Sheffield College Australia

Student Support Services Policy

Sheffield College supports students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. It ensures that appropriate support services are available to international students to ease the transition into life and study in Australia and to assist them as needed.

Policy Guidelines

1. Sheffield College aims at providing student the provision of an age and culturally sensitive orientation program that includes information regarding:-

    a) *Student support services available to assist in the transition into life and study in a new environment*
    b *Legal services and where to obtain them*
    c) *Emergency and health services*
    d) *Facilities and resources*
    e) *Complaints and appeals processes*
    f) *Any student visa condition relating to course progress and/or attendance as appropriate*
    g) *Family Support*
    h) *Academic adjustment*

2. Sheffield College provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements and maintaining their attendance.

3. Sheffield College provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. *If Sheffield College refers a student to external support services, Sheffield College will not charge for a referral.*

4. Sheffield College 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. (See Critical Incident policy)

5. Manager- Quality Assurance and Compliance is responsible to be the official point of contact for students' and has access to up-to-date details of Shef field College support services.

6. Sheffield College has sufficient staff personnel to meet the needs of the students enrolled in the College (first point of contact being the Manager - Quality Assurance and Compliance and second point of contact being the Manager Administration; and as backup - the Training coordinator is also responsible to undertake the role of providing support to the student). All the Student Support Officers undertake training within the College regarding their obligations as a Student Support Officer on a yearly basis in January.

7. Sheffield College ensures that the staff members who interact directly with students are aware of the obligations of the College under the ESOS frame work 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 the College website.

8. Sheffield College provides assistance with a range of support services before students arrive in Adelaide.
    a) *Accommodation placement – Sheffield College can assist students in finding temporary and long term accommodation from a range of options including home-stay, hostel or independent living.*
       Students must let the College know at least 4 weeks before arrival if they wish to avail this service.
    b) *Enrolment – Sheffield College can assist students to complete all the necessary forms and counsel them on selection of right subjects to study. The College will also assist students to enrol in CRICOS registered Colleges for language studies to meet the entry level language requirement, if necessary.*
    c) *OSHC- Sheffield College can assist the student in applying for the OSHC insurance. Student must inform the College of the same at the time of Enrolment if he/she wishes to avail the service.*

9. Sheffield College provides a range of enrichment and support programs designed to help students optimise their achievement.

    These include:
    *   Offering additional individual tutor support if required
    *   Providing explicit instruction in the development of effective study skills
    *   Mentoring students to assist them achieve the best possible results
    *   Supporting students to gain high-level skills in vocational, information and communication technologies
    *   If any student has a disability, the College can arrange suitable assistance, like note-taking or hands-on help in practical classes.