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Non-academic Support Policy and Procedure

Scope

This policy applies to all Sydney College of Professional Education Pty Ltd (SCPE) staff members who deal with all matters concerning *non-academic* student support for overseas students. In contrast, academic support is tapped by Academic Progress Policy and Attendance Policy.

Non-academic Support

- Support during critical incidents
- Support during complaints
- Support during non-academic appeals
- Support during enrolment
- Support for marketing information
- Support for deferment, suspension & cancellation
- Support for adjusting to life in Australia
- Support for student transfers

Associated Policies

- Complaint & Appeal Policy
- Transfer between providers Policy
- Deferment, Suspension & Cancellation Policy
- Critical Incident Policy
- Marketing Policy
- Enrolment Policy

Support during Marketing and recruitment

SCPE provides its students clear, accurate and readily accessible information to make informed choices about the training that will best meet their needs via Marketing Flyers, Website, Overseas Student handbook and via email. SCPE staff will respond to any phone call, email or in-person query to provide useful support, permitting the dissemination of accurate information about our services, fees, scope, and others.

Support during Enrolment

During enrolment, SCPE enrolment staff will provide support by timely assisting overseas students to complete various forms such as Enrolment form, student offer, written agreement. In case, the overseas student does not understand any information, SCPE staff will promptly provide the needed information. In most matters, overseas students require assistance in completing some part of enrolment form, providing documentary evidence such as passport, marksheets, previous results, required fee, payment plan, refund conditions, fee protection, consumer rights, medical insurance, health cover, requesting airport pick up, accommodation & materials, information about SCPE facilities, information about transport etcetera. All the listed support will be timely provided to overseas students until they are fully satisfied. At this time point, the student will also be given *Overseas Student* handbook that contains almost all non-academic support including applicable policies and procedures and legislation. During enrolment, all students will be interviewed by SCPE delegated staff. This is where most of non-academic support will be made clear to the overseas students. Finally, the overseas student offer will contain non-academic support that is available for the student.

Support during complaints & appeals

The CEO and delegated staff will be responsible for supporting students during complaints and appeals. This support will normally include conversation with the learner & parties involved, email support, phone support, arranging independent resolution as per Complaint and Appeal Policy & Procedure, and email notifying the outcome of appeal or complaint to the learner/party involved. If the Appeal is regarding refund, staff is to refer to the Fees & Refund Policy & Procedure. Overseas student handbook and the Student Offer contain *Complaint and Appeal Policy & Procedure*.

Overseas students will be given adequate information about the complaints and appeals processes during their *orientation programme*. When the student is lodging a complaint or appeal, student will be assisted for necessary information required for lodgement and resolution. More details are provided in the procedure section of the policy and procedure. The CEO & other Staff (trainer, that contact with the student is to alert students to the information provided in Overseas Student handbook outlining External **Counselling or other helpful Services**.

The role of the student support officer handling complaint and appeal is to:

- Assist the student register their formal complaint
- Ensure the resolution phase commences within applicable timeframe as per policy for the written complaint being lodged
- Provide the student, or the students representative, with an opportunity to present their complaint
- Ensure they fully understand the student's complaint
- Work with the student to identify how the complaint can be resolved to the satisfaction of the student
- Consult and negotiate with all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that the details of the complaint are recorded in the Institute Complaints Register and reported (via the student support officers report) to the Institute's monthly Management Group/staff meetings for continuous improvement purposes.
- Advise the student to take the complaint to appeal if a resolution cannot be agreed upon.

Support for deferment, suspension & cancellation

Students are also supported as way of providing information about various deferment, suspension & cancellation related queries. The CEO and delegated staff will provide specific policy such as deferment, suspension & cancellation policy, and various forms for the overseas students to complete. Various information will be provided about circumstances where course variation is applicable and documentary evidence. Overseas student handbook and the deferment, suspension & cancellation policy, and ways to obtain various forms. SCPE support staff will assist students in emergency situations.

Support during student transfers

Students are also supported with relevant information for student transfers including application forms and policy and procedures. The overseas students will also be provided information on the impact of student transfer on the student's study and visa. The CEO will be responsible for supporting students during student transfers.


Support during Adjusting to life in Australia

SCPE is committed to support international students to adjust to study and life in Australia. SCPE provides the opportunity for students to access welfare-related support services in response to difficulties arising during their study. Support services are there to assist students with issues relating to accommodation and including other issues. Welfare related support is not limited to but includes information about accommodation, support agencies, local cultural communities, disseminating information about cost-effective share accommodation, flat mates, easy-roommates, and online links. If SCPE refers the student to external support services, SCPE will not charge for the referral. However, students will be advised of services that might attract cost (e.g., health services, psychological intervention). Furthermore, the international student prospectus covers support information relating to course progress and attendance in details.

- SCPE designates a member of staff to be the official point of contact for students.
- SCPE provides sufficient student support personnel to meet the needs of the students enrolled with the Institute.
- SCPE ensures that its staff members who interact directly with students are aware of SCPE's obligations under the potential implications for students arising from the exercise of these obligations.

- SCPE has 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 the action taken.
- SCPE has a Student Services team designated to support students. Reception is open from **9 am – 5 pm weekdays**. Students are free to approach any SCPE staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- The official point of contact for students is the CEO of SCPE who has access to up-to-date details of SCPE’s support services.

In cases concerning accommodation, the overseas student will be provided information on available places and how to apply. However, cost and application success are beyond the control of SCPE. SCPE will support students by providing an age and culturally sensitive orientation programme by tapping the following information:

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- Support services available to assist in the transition into life and study in Australia.
 - Accommodation information & support
 - Public transport
 - Local cultural organisations
 - Legal services.
 - Emergency and health services.
 - Cultural expectations
 - Public transport
 - Deferment, cancellation & suspension
 - Critical incidents
 - Facilities and resources.
 - Complaints and appeals processes
 - Information on visa conditions relating to course progress and attendance.
 - Introduction to written and documented critical incident policy and procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.
 - Student Obligations to keep emergency contact information updated.
 - Helping students to access study support and welfare-related services.
 - Appointed Student support staff and 24-7 contactable information.

Support during critical incidents

Student support team will help students during emergency situations or critical incidents. In such scenarios, Critical Incident Policy and Procedure information will be implemented as per the *policy and procedure tapping critical incidents*. Whilst all staff employed by SCPE has the responsibility to provide support to all students, the management nominates *two (2) Student Support Officers* who will be available to all students in the campus on an appointment basis during the hours of operations. Students can access the Student Support Officer directly or an appointment can be organised as soon it is practical. During orientation, the support officers will introduce themselves to students and make their phone numbers and email known to students.

Student Support Services Referral List

The Student Support Officer will provide links to external sources of support for the issues that are beyond the expertise of SCPE staff. It is in the student’s best interest to seek professional advice when issues require professional judgement (e.g., dental, psychologist, doctor). All suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.

External Counselling/Personal

Support Lifeline: 13 11 14 or www.lifeline.org.au
Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
MensLine Australia – (For men of any age) 1300 78 99 78
Kids Helpline (For young people aged 5-25) – 1800 551 800

Mental health websites Mindhealthconnect.org.au

Launched as part of the Australian Government’s National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

Beyondblue.org.au Beyond blue’s work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.
Anxietyonline.org.au

Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder. Headspace.org.au• Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

Mental health service www.reachout.com

ReachOut.com is the Australia’s leading online youth mental health service. It’s a perfect place to start if not sure where to look for health services. It’s got information on everything from finding motivation, through to getting through really tough times.

Jeanhailes.org.au

Jean Hailes’ vision entails physical and emotional health and wellbeing of **women** in all its dimensions. Induction and Orientation is conducted prior to the commencement of each course. Its purpose is to inform new students of most aspects of life at SCPE. In addition to logistical information we will provide information on how to access different information tapping mental well-being. SCPE pledges to facilitate all of the delivery of its training and assessment utilising novel psychological tools enhancing your self-awareness. We believe that self-awareness is one of the highest mental faculty only enjoyed by humans. We will have guest speakers from scientific fields investigating self-awareness and its implications in accomplishing positive academic results. SCPE will have a quiet prayer and meditation room for you to use.

Although, SCPE can provide some advice and guidance on certain situations, other times it might be appropriate for a student to gain professional legal advice. Hence, students will be referred to an appropriate legal professional. You can refer to International Student Prospectus for further information.