy, where all complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.
- McGibbon Institute of Trade and Business will assist students to adjust to study and life in Australia, including both
- rientation programs and publications, which include information about:
- Student support services are 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 process, and
- Any student visa condition relating to course progress and/or attendance as appropriate.
- McGibbon Institute of Trade and Business will provide students with the opportunity to participate in services or access services designed to assist them in meeting course requirements and maintaining attendance.
- McGibbon Institute of Trade and Business has a documented critical incident policy, along with procedures that
- utline the actions to be taken in the event of a critical incident, the required follow- up procedures, the recording of the incident, and the subsequent actions taken.

- McGibbon Institute of Trade and Business will provide students with the opportunity to access welfare-related support services to assist with issues that may arise during their studies, including accommodation-related issues. These services will be provided at no additional cost to the student.
- If McGibbon Institute of Trade and Business refers the student to external support services, the college will not charge for the referral.
- Designated staff members at the college will serve as the official point of contact for students. They will be equipped with up-to-date information on the support services provided at McGibbon Institute of Trade and Business.
- McGibbon Institute of Trade and Business will ensure that it has sufficient support personnel to meet the needs of enrolled students and that all support personnel are aware of the college's obligations under the ESOS Framework, as well as the implications and rights of students.
- McGibbon Institute of Trade and Business conducts a thorough and appropriate (age and culturally sensitive) compulsory student orientation/induction program for all enrolled students, in

consideration of the following:

- Student's privacy and confidentiality as per the Privacy Act.
- Cultural sensitivities are considered to prevent offence to students, their families, or any of their representatives, such as education agents.

Procedures

Procedure	Person Responsible
Access to Student Support Officer • All students enrolled with McGibbon Institute of Trade and Business will have access to student support officers. • Prior to commencement of training, students are required to complete an LLN&D assessment using the LLN Robot in accordance with the Student Enrolment Policy and Procedures. • The Student Support Team provides applicants with an online LLN Robot assessment link during the pre-enrolment process. LLN&D assessment outcomes are reviewed prior to the issuance of a Letter of Offer and Acceptance Agreement in accordance with the Student Enrolment Policy and Procedures. • LLN&D assessment outcomes are reviewed against the learner suitability and LLN requirements identified within the relevant Training and Assessment Strategy. • Where support needs are identified, appropriate support arrangements are determined and documented. Where required, an ACSF Support Plan may be developed in consultation with the student and implemented in accordance with this policy. • Appointed SSOs are required to effectively administer assistance to students, as well as know whom to refer students to when further help is needed.	CEO Student Support/ Administration Department

Role of Student Support Officers ● The Student Support Officer's role is to provide first-hand assistance to students regarding: o Transition to life and study in a new environment o Legal services o Emergency and health services o Facilities and resources o Complaints and appeals processes o Student visa conditions relating to course progress and/or attendance	Student Support/ Administration Department

Procedure	Person Responsible
○ Academic assistance ○ Referrals to external services ● The Student Support Officer must provide current and relevant advice to students, and must not give advice when unsure of the facts (e.g. providing students with advice regarding training and assessment rather than referring the student to their Trainer/Assessor)	
Orientation - Introducing students to McGibbon Institute of Trade and Business 1. Domestic Students new to the college will be informed of the services provided by McGibbon Institute of Trade and Business through their website, orientation program consisting of info-sessions, Student Handbooks and/or Orientation PowerPoints 2. These sessions/materials will consist of relevant and up-to-date information regarding student support services offered by the college. 3. These sessions/materials will outline the role of the Student Support Officer at the college, including their responsibilities to students in terms of academic, personal, and/or administrative support.	Student Support/ Administration Department

Identifying students requiring further support 1. Student support needs may be identified prior to or during enrolment through: LLN&D assessment outcomes; enrolment review processes; student disclosures; trainer and assessor observations; attendance monitoring; course progress monitoring; student support interactions; complaints, appeals, feedback or welfare discussions; and any other information indicating that a student may require additional support. 2. Identified support needs must be documented in the student's file and reviewed by the Student Support Team.	Student Support/ Administration Department

Procedure	Person Responsible
Managing Identified Student Support Needs 1. Where a support need is identified, McGibbon Institute of Trade and Business will develop an Individual Support Plan or ACSF Support Plan in consultation with the student. 2. Support plans must document: identified support needs; agreed support strategies; responsible persons; review dates; and support outcomes. 3. Support plans are retained on the student's file and are implemented, monitored and reviewed in accordance with organisational requirements. Support arrangements are reviewed at least once per term through the Student Support Register, attendance monitoring, course progress monitoring, academic performance reviews, and consideration of support outcomes.	Student Support/ Administration Department
Monitoring and Review of Support Arrangements 1. Student support arrangements are monitored and reviewed throughout the student's enrolment to determine whether the support provided remains appropriate and effective. 2. Monitoring activities may include: attendance monitoring; course progress monitoring; trainer and assessor feedback; student meetings and support discussions; student feedback; and review of agreed support actions 3. Support arrangements may be amended where required to address changing student needs or support outcomes. 4. Reviews and outcomes are documented in the student's file.	Student Support/ Administration Department

Student Support Register 1. McGibbon Institute of Trade and Business maintains a Student Support Register to record and monitor identified student support needs, support plans, review activities, support	Student Support/ Administration Department

Procedure	Person Responsible
outcomes, and any amendments made to support arrangements throughout the student's enrolment. ● The Student Support Register is reviewed at least once per term by the Student Support Team and management to ensure identified support needs are actioned, monitored and reviewed appropriately.	
Providing Support for Students **A. Administrative Support** ● Student Support Officers assist with one or all of the following: Collecting all documents required at the time of Orientation Settling into life and study in Australia Complaints and appeals Student Visa conditions relating to course progress and/or attendance	Student Support/ Administration Department
B. Academic Support ● Student Support Officers assist with one or all of the following: Individual support plans Study methods Additional support Study groups Language, Literacy, Numeracy and Digital (LLN&D) support	Student Support/ Administration Department
● **Welfare Support** Student Support Officers may assist with providing guidance related to: Opening up bank accounts Accommodation Legal services Emergency and health services	Student Support/ Administration Department

External Student Support Services Referral List

While all students will have free and unlimited access to student support services, it is acknowledged

that, in some instances, the support required by the student is beyond the SSO's capability and more specialised external services are required. Referral to external services is free for the student.

Support	Website	Phone no.
Emergency – Police, Fire, Ambulance		000
Alcohol and Drug Foundation	https://adf.org.au/	1300 85 85 84
Anxiety Support	www.beyondblue.org.au	1300 22 4636
Accommodation	gumtree.com.au http://www.domain.com.au http://www.realestate.com.au	
Asthma	https://asthma.org.au/	1800 278 462
Crime stoppers Victoria	https://www.crimestoppersvic.com.au/	1800 333 000
Consumer Affairs Victoria – Domestic Students	www.consumer.vic.gov.au/internationalstudents	1300 55 81 81
Depression (National Initiative)	www.beyondblue.org.au	1300 22 4636
Department of Home Affairs	www.homeaffairs.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	www.respectvictoria.vic.gov.au	1800 737 732
Epilepsy	www.epilepsy.org.au	1300 37 45 37
Gambling Helpline	www.gamblinghelponline.org.au	1800 858 858
Grief support	https://griefline.org.au/	1300 845 745

Lifeline	www.lifeline.org.au	13 11 14
Melbourne Water	www.melbournewater.com.au	131 722

National Accreditation Authority for Translators and interpreters	www.naati.com.au/	03 9642 3301
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au	1800 056 449
Telephone Interpreter Service	www.tisnational.gov.au/	131 450

Document Control

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