



**Angad Australian Institute
of Technology Pty Ltd**
Careers Created Here

POLICY AND PROCEDURE

STUDENT SUPPORT SERVICES

1. POLICY

This policy/procedure supports SRTO 2015 Clause 1.7 and 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007', which states:

“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. ANGAD Australian Institute of Technology will also conduct an orientation program for all new students and the details of this

orientation program is included in the procedures outlined below.

2. PROCEDURE

NOMINATED STUDENT SUPPORT OFFICER

Whilst all staff employed by ANGAD Australian Institute of Technology has the responsibility to provide support to all students, ANGAD Australian Institute of Technology shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard hours of business.

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practical.

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Currently, the role and responsibility this 'Student Support Officer' is maintained by

<p>Name: Leanne Mostajo</p> <p>Ph: (03) 96709095</p> <p>Email: info@angad.vic.edu.au</p>
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As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

Student Support Services

The following support services are to be available and accessible for all students studying with ANGAD Australian Institute of Technology. ANGAD Australian Institute of Technology will provide students with contact details to refer any matters that require further follow up. Any referrals are conducted by ANGAD Australian Institute of Technology at no cost to the student but 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 ANGAD Australian Institute of Technology.

2.1 Academic issues

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

Students' progress is monitored and guidance and support provided where unsatisfactory results are identified.

A student is able to access the student support officer to discuss any academic or other related issues to studying at ANGAD Australian Institute of Technology at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

2.2 Personal / Social issues

There are many issues that may affect a student's social or personal life and Students have access to the support officer through normal college hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

Referral Services Available	Name & Location	Contact Phone
Counselling service	Dr. Rae Subramanian, 120 Spencer Street, Melbourne, VIC 3000	0418201554

2.3 Accommodation

While ANGAD Australian Institute of Technology does not offer accommodation services or take any

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responsibility for accommodation arrangements ANGAD Australian Institute of Technology is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

Referral Services Available	Name & Location	Contact Phone
Hotel	Quest on Williams, 170 William Street, Melbourne	03-9605 2222
Backpacker	King Street Backpackers, 197 King Street, Melbourne	1800 671 115
Hostel	Victoria Hall Accommodation, 380 Russell Street, Melbourne	03 96623888
Real Estate (Rental)	Ray White, 51 Hardware Lane, Melbourne	03 9670 3330

2.4 Medical Issues

Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	St Vincent Hospital, 59 Victoria Parade, Fitzroy, VIC 3065	9288 4360
Doctor	Dr Philip Perlstein, Level 4, 250 Collins Street, Melbourne 3000	9650 4284
Dentist	Smile Solutions, Level 1, 10, 11 12 and the Tower Manchester Unity Building, 220 Collins Street Melbourne VIC 3000	9650 4920 13 13 96
Optometrist	Spatial Vision, Level 2, 170 Queen Street, Melbourne 3000	9691 3000
Gynaecologist	Dr. Priya Navani Sunshine City Medical Centre 423 Ballarat Road, Sunshine, VIC 3020	9312 3000

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

2.5 Legal Services

ANGAD Australian Institute of Technology is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

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Referral Services Available	Name & Location	Contact Phone
Free legal advice	Fitzroy Legal Service, 124 Johnston Street, Fitzroy, VIC – 3065	9419 3744
	Springvale Legal Service, 5 Osborne Avenue, Springvale, VIC -3171	9562 3144
Lawyer	Advice Line Lawyers, 350 William Street, Melbourne VIC- 3000	9321 9988

2.7 Social Programs

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with ANGAD Australian Institute of Technology to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

2.6 The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:
Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

Publishes reports on problems and broader issues in international education that we identify through investigations. For Further information:

Overseas Students Ombudsman	
Website	www.oso.gov.au
Email	ombudsman@ombudsman.gov.au
Contact Number	1300 362 072

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