



SYDNEY **Rudolf Steiner** COLLEGE

Teacher Training & Adult Education

under the auspices of Melbourne Rudolf Steiner College Ltd

ACN 081 055 110 RTO 3948 CRICOS 01812M VET Fee-HELP Provider 7052

Advanced Diploma of Rudolf Steiner Education

(Course code 69801TAS, CRICOS code 071548J)

Student Support Services Policy

1. Policy

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.”

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. The College will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

2. Procedure

Nominated Student Support Officer

Whilst all staff employed by the College have the responsibility to provide support to all students, the College nominates the College Coordinator (CEO) as the 'Student Support Officer' who will be available to all students, on an appointment basis, through the standard College hours of business.

Students can access the Student Support Officer directly and an appointment will be organised as soon as practical.

As part of this responsibility the Support Officer 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.

Student Support Services

The following support services are to be available and accessible for all students studying with the College. The College will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the College 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 the College.



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- **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.

A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at the College at any time.

- **Personal / Social issues**

There are many issues that may affect a student's social or personal life and students have access to the Support Officer to gain advice and guidance on personal issues, accommodation issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

- **Accommodation**

While the College does not offer accommodation services or take any responsibility for accommodation arrangements the College 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 Support Officer can refer students to appropriate accommodation services.

- **Medical Issues**

Administration 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 emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

- **Legal Services**

The College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

- **Social Programs**

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the College 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 Support Officer.



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Student Orientation Program

All students are required to attend an orientation program at the beginning of their studies with the College. This orientation program is managed by the Student Support Officer and must include the following:

- A tour of the College identifying classrooms, student areas, administration area, and any other relevant areas within the College such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the *College Handbook* and where relevant, the *International Student Information Handbook*.