

STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Scope

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

“Registered providers support 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.”

Purpose

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. Yorke Institute will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

Process

1. Student Support

- All staff employed by Yorke Institute are aware of their responsibility to provide support to all students, Yorke has a team that is available to all students, on an appointment basis, through the standard business hours.
- The Student Support Team members are: RTO Manager, Student Administration Officer, Administration Support staff and RTO Coordinator.
- Student Administration Officer who deals with general issue and can refer you to relevant qualified individuals depending on the nature of your enquiry.
- Students have access to the Student Administration Office through normal business hours of 9a.m.until 5p.m. For emergency email info@yorkeinstitute.com.au and the relevant staff will respond immediately within 24 hours of receiving the email.

All advice and matters dealt by Yorke Institute staff are treated as professional and confidential.

If the staff member is unable to advice on certain matters, students will be referred to professional external services.

- Students can access the Student Administration Officer directly and an appointment will be organised as soon as practical.
- Part of the Student Administration Officer responsibility is to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

2. Student Support Services

- The following support services are available and accessible for all students studying with the Yorke Institute. Students will be provided with contact details to refer any matters that require further follow up with relevant professionals.
- Any referrals are conducted by Yorke Institute are at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of Yorke Institute .
- A student is able to access student support to discuss any academic, attendance, or other related issues to studying at Yorke Institute at any time.
- **Academic issues**
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 non satisfactory results are identified.
- **Personal / Social issues**
There are many issues that may affect a student's social or personal life and students have access to the Student Administration Officer through normal business hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where it is felt further support should be gained, a referral to an appropriate support service will be organised.
- **Accommodation**
While Yorke does not offer accommodation services or take any responsibility for accommodation arrangements, Yorke Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.
All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Administration Officer can refer students to appropriate accommodation services.
- **Medical Issues**
The Student Administration Officer will always have an up to date list of medical professionals within access from the institute location and any student with medical concerns should inform Administration who will assist them in finding an appropriate medical professional.
The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and ambulance, police, or fire attendance is required.)
- **Legal Services**
Yorke Institute is able to provide some advice and guidance on a limited range of situations. Where the Student Administration Officer feels it appropriate to gain professional legal advice students will be referred to an appropriate legal professional.
- **Social Programs**
Social events are organised that allow all students enrolled with Yorke to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Administration Officer

3. Student Commencement and Orientation Programs

All students are required to attend an orientation day at the beginning of their studies.

The orientation program is managed by the Student Administration Officer and includes the following:

- A tour of Yorke Institute identifying classrooms, student areas, student administration area, and any other relevant areas within Yorke Institute such as toilets, fire exits, and restricted areas.
- Information on life in Australia, visa requirements and course requirements

Services and the contacts

LOCAL AMENITIES & FACILITIES

In the local surrounds of the Yorke Institute are numerous amenities and facilities for your convenience.

Train, Tram & Bus

Yorke Institute is located next to the North Richmond train station and trams run regularly into the Central Business District from Victoria Street. (Trams 24, 109). Buses also run from Victoria Street.

Parking

Parking is limited to two hours in most parking located around the campus.

Restaurants & Cafes

The campus has a café named *Yorke On Regent* which offers a wide variety of food, hot drinks and beverages. The café is open to students and public. The food is generally prepared by students under the supervision of qualified chefs.

The Richmond Tavern is located opposite the campus at 14 Elizabeth Street, open for lunch and dinner.

A wide selection of restaurants and cafes are located within walking distance of the campus in Victoria Street to the South.

Local Banks

Commonwealth Bank, one is located at 124 Victoria Street
Westpac Bank, one is located at 263 Victoria Street
Bank of Queensland, is located at 283 Victoria Street.

Chemist

Pulse Pharmacy is located at 110 Victoria Street.
Thao Nguyen Pharmacy is located at 146 Victoria Street.

Petrol

SHELL petrol station is located at 1181 Hoddle Street to the North, opposite York Street.

EMERGENCY CONTACTS

Emergency numbers and contact details

1. POLICE 000
2. AMBULANCE 000
3. FIRE 000

Procedure:

1. Dial 000 and request the service you need
2. Remember to remain as calm as you can
3. Speak clearly and give the details as requested