

1. Purpose

This policy supports the ESOS Act, National Code 2018 & ELICOS standards 2018, which requires the Registered providers to support students to adjust to studying and life in Australia, including through the provision of an age and culturally appropriate orientation program.

To maximise the chance of students successfully completing their language learning and to provide students with an excellent student journey experience, Orange English College (OEC) will identify the support needs of individual students and provide access to appropriate educational and support services to enable students to meet the requirements of their course(s). This policy ensures that all students have access to support services for individual academic or non-academic issues during the entire period of enrolment at Orange English College.

2. Scope

This policy applies to:

- Students enrolled at Orange English College
- Orange English College Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of their responsibilities under this policy through staff training, staff meetings, staff communications, and continuous improvement processes.

Students are informed of this policy through the Student Handbook, during orientation, and throughout their enrolment as required.

3. Policy

Orange English College (OEC) 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 assist students in the transition to life and study in a new environment
- Academic support services, including tutorials (where required)
- ICT services
- Facilities, resources, and campus services
- Access and equity policies and procedures
- Complaints and appeals processes

- Relevant student visa conditions relating to course progress and attendance requirements
- External Referral options for:
 - Legal services
 - Emergency, health, and well-being services
 - Counselling and welfare support services

4. Procedure

Whilst all staff employed at Orange English College have the shared obligation of providing support to all students, Orange English College has a designated 'Student Support Team' who are mainly the first point of contact.

Student Support Team is responsible for establishing the needs of students, organizing appropriate services in order to assist with student support topics and are accessible on campus throughout Orange English College's standard operation hours. Students can contact the student support team directly at reception, via phone call or via the general request system and a meeting will be organised as soon as practical where applicable.

To assist our students better and to provide them with excellent student journey experience at Orange English College, the General Request System has been implemented by the college. The General Request form is made available via the website that allows students to electronically submit requests for multiple categories relating to the Student Lifecycle and receive quick responses.

All requests are submitted through the online portal located on the Orange English College website and are processed through an approval workflow.

Information and data generated from the system are used to develop, assess, and continuously improve Student Support Services, as well as to monitor trends over time.

- All students will have access to our student support services through our Student Support Team. The Student Support Team will be able to guide the students regarding the available student welfare services available locally.
- Where the nature of the concern is beyond the Student Support Team experience and abilities, the student will be referred to an appropriate person for professional assistance
- The Student Support Team will respond to all questions pertaining to the students' progress, course requirements, satisfactory progress and/or attendance, Deferment, Suspension and Cancellation, Certificate Issuance Requests, Fees Extension Requests, Intake Break Letter, Bring Your Own Device Policy (BYOD), & Learners App Access etc. Where needed Student support Team will refer the student to other staff members as appropriate.
- The Student Support Team will assist with accommodation or general welfare issues, by providing

appropriate advice and direction. The Student Support Team is authorised to refer the students to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.

- OEC will refer students to external counselling organisations for external counselling services and ensure they are readily accessible, however, some of the services may incur fees and charges to the student.

5. Student Support Services

The following support services are available and accessible for all students studying at Orange English College (OEC). Orange English College (OEC) will provide students with contact details to refer to any matters that require further follow-up with relevant Professionals.

Fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of Orange English College (OEC). Where this support attracts an additional cost to the student, Orange English College (OEC) will make this clear to the student.

To maximise the likelihood of students successfully completing their language learning, Orange English College (OEC) will identify individual student support needs prior to enrolment and provide access to appropriate support services throughout their studies. This may include providing:

- Additional Tutorials, and/or
- Other mechanisms, such as assistance in using technology if required
- Providing student, IT-related assistance e.g. accessing OEC email and learners app.
- The Student Support Team will detail the student support services provided to each student and ensure details of services provided are placed on the student's electronic file.
- The PEO/Academic Manager of Orange English College (OEC) will ensure that the Student Support Services are reviewed regularly in Governance Panel of Directors Meetings, and corrective actions are applied as appropriate

Where Orange English College (OEC) is not capable of offering an environment suitable for the needs of a student with specific identified needs as per the information provided during the enrolment process using the application/enrolment form, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

At Orange English College, the Student Support Team's ultimate goal is to provide Support to the students wherever they seek assistance and to ensure that students receive excellent experience throughout their journey with the Orange English College.