

## **Student Support Policy**

### **1. Scope**

This policy is applicable to all current students at Oxford House (OHC) and the staff who are involved in student services and support.

### **2. Purpose**

- 2.1 This Student Support Policy is in place to ensure that OHC has a robust and structured system to provide students with extensive academic guidance, mentoring, academic and personal support that meets individual needs.
- 2.2 This Policy provides information on the:
  - a) Student support services available at OHC; and
  - b) Strategies that OHC employs to ensure that students have access to appropriate support mechanisms throughout their studies at OHC.

### **3. Support Principles**

- 3.1 OHC assesses the preparedness for study and learning needs of the students at the admission and enrolment stage.
- 3.2 At the beginning of each study period, all new students are provided with an age and culturally appropriate orientation to ensure they have a seamless transition to studying at OHC and for international students to life in Australia.
- 3.3 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.

### **4. Support Services Available**

- 4.1 OHC provides the following services to its students at no additional charge:
  - a) 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
  - b) A calendar of details of social events organised by OHC/ Holmes Education Group
  - c) Academic Support Officers who can assist with general study issues
  - d) Teachers who act as Academic Mentors on subject specific content
  - e) Advice and information regarding employment rights and conditions in Australia and how to resolve workplace issues e.g. information about the Fair Work Ombudsman
  - f) Student handbook and if applicable an UI8 Handbook which provide lists of useful contact and services for international students available in each city
  - g) Academic Workshops that facilitate enhanced student academic performance
  - h) Study skills/ Learning support resources including English Language support

- i) Pastoral care for student welfare needs including the provision of health and safety advice
- j) Insurance brochures detailing the Overseas Health Cover options, and
- k) Other appropriate third party information and flyers detailing useful information and contacts such as local attractions and services, such as banks.

4.2 The orientation programme every week prior to the commencement of each study period is compulsory for all the new OHC students. OHC orientation is a structured programme organised by the Student Services. At orientation, new students will be able to have access to:

- a) An introduction to OHC's support services;
- b) Campus facilities and resources;
- c) The key academic and administrative staff;
- d) OHC's policies relating to students and their studies; and

4.3 OHC provides access to personal counselling through student services. Experienced support staff deal with all aspects of students' lives in Australia. Dedicated staff members deal with issues such as accommodation, banking, student visa requirements, medical issues and cultural acclimatisation. For any welfare and general support, students are encouraged to talk firstly with the Academic Manager, Campus Director or student administrator.

4.4 OHC is committed to engaging with its students and supporting them in achieving their study goals. The Student Engagement Team is a designated team to facilitate students in receiving relevant study support. The Team is coordinated by the Manager of Student Engagement to be the student contact in each of OHC's campuses.

4.5 OHC has a structured process to monitor student course progress and attendance to provide corresponding engagement support and apply intervention strategies where required. OHC has indicators to identify students who are 'at risk' of making unsatisfactory course progress. Those students will be communicated with by the Academic Managers in each campus for academic intervention (Refer to OHC's Monitoring Course Progress Policy and Completion Within Expected Duration of Study Policy).

## **5. Continuous Improvement**

5.1 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.