



Australian National  
Institute of **Business**  
and **Technology**

## Student Support Policy

### Purpose

1.1 The purpose of this policy and procedure is to define the system used to meet the requirements of:

- National Code Standard 6

1.2 Australian Institute of Business and Technology (ANIBT) supports 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.

### 2.0 Scope

2.1 Applies to all currently enrolled students.

### 3.0 Responsibility

3.1 The CEO **Jianming Chen**, The Manager Academic and Student Services (MASS) **Flora Fan** and The Manager Academic Delivery and Compliance (MADC) **Dale Sheather** are responsible for implementation of this policy and procedure and to ensure that staff are aware of its application and implement its requirements and procedures.

**Staff and Students are informed of these contacts during Induction and Orientation, their names, duties and contact numbers are listed in Staff Handbook and their roles are documented in the Student Handbook.**

### 4.0 Policy Contents/Statements:

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

4.2 All Student Support Services are at no additional cost to the students.

4.3 ANIBT assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- Student support services 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 processes.
- Any student visa condition relating to course progress and/or attendance as appropriate.

4.4 ANIBT has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.



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4.5 **The MASS (Flora Fan)** is the designated official point of contact for students. The MASS will have access to up-to-date details of ANIBT's support services to meet the needs of the students.

4.6 ANIBT provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study. These services are provided at no additional cost to the student. If ANIBT refers a student to external support services, ANIBT will not charge for the referral.

4.7 ANIBT ensures that staff members who interact directly with students are aware of the obligations of ANIBT under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies on ANIBT's intranet and in **the Staff handbook and the staff Induction Package**. **Copies of all relevant Legislation can be found in The MADC (Dale Sheather) office.**

### **Student Orientation Program**

4.8 An orientation program is conducted by The MASS and The MADC before ANIBT's classes begin and is compulsory for all newly arriving students. The program includes an introduction to ANIBT, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of ANIBT that are necessary for successful study. The orientation program also involves social activities, which will help students to meet each other and to familiarize themselves with the ANIBT and its surroundings.

4.9 ANIBT will ensure that during the orientation program students are provided information about the following topics:

- Code of conduct
- Student Support Services
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Attendance requirements (VISA) and absence notification requirements
- Intervention strategy Policy and Procedures
- Assessment Methods and Plagiarism policy
- Reassessments information
- Recognition of prior learning and credit transfer
- Access and Equity, privacy policy, Complaints and Appeals process
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Student Visa conditions
- **The ESOS Framework**
- Working under Student Visa
- Overseas Health Insurance
- Emergency contacts
- External legal and welfare services for students
- Accommodation
- Health Services



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- Transport information
- Social & support groups

During the orientation period, students are given an Induction kit consisting of the following items:

- ANIBT Student handbook
- Course Timetable
- ID card
- Guide to Melbourne for Overseas Student

### **Day to Day Student Support Services**

4.10 ANIBT provides the opportunity for students to participate in additional services designed to assist students in maintaining their attendance and improve their progress throughout the course.

4.11 Student Support Services are provided to all students. ANIBT will have Student Services and Career Advisor (available in Next Careers office on level 13) on site during business hours, 9:00am to 5:30 pm Monday to Friday.

4.12 The ANIBT MASS, MADC and Career Advisor will provide specific academic support assistance, which may include:

#### **Academic Assistance:**

- Understanding course content;
- Assignment writing;
- Preparing for tests;
- Computer assistance;
- Note taking skills;
- Reading, writing and listening skills; and
- Oral presentations.
- Literacy and numeracy assistance

#### **Complaint Management:**

- Complaints and Appeal procedures/process
- Internal Counselling for student issue resolution

#### **Welfare Service assistance, which may include:**

- Information related to Life in Melbourne
- Referral to Welfare Services
- Health Cover
- Tax filing
- Opening bank account
- Well being and security



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- Emergency and health service references

**Immigration Support Referral Assistance, which may include:**

- Visa Assistance
- Work Permit
- Tax File
- Formal letters

**The Student Services Officer will provide other types of assistance, which may include:**

- Student Card Assistance:
- Loss of Student Card
- Issue of new Student Card

**After hours Student Support**

**In the event of an emergency after school hours or on weekends students have access to phone number for assistance. This number is on ANIBT website in the Student Handbook and is documented in the Induction material given to students**

**The number is 0402125752**

**External Student Support Services**

4.13 While all students will have unlimited access to our internal student support services through our Student Services Office, the MASS will assist students to have access to available external welfare services available locally.

- Where the nature of the concern is beyond ANIBT's staff experience and abilities, the student shall be referred to an external appropriate person or organization for professional assistance. The MASS will arrange an appointment with the external Welfare Officer, so that the student can meet and discuss their issues.
- The external Welfare Officer/Organization shall assist with general welfare issues, through providing appropriate advice and direction.
- A counsellor is available for telephone counselling during school hours and upon appointment if needed.