

Student Support Services Policy

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DOCUMENT REVISION

Internal: Document released under Innovium Pty Ltd for use across all trading arms

Public : Document is released on the Website for public access

Version	Release Date	Change	Approved	Revision Date
1.0	01/09/15		Head of International Training	07/2016
2.0	01/04/16	Addition of equity and disability support services		07/2016

Purpose

Innovium Pty Ltd trading as Site Institute International has implemented this policy to ensure our commitment to timely Student Support Services and convey it in clear and simple terms to personnel, students and third parties.

Scope

This policy applies to staff members, International Students and stakeholders.

Compliance Reference

- Education Services for Overseas Students (ESOS) Act 2000
- Migration Act 1958
- National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007
- Standards for Registered Training Organisations 2015

Background and General Guidelines

Site Institute International is committed to continuously improving the quality of our education services for students.

Feedback process

Site Institute International has a feedback system for students to provide feedback on the quality of the services and resources we provide. During each period of study, students will be asked to complete a student feedback form, which will be analysed and used as a measure of our performance as an organisation and for identification of areas where improvement is required.

Welfare and Guidance Services

All students of Site Institute International will have access to welfare and guidance services that include:

- Personal guidance – confidential guidance to help resolve personal problems affecting training progress at the Institute
- Vocational guidance – vocational guidance to assist students to clarify goals and to make the best choice of units to achieve those goals
- Educational guidance – for students experiencing difficulty in attaining their goals – resources teachers can also help with problems in this area

Equity and Disability Support

Site Institute International has a commitment and responsibility under legislation to ensure that students from the global community or with a disability are provided with an inclusive environment to participate in campus life and be free of harassment or discrimination. SII values the diversity of its staff and student population.

Commonwealth and State Acts which frame SII's obligations and responsibilities in regard to diversity and disability matters include:

- [Anti-Discrimination Act 1991 \(Queensland\)](#)
- [Disability Discrimination Act 1992 \(Commonwealth\)](#)
- [Disability standards for Education 2005](#)
- [Convention on the Rights of Persons with Disabilities](#)
- [Disability standards 2010 \(Access to Premises-Buildings\)](#)

Support Staff

The **International Student Support Officer (ISSO)** will be one of the most important staff you get to know. Maintaining close contact and communications with the ISSO will ensure your transition to studying at Site Institute International and to life in Brisbane is a smooth and enjoyable as possible. All matters related to maintaining your course attendance and progress, visa conditions, emergency travel and family issues or deferral of your course should be addressed with the ISSO.

A student's first point of contact once their course has commenced will be their respective **Teachers** in relation to academic matters.

The **Head of International Training** is available for any issues regarding Teachers, classroom, access to services or issues with other students.

Student Assistance

The **International Student Support Officer (ISSO)** will provide welfare and guidance services and offer non-judgemental, confidential support to students. If required, the Institute will recommend suitable external counselling service for further assistance.

Privacy

All information and documentation supplied to Site Institute International by students will be treated confidentially and in accordance with the Privacy Act.

Publication

This policy and procedure will be published and publically available on the organisation's website.