

Student Support and Welfare Policy

1. Purpose

The purpose of this policy is to ensure that Hawk Institute provides access to sufficient support services to ensure that students can adjust to study and life in Australia by giving student information on or access to an age and culturally appropriate orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia,
- English language and study assistance programs,
- any relevant legal services,
- emergency and health services,
- Hawk Institute facilities and resources,
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals),
- requirements for course attendance and progress, as appropriate,
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia,
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman,

This policy is managed in accordance to the requirements of:

- Standards for RTO 2015
 - Clause 1.3
 - Clause 1.7
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as 'National Code 2018')
 - Standard 6

2. Scope

This support policy applies to all Hawk Institute staff and students.

Diverse student learning needs are addressed and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the Institute may come at a charge determined by the provider of the service.

3. Policy

Hawk Institute will:

- provide students with information relevant to each criteria mentioned above when they request assistance relating to any services and programs, at no additional cost to the student.
- offer reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.
- facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. Hawk Institute has documented processes that it implements for supporting these processes.

Hawk Institute has appointed a student Support Officer who will be the point of contact for students, and who has up-to-date details of Hawk Institute's support services (see details in procedures). All administration and academic staff will provide student support in their respective areas to assist student.

Student Support Officer along with other Hawk Institute staff will abide by Hawk Institute's obligations regarding the Standard 6 of the National Code 2018 and Standard 1.7 of the Standards for the RTOs 2015. Hawk Institute will ensure that its staff members are aware of the Hawk Institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

Hawk Institute has a documented Critical Incident policy and process that outlines how to manage critical incidents and what may affect the student's ability to undertake or complete a course (such as but not limited to incidents that may cause physical or psychological harm). Hawk Institute will maintain a written record of any critical incident and remedial action taken by Hawk Institute for at least two years after the overseas student ceases to be an accepted student.

Hawk Institute will take all steps necessary to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.

Students will be provided with information on how to seek assistance and report an incident that significantly impacts on their wellbeing, including critical incidents.

Hawk Institute will provide students with, or will refer them to (including electronically), general information on safety and awareness relevant to life in Australia through Hawk Institute's Safety and Security Kit.

4. RESPONSIBILITY

Hawk Institute, as a Registered Training Organisation, is committed to creating awareness and access to a variety of student support services and ensure that International students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

CEO is responsible for the implementation of this policy. The students support officer will have access to up-to-date details of the Hawk Institute's support services.

Support includes both academic and personal support and the procedures to ensure that students are made aware of the support services available. Hawk Institute conducts an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Student Support Officer
 Email: apply@hawkinstitute.edu.au
 Contact: 1300 159 461

The other support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus.

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident.	CEO	1300 159 461 (In case of life threatening emergency, CALL 000)	apply@hawkinstitute.edu.au
Academic support <i>(including catch up classes, academic progress, attendance, LLN Support, intervention)</i>	Administration Manager/Trainer	1300 159 461	apply@hawkinstitute.edu.au
First aid, student's health and safety	Administration Manager/ Student Support Officer	1300 159 461	apply@hawkinstitute.edu.au
Complaints & Appeals	Administration Manager/Admin Officer Student Support Officer	1300 159 461	apply@hawkinstitute.edu.au
Administration Matters <i>(including enrolment, orientation, deferral, results, Refunds)</i>	Administration Manager/Administration Officer /Student Support Officer	1300 159 461	apply@hawkinstitute.edu.au
LLN support	Administration Manager/Trainers Student Support officer	1300 159 461	apply@hawkinstitute.edu.au
Accommodation	Administration Manager/ Student Support Officer/Administration Officer	1300 159 461	apply@hawkinstitute.edu.au
Counselling support	Student support officer (Administration department is to be contacted for arranging an appointment for counselling)	1300 159 461	apply@hawkinstitute.edu.au

5. Requirements

Hawk Institute will help students to access study support and welfare related services. As per Standard 6.8 of National code 2018, Hawk Institute has its Critical Incident Policy and Procedures in place that covers the action to be taken in the event of a critical incident, and records the incident and action taken. Critical incident policy ensures that Hawk Institute is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. See Critical Incident policy and procedures of Hawk Institute available on website/student's handbook and/or reception for more information.

Hawk Institute has sufficient student support personnel to meet the needs of the overseas students enrolled with Hawk Institute. Hawk Institute will maintain one student support officer for every 80 students (1:80 ratios) to ensure sufficient officer are available for students. Every member of Hawk Institute Staff will execute the procedural aspects of this policy with specific matters dealt by specialised personnel.

Hawk Institute provides an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and/or accommodation issues. These services are free of cost.

Hawk Institute shall organise various student support services as outlined below.

6. Procedures: Student Support Services

6.1 Safety and Security

Hawk Institute undertakes a formal safety/security audit of its premise every year. In addition, the senior staffs are instructed to 'notice' any safety or security issue during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students and Staff leaving late in evening from the Institute are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving and request accompanied to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff is on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues will be recorded on the critical incident record and a critical issue report will be compiled describing the issue, the people involved, action taken and follow-up required or planned. When the issue is closed, the report and record are stored in Hawk Institute's files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

Hawk Institute will provide staff and students access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is contained in staff handbook and it is also summarised during orientation of students and induction of staff. Information will be available on Hawk Institute's website with links to other organisations that supply additional information.

Information provided to staff and students on seeking assistance for, and reporting an incident or a matter concerning their wellbeing is contained amongst the information provided in the handbooks and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

Hawk Institute and its staff may be trained and experienced to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, Hawk Institute is not

equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staff are instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident; unless instructed to by the CEO or director of the Hawk Institute and they are accompanied by the Hawk Institute's legal representative.

6.2 Orientation Program

All students will go through orientation program on the day of enrolment Hawk Institute. Students will be advised to attend the Orientation session prior to the Enrolment day.

Hawk Institute conducts an age and culturally sensitive orientation programmed delivered by official point of contact personal i.e. Student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:

- Support services available to assist overseas students to adjust to study and life in Australia
- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy and numeracy (LLN) support
- Any relevant legal services
- Emergency and health services
- Hawk Institute facilities and resources
- Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- services that students can access for information on their employment rights and conditions, and how to resolve work place issues, such as through the Fair Work Ombudsman.

6.3 Student Handbook

All students will be provided with information on the link to Hawk Institute's website of the International Student Handbook prior to enrolment. Student handbook will provide information on (but not limited to):

- Student support services available to them
- Services, facilities and resources available to students
- Language Literacy and Numeracy (LLN)
- Assessment, Reassessments
- Recognition to Prior Learning (RPL), Credit transfer
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behavior
- Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

6.4 Available Support Services

All students who require support can contact Hawk Institute's student support officer through email (apply@hawkinstitute.edu.au), phone (1300 159 461) or face-to-face contact (on campus). Student support services will be available for students at all times.

Students will be asked to fill up a "Student Support Request Form" which will help them to mention the support they require in detail.

Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

Hawk Institute will maintain evidence of the support provided to the students in file. This includes maintaining and keeping record of

1. *Student Support Request form*: available from Hawk Institute's reception or website. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. Hawk Institute understands the difficulty that students may have to face when they are away from their home. Therefore, Hawk Institute ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.
2. *Academic Support-Intervention Strategy Form*: Students whose attendance is unsatisfactory (i.e. below 80%) or if student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in the study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to Attendance and Course Progress Policy available on website or from the Reception.

Academic Support

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 can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Student's course progress and attendance is monitored and proper guidance and support is provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress is where a student does not meet course progress requirements for two consecutive study period as identified in the Training and Assessment Strategy for each course.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period.

A student can discuss any academic or other related issues to study at Hawk Institute at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist Students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Reduced Study Load
- English language Support;
- LLN and Academic Skills Support
- Change of Course
- Re-assessment

- Counselling;
- Mentoring;
- New Study Plan: Placing student in suitable alternative subject within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE.

Language Literacy and Numeracy (LLN) Support and Pre-Training Review

- The pre-training review will be conducted prior to enrolment and LL&N test prior to the commencement of the course. This is done to ensure that prospective students are placed into the correct course and to identify any LL&N deficiencies.
- Students will be required to complete Pre-Training Review questions along with their application form prior to enrolment. LLN test will be conducted by using LLN robot in classroom under the supervision of qualified assessor on campus. LLN Robot assessment tools are well mapped against each ACSF levels.
- Hawk Institute has an appointed LLN support officer to provide LLN Support to students. Support services are offered to all students.
- Hawk Institute does not allow agents to conduct LLN assessments.
- In the event that a Trainer and Assessor identifies students with LL&N difficulties or where students require or request additional LL&N support. Appropriate strategies will be implemented to assist them with their learning. Additional support will be provided by the Institute with *ACSF Support plan.
- Students are requested to speak to LLN Support officer or Administration Manager to discuss about the support measures that they might need. Hawk Institute will provide support with no additional cost.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

***ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact Hawk Institute to seek assistance or support in LLN. Students can also refer to LLN policy for further details available on Hawk Institute's website or from the reception.

Counselling

All students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, on Campus. An appointment can be made at reception or by emailing student support officer or Admin Manager at apply@hawkinstitute.edu.au. Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near main campus, students may seek help from the reception or from student support officer.

Hawk Institute has made arrangements with **“Life Resolutions” counselling service providers**. Life resolutions offers counselling services by qualified clinical psychologists throughout Australia.

They have experience in dealing with student issues. The qualified counselors will be able to provide advice and counselling to students of different cultural backgrounds. They will be able to provide counselling on (but not limited to):

- i. academic and future progress advice
- ii. welfare matters

These services will be available and accessible by all students at suitable times. If student would like to discuss matters with “Life Resolutions” please contact the Student Administration/Reception to book an appointment as these services will be available by pre-arranged appointment.

Note: The referral to these services will be free of cost.

Hawk Institute offers reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

Hawk Institute will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Student Welfare Services

The student support officer is available to help students to access study, support and welfare-related services such as;

- **Legal Services** – Hawk Institute can refer a student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. Hawk Institute will provide up to date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students will be advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact appropriate services, **e.g. 000** and inform Hawk Institute as soon as possible.
- **Facilities and Resources** – At orientation, students will be given a guided tour of the campus and all Hawk Institute facilities. Students will be given detailed description of all available resources.

- **Complaints and appeals processes** – The complaints and appeals policy and procedures are available in detail on the website www.hawkinstitute.edu.au and can be made available from reception.
- Student **visa conditions** relating to course progress and or attendance as appropriate – Students are advised at orientation of their visa requirements to continue to meet their visa conditions. Students can seek help from Student support officer if they have any concerns regarding visa requirements and conditions.

Disability Support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Hawk Institute will apply reasonable adjustments for student with disability. However, reasonable adjustment applied must not be detrimental for the student to achieve course outcomes.

Hawk Institute will apply reasonable adjustments to the level it can for students. This means that Institute cannot and will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

Critical Incident

As per standard 6.8 of the National Code 2018, Hawk Institute has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student’s ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and the actions taken are recorded in writing, and are kept for a period of not less than two years after the student’s enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe, verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

It is Hawk Institute’s intention to provide students with a safe environment on campus and advise students and staff of how they can enhance their personal safety and security. Refer to Student’s Safety and Security Kit or Critical Incident Policy for detailed information available on website www.hawkinstitute.edu.au which includes information on how to seek assistance for and report an incident that significantly impacts student’s wellbeing, including critical incidents.

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
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Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24 hour counselling service	136 169
Life Line: 24 hour service	131 114
Public transport & timetables	131 638
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Search and rescue-Australian Maritime Safety Authority	Outside of Australia: +61 2 6279 5000 Within Australia - 1800 627 484
Nurse On Call: AMA Victoria's Doctor Search	1300 606024

External Support services

Hawk Institute ensures that students are informed about the external support services for their life and study support in Australia.

Arrival Assistance

Hawk Institute can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a Student's Welcome Desk available at Melbourne airport, run by the government. It is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit studymelbourne.vic.gov.au.

Hawk Institute provides airport pick up. Students are required to fill the Airport Pick up form available on Hawk Institute's website or students can email their request for Airport pick up at apply@hawkinstitute.edu.au. Students are requested to contact Hawk Institute at 1300 159 461 for any other information. Students are required to request for airport pick up preferably five days prior to their arrival.

Airport pick up fees: AU\$100

There is a help desk available at the airport for international student to assist students in finding suitable airport pick up services e.g. UBER, Sky Bus and taxi services.

Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line.

SMSC is located on 17 Hardware Lane, in Melbourne CBD.

Opening hours: Monday-Friday 9:00am to 5:00pm, or visit <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>.

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically and ethically.

Refer to this link for more information <https://www.fairwork.gov.au/>

Other external support services (Contact details)

Fire, ambulance, police (life-threatening emergencies): Ring 000

Hospitals and Medical Issues:

- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9231 2211

Refer to www.yellowpages.com.au for services near you.

- The National Translating and Interpreting Service: 131 450
- Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

- The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650
- Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques: www.living-in-melbourne.com/muslims-mosques-in-melbourne.html
- Temples Australia: www.hindu council.com.au
- Sikh Temple: <http://www.sikhyouthaustralia.com/>

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing:

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- Crisis Help: 1800 627 727
- Domestic Violence Resource centre Victoria: 1800 737732 188 or 1800 Respect
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- The Gambling Help Line: 1800 858 858

Students are always encouraged to seek assistance or help if they need any. Hawk Institute will make sure to provide all the support we can at no additional cost to the overseas student so that students can overcome difficulties, problems or challenges.

***Challenges are what makes life interesting. Overcoming them is what makes life meaningful. —
Joshua J. Marine***