International Student Support Policy

1. 1. Purpose

This policy explains and sets out the support systems for domestic students attending TrEd College (TC) as per the following.

a. Increases TrEd College's ability to reduce risk and harm to students whilst studying at TC from overseas.

b. Establishes the principles by which TC will identify, assess, and manage any risk tostudents.

c. Provides and appropriately delegates responsibility to allow for the management of risks.

d. Establishes a framework for how risks will be managed and how risk assessment will be undertaken.

e. (e)TC will embrace well-managed risk-taking in pursuit of its vision and mission.

1. 2. Before arriving at TrEd College

a. After confirmation of enrolment with relevant invoices and notices dependent on whether they are full fee paying, smart and skilled or VET Student Loan, students will receive an email from the Student Support Officer (SSO), who will then introduce themselves and welcome students to TC. Students will also need to do a pre-training review and relevant LLN testing. Dependent on the Pre-training review, measures for individual students will be put into place to assist the student to have a good experience whilst studying in a supportive environment.

1. 3. Upon arrival

a. Upon arrival at TC, the student will be provided with a welcome pack (Welcome letter, contact details of SSO, and emergency numbers).

b. The first day at the college will be induction. Students will be inducted into the college with a tour of the college and an introduction to all faculty members. SSO can support students to familiarise the TC facilities as well as the Learning Management System.

1. 4. Ongoing Support with studies

a) SSO will be in regular touch with the students on how they are going with their studies. This will include regular emails, phone calls and face-to-face conversations at the college. if they need further assistance with their studies and organise support.

b) Trainers can speak with the SSO if they believe a student needs more support and should speak to someone other than the trainer.

c) c. SSO will regularly check attendance records with the training coordinator.

d)   SSO will contact them immediately if any student is found absent for more than 5 consecutive training days without any notice or explanation.

e)   The SSO will call them and check on them to ensure their safety. If unable to contact via phone, Student Support Service Officer will try to contact them at their place of residence.

f)   SSO will offer all practical and reasonable support to the students to deal with any challenges they may be facing.

g)   In case a student is not contactable after multiple attempts, the withdrawal or cancellation process will commence relevant authorities will be informed if student payments towards a loan or government subsidised funding is connected.

1.5. Responsibilities of TC to student placement

a)   TC structures student placements so that students gain experience in a rangeof healthcare settings. This means they learn at the original practice setting and expand their skills and expertise as they progress through their placements.

b)   Upon the first clinical placement, students will be educated on what to expect and given detailed information n the placement.

c)   In the case that a clinical placement cannot be offered on time and is delayed due to facilities cancelling, TC will secure placements for all eligible students, and the cost associated with placement will be covered by TC.T his does not include students who fail to meet the requirements in the unit and study period to progress to clinical placement.

d)   Students who fail their units will need to cover the costs of re-allocated placement bookings and complete a placement to progress to the next study period.

1.6.   Coping with cultural differences

a.   At Induction, all students will be introduced to all TrEd Internal relevant policies to students, induction to the learning management system and other learning/support environments. SSO will be in touch with the students (first 4 weeks in particular) to ensure students are settling in well. If any student has a question, they can ask the Student Support Service Officer directly.

b.   SSO will provide ongoing support with compassion and understanding.

c.   Along with SSO, other team members at TC are there to support our students.

d.   Some of our trainers come from diverse ethnic, cultural and religious backgrounds. They will be able to relate and support students with more information.

1.7. Support with medical/health issues

a) As all our students will have their medical insurance, the medical cost will be covered and will be able to access acute medical services under the insurance scheme

b) If a student is facing some personal challenges that are affecting their studies, SSO can support them with available solutions

c) In case of any signsof abuse (physical, mental, financial or sexual), SSO will act on it immediately in line with TC policy and procedures. TC will take matters relating to abuse very seriously and it will be acted upon, reported and documented promptly.

1.8. ATSI Student Support

a) TC is committed to helping our students have positive experiences whilst tthey navigate new learning environments. For all ATSI students, TrEd College has an ATSI Student Support Officer. Not only they will be supported throughout their studies, but we will also be assisting them through the process of transitioning.

b) When the student completes their studies, it is a great time to celebrate! TC will organise a graduation ceremony to celebrate their achievement and hard work. This will also enable our students to complete their time with us on a celebratory node.

c) In case a student decides to go to university for further studies, we can assist them through our articulation with various universities.

d) SSO can assist them by connecting them to the universities for further information.

Policy Author	National Training Manager			
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1	Loretta Fiese- National Governance, Quality and Compliance Manager	Nutan Srivastava- Director/Chief Executive Officer	1.0	Feb 2020
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3	National Training Manager	Leena Panicker	3.0	July 2023