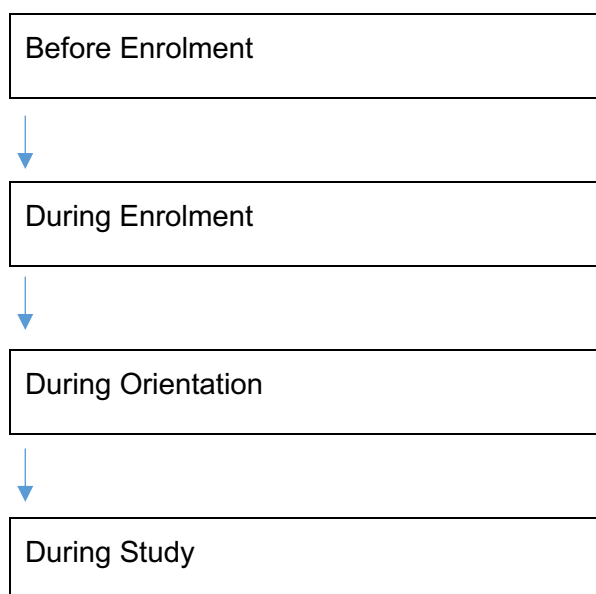# STUDENT SUPPORT SERVICES POLICY

Darwin Institute of Technology (DIT) offers comprehensive Support Services to its students. We have activated a mechanism to identify a student's needs for support at various stages of student life cycle.

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│ Before Enrolment            │
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│ During Enrolment            │
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│ During Orientation          │
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│ During Study                │
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Before Enrolment:

DIT is committed to provide support services to the applicants from the earliest stage of solicitation. Domestic and International Student Handbooks are provided in website and latest version of the same are periodically distributed to student recruiters' offices. Student handbook contains introductions to DIT, its policies, student code of conduct, enrolment process details, requirements for an overseas student's acceptance into the college, visa application process, relevant information on Australia and Darwin, relevant legislation and visa conditions with overview of ESOS Framework. Course Brochures are made available which contain durations of the courses, fee details, entry requirements, course content, modes of study for the course including compulsory, if any, online and/or work-based training/placements. DIT website has all relevant polices uploaded in it e.g. Privacy Policy which details students' right to confidentiality of personal information. The list of approved student recruitment agents is also available and updated regularly. Phone numbers and email addresses are displayed prominently in the website and other materials so that applicants can approach the college for any kind of support easily.

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During Enrolment:

During the enrolment process Darwin Institute of Technology (DIT) personnel/agents engage with a prospective student in a number of ways in order to understand their individual needs and how we can best provide services to each student in order to maximise their chances of successfully completing the selected training program.

We engage with students in the following ways:

- **Enrolment Application form**: Enrolment application form includes specific questions for the student in regard to their cultural and educational background. Enrolment Application form includes questions relating to their English language ability. There is also a specific question which asks the student if they have any individual needs that may prevent their full participation in the training program. The information is gathered and considered during the enrolment. Student Support Manager (SSM) takes steps to provide additional support e.g. s/he can inform that the applicant needs to pass the IELTS examination first before enrolment.

- **Enrolment interview:** Once the enrolment application form is received, DIT Trainer & Assessor will review the information and arrange to engage with the student to undertake the enrolment interview. This interview may be undertaken over the phone or face to face and is supported by an enrolment interview form which provides specific points for discussion during the interview relating to individual needs, LLN needs, student rights and obligations, recognition opportunity of previous learning, et cetera. The interview form is checked by SSM and steps are taken to meet student needs.

This multipoint approach ensures that students entering a training program with DIT will have their individual needs identified which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an external provider.

During Orientation Program

The orientation program is conducted for all new students arriving on campus at the beginning of the course. A briefing is conducted on Australian culture and course outline. Information is given to international students regarding student visa conditions, accommodation options, overseas heath cover, and use of information technology facilities

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within DIT. Students are also given a campus tour and are introduced to academic and administrative staff.

Orientation Schedule

- Introduction & welcome

- Student Declaration form on participation in orientation

- USI Number (Unique Student Identifier)

- Overseas Student Health Cover (OSHC) for international students (section of student handbook)

- Course information, timetable, learning & assessment strategies

- Student rights and obligations regarding attendance and course progress

- DIT Resource, Library and other facilities information (section of student handbook)

- Critical Incident which may adversely affect student's education in Australia

- Student Welfare support services

- Information to help students adjust to study and life in Australia

- English Language & Study Assistance referral

- Complaints and appeals processes

- Legal Services referral

- Emergency evacuation directions & protocol

- Department of Home Affairs regulations & legislation

- In and around Darwin

- Accommodation search assistance

- Students' work rights, conditions and resolution of workplace disputes

- Student ID Cards

- Survey on the services of Student Recruitment Agents received by the students

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During orientation, if the student informs DIT about any need or individual support services, consideration of reasonable adjustment is made to allow training programs to be suitably adjusted. DIT helps the student to generate USI, if a student does not have it. DIT also analyse information collected on Agents' services and make necessary changes to support the students' seamless enrolment.

During the Study of the course: Support Services

The Services that DIT can offer to the students include:

- Placing the student in a tutorial class with students having similar problem.

- One to one support from our trainers/assessors to assist a student with the studies.

- One to one support from the Director of Studies (DoS) relating to any student concerns.

- Referral to relevant external services e.g. for English language support and LLN skills.

- Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor.

- Adjustments to the way training resources are accessed or provided.

- Adjustments to the way assessments are to be conducted or extra time for assessments.

- DIT is a member of FluentU website, which has structured English-learning modules. A trainer can guide a student to prepare a lessor plan with the inventory from FluentU which will improve the student's English skills.

- More options may be provided after discussion with the student.

A trainer or assessor can observe and identify student's needs during class time. A student can also approach about his needs to the trainer and assessor. Trainer and Assessor then approaches to Director of Studies and a plan for meeting the student needs is made. A separate tracker is made to follow up the issue.

Welfare Referral Services

DIT does not have any registered counsellor for providing direct welfare services. We provide referrals only. We also conduct monthly information sessions on topics relevant to employment rights, mental health, safety issues, copy right issues, etc. It may also include advice on academic and study issues.

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The student counselling service is designed to assist students to find out counsellors dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.

Internal welfare services and referrals will be provided at <u>no additional cost</u> to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. A nearby mental counselling service is

Top End Mental Health Service

Tamarind Centre, 12 Ross Smith Avenue, PARAP, NT, 0820

Phone: 08 8999 4988

<u>External Support Services</u>

For students requiring additional support with their studies, work or life, DIT provides the following referrals to community organisations who may be able to assist them. Some of these services may attract a fee for the student.

<u>Reading and Writing Hotline</u>

Telephone: 1300 655 506   Website: <u>https://www.readingwritinghotline.edu.au</u>

For the price of a local call anywhere in Australia, the Hotline provides advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

The following online resources are also useful for providing student <u>support to study</u>:

<u>http://www.adprima.com/studthe studentt.htm</u>

A useful quick overview of study skills

<u>https://www.howtostudy.org</u>

A large directory to study skills websites, including how to study in specific subjects

<u>www.studygs.net</u>

A wide-ranging overview of the skills needed at all stages of student life.

<u>https://www.skillsthe studentneed.com/learn/study-skills.html</u>

Covers important skills such as time management, note taking and exam preparation.

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Northern Territory Anti-Discrimination Commission

Phone: (08) 8999 1444

Free call: 1800 813 846

Email enquiries: antidiscrimination@nt.gov.au

Location: Level 9, NT House, 22 Mitchell St, Darwin NT 0800

The Anti-Discrimination Commission promotes anti-discrimination, equal opportunity principles and policies throughout Northern Territory. It administers the anti-discrimination laws and handles complaints under the Anti-Discrimination Act 1992 (NT).

Northern Territory Legal Aid Commission

Telephone: 1800 019 343

Website: https://www.legalaid.nt.gov.au/contact-us/

This is a free government telephone service that provides legal assistance for people who have a legal problem in NT. They can provide the student with information about the student's legal problem and contact details for services that might be able to assist the student.

Disability Advocacy Northern Territory

Telephone: 1800 812 953

Advocacy services provide information and support to people with disabilities and their carers. The Darwin Community Legal Service has free legal support and advice for people in the Top End. Go to the https://www.dcls.org.au/

The National Disability Advocacy Program can help with general access and support. It also helps people with disability with other issues that can arise, including help with the National Disability Insurance Scheme. For more information go to the Australian Government Department of Social Services website www.dss.gov.au or call the Northern Territory offices of the Department of Social Services on 1300 653 227.

Lifeline: Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If the student feel

that the student might need telephone counselling, the student can call about anything that might be troubling the student.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If the student has any issue with the student's underaged children, the student may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675   Website: www.fwa.gov.au/index.cfm Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires the students to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve the student's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for the students.

- Transition to life and study in a new environment

https://www.service.nsw.gov.au/transaction/support-international-students

- Accommodation options information:

https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation

www.domain.com.au

- emergency and health services
    - Call: 000
    - For other health services

https://health.nt.gov.au/contact

https://nt.gov.au/wellbeing/hospitals-health-services/ambulance-services

- Taxi Service: https://www.darwinradiotaxis.com.au/ , 131 008

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For English Language Skills:

BBC Learning English: http://www.bbc.co.uk/learningenglish

Mobile App: https://www.duolingo.com

There are lots of MeetUp groups in Darwin, where persons less skilled in English can interact with native speakers and enhance their speaking capability.

DIT has a membership of FulentU website which teaches English online. Our trainers and assessors may help the students use this website.

We can also refer students to Navitas English (Darwin) for ELICOS courses. Student has to bear the costs themselves in that case. DoS will check the eligibility and decide whether a student can study with Navitas before sending the student in that college.

Language, literacy and numeracy skill:

If a student's language, literacy and numeracy skills are not at the required level the student will be referred to Charles Darwin University's Vocational Education and Training (VET) department, to achieve the required standard before being enrolled in DIT's programs.

Accommodation Referral:

DIT does not have any accommodation service. We will only provide referral of accommodation options to the students

- realestate.com.au
- realestateview.com.au
- www.domain.com.au
- housinganywhere.com

Rights of International Students as employees:

When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link

https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students

Address: 10th Floor, Northern Territory House, 22 Mitchell Street, Darwin, NT, 0800

Phone: 1300 799 675

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<u>Social Gathering</u>

Student may consider joining student clubs for social and professional reasons

Council of International Students Australia (CISA)

http://www.cisa.edu.au

Australian Federation of International Students (AFIS)

https://www.afis.org.au

<u>Financial difficulties that prevent the full payment of fees in advance:</u>

DIT Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit.

<u>Students with visual impairment:</u>

Students with visual impairment can be supported by supplying internal learning resources with a larger printed font, if available. Students can also be supplied with audio recordings of learning sessions where appropriate.

SUPPORT SERVICES PROCEDURE:

Step 1	Identification of Student Need during enrolment
Step 2	Recording and addressing the needs by Student Support Manager (SSM). SSM can provide external referrals to the students. Director of Studies may also be consulted to address the needs.
Step 3	Identification of Student Needs by Trainer and Assessor or approach from the students
Step 4	Making a Support Plan by Director of Studies in consultation with Trainer and Assessor and student
Step 5	Tracking the Support Plan by Director of Studies and closure if satisfactory for the student and trainer & assessor.

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Director of Studies reserves the right to override a plan made by Student Support Manager or by any other person. CEO may be involved in the process of support services, if required.

After completion of the course by the students, the support services procedure will be guided by Certificate Issuance Policy, Record Retention Policy and other policies.

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Support Services Tracker

Name and ID of the student	Need Identification Date	Details of the need in consultation with trainer & assessor	Details of the plan including follow-up dates and external referral, if any	Details of First Follow up	Details of further Follow up	Closure of the issue: Details with date

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DoS