

Student Support Policy and Procedures

Oxford House College (OHC) provides students with extensive academic guidance, mentoring and academic support that meets individual needs.

Principles and related process

- OHC assesses the preparedness for study and learning needs of the students at the admission and enrolment stage.
- All students' academic progress is monitored to ensure their needs are identified and met. Where gaps in support are identified these are bridged as soon as practical to assist the learner to achieve their educational goals.

Services available

OHC provides the following services to its students at no additional charge:

- Local city guides such as the "Official Visitor Guide" to Melbourne and Sydney, which provide seasonal information and maps to the area around the school
- A calendar of details of social events organised by OHC/ Holmes Education Group
- Academic Support Officers who can assist with general study issues
- Teachers who act as Academic Mentors on subject specific content
- Advice and information regarding employment rights and conditions in Australia and how to resolve workplace issues e.g. information about the Fair Work Ombudsman
- Student handbook and if applicable an U18 Handbook which provide lists of useful contact and services for international students available in each city
- Academic Workshops that facilitate enhanced student academic performance
- Study skills/ Learning support resources including English Language support
- Pastoral care for student welfare needs including the provision of health and safety advice
- Insurance brochures detailing the Overseas Health Cover options, and
- Other appropriate third party information and flyers detailing useful information and contacts such as local attractions and services, such as banks.

Students' seeking assistance are encouraged to speak to their teacher or campus staff to gain further details about these support services. NOTE: Individual support is available by appointment.

- Students are also encouraged to provide feedback on the delivery of OHC's support services. Should a student have concerns about these services they should access OHC's complaint processes for timely resolution. Refer to Complaints and Appeals Policy for further information about making a complaint.