

## Student Support Services

### Policy

iLearn OZ is committed to providing all students with quality student support services throughout their enrolment and adhering to the principles of access and equity for all its students. iLearn OZ offers a range of support services to students to assist them with:

- a) Achieving their learning goals
- b) Achieving satisfactory academic and attendance progress towards meeting the learning outcomes of their enrolment
- c) Adjusting to study and life in Australia
- d) Any welfare issues that may arise throughout their enrolment
- e) Their individual, training, assessment and service needs
- f) Any enquiries they may have with regards to their enrolment and progress

### 1.0 Overview of iLearn OZ's Student Support Services

On Arrival	During Study	Post-Graduation
<ul style="list-style-type: none"> <li>• Airport pickup*</li> <li>• Accommodation Assistance*</li> <li>• Admissions</li> <li>• Overseas student health cover*</li> <li>• Bank account assistance</li> <li>• Orientation</li> </ul>	<ul style="list-style-type: none"> <li>• Timetabling</li> <li>• Education counseling (Course Progress, Attendance)</li> <li>• Welfare counseling</li> <li>• Career counseling</li> <li>• Internal English language support</li> <li>• External English language support*</li> <li>• Cultural adjustment</li> <li>• Recognition of Prior Learning*</li> <li>• Internet access and Student Computer Lab</li> <li>• Extra-curricular activities*</li> <li>• Student ID Cards* and RTO Manager Login</li> <li>• Document Access</li> <li>• Tax file number assistance</li> <li>• Job finding and resume assistance</li> <li>• Complaints and Appeals</li> <li>• Student Deferment, Suspension and Cancellation</li> <li>• Certificate and Statement of Results (SOR) Issue</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate copies*</li> <li>• Transcript copies*</li> <li>• Re-enrolment*</li> </ul>

\* Indicates that fees are involved. Please contact us for further information

### 2.0 Overview of Student Support Services

## **2.1 On Arrival**

### **2.1.1 Airport Pickup\***

We are able to arrange to pick you up from the airport on arrival for a total fee of \$100. Please speak to ILOZ Marketing and Admissions staff to arrange for this or if you would like to know more information.

### **2.1.2 Accommodation Assistance\***

We are able to assist you in finding accommodation in Melbourne, Australia. Accommodation in Melbourne starts from approximately \$250 per week. For further information on rental costs, see the Living in Melbourne section of our Student Handbook. We can also organise and secure suitable accommodation for you at a fee of \$250. If you would like to ask for further assistance, please speak to the Student Services Team.

### **2.1.3 Admissions**

We will assist you with Admissions into your chosen program. Our friendly Admissions staff will guide you through the process and will let you know if additional documentation is needed for entry into your desired course. If you have any questions with regards to Admissions, please speak to the Marketing and Admissions Team.

### **2.1.4 Overseas Student Health Cover (OSHC)\***

If you are an international student, you must be covered by OSHC from when you arrive in Australia and for the entire duration of your stay, in line with Condition 8501 of your student visa. This can be organised by iLearn OZ or yourself. If you are studying at more than one educational provider and both are arranging OSHC, you will have to ensure that there is no gap between policies. This means that as one policy expires the next commences immediately.

You can find out more about purchasing Overseas Student Health Cover at the website <http://www.studyinaustralia.gov.au/en/Study-Costs/OSHC/Overseas-student-health-cover> or by speaking to ILOZ Marketing and Admissions Staff.

### **2.1.5 Bank Account Assistance**

We can help you open your Australian Bank Account. For Bank Account Assistance, please speak to the Student Services Team.

### **2.1.6 Orientation**

Before commencing your course, you must attend Orientation. Orientation will give you all the important information you need to study at iLearn OZ and in Australia. Orientation will cover things such as important ILOZ contacts, class timings, college policies and procedures, learning materials, student services and everything else you need to study successfully at ILOZ. ILOZ Student Services staff will let you know when your orientation date and time is. You can also speak to Reception or the Marketing and Admissions Team, if you have any questions in regards to orientation.

## **2.2 During Study**

### **2.2.1 Course Materials\***

As part of a condition of your enrolment, course materials fees are applicable. To view your programs and the cost of materials fee, see the Other Fees and Charges section of your programs brochures, ILOZ website (<https://ilearnoz.edu.au/>).

### **2.2.2 Education Counseling (Course Progress and Attendance)**

iLearn OZ regularly monitors your course progress and attendance to ensure you are progressing successfully in your course. Should your attendance or course progress drop below acceptable levels, the college will contact you and intervene so you are able to overcome any obstacles you may be facing. As an International Student if your attendance or course progress drops below the minimum acceptable levels as outlined in the Institute's Attendance Policy and Student Course Progress and Completion within Expected Duration and Course Extension Policy. You may be reported to the Department of Immigration and Border Protection for breach of your student visa based on the unsatisfactory course progress. Please refer to Student Course Progress and Completion within Expected Duration and Course Extension Policy for further details. Note that your Trainer will provide you with feedback and your assessment task result for your submitted assessments within 10 working days of submission. Your latest attendance percentages will also be available within 10 working days of your last class for the week via our RTO Manager Student Login page (See 2.2.9 of this policy).

For further information on attendance and course progress requirements, please see the relevant sections in our Student Handbook or obtain the policies from Reception. Alternatively, speak to one of our friendly Student Services staff between Monday to Friday, 8:30am – 5.00pm. We also encourage you to speak to us at any time if you believe you are having issues with your progression in your course.

### **2.2.3 Reassessment and Repeating Units of Competency\***

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3<sup>rd</sup> attempt, you will be required to undertake a Re-assessment. Reassessments are organized by the Student Services Department and cost \$50 per assessment task. Should you be unable to fulfill the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Institute's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$400 and is subject to timetable availability.

### **2.2.4 Welfare Counseling**

During your study you may encounter personal problems that may end up affecting your enrolment. This can include the stress of being away from family and friends, difficulty in finding suitable accommodation, difficulty with work, personal Issues at home, financial Issues etc. Our Student Services Team is here to assist you as needed. If you are experiencing stress or difficult issues, please let our Student Services Team know about it. Conversations will remain confidential if you wish. To contact our Student Services Team, visit us between Monday to Friday, 8:00am – 5.00pm. For after -hours emergencies, please contact our Academic Manager (details provided in point 3 of this policy).

### **2.2.5 English Language Support**

We understand that for many of you English is not your first language. So in addition to learning new knowledge and skills in your trade, you are also wanting to improve your English language skills. To gain entry into your chosen program you would have had to meet minimum English Language requirements. If, however you are experiencing issues with talking, writing or reading, please let our Student Services Team know as soon as possible. We can provide you with free additional internal English Language support to help improve your English language skills, which will be extremely beneficial towards completing your course and your general time here in Australia. We can also refer you to external English training centers however these will incur additional costs.

### **2.2.6 Cultural Adjustment**

Living and studying away from your family and friends can be difficult at times. Whilst it is an amazing experience and opportunity, it can be difficult to adjust to the new culture and norms of Australian life. Our Student Services Team will be here every step of the way to help you adjust and feel comfortable in studying in Australia and at the College.

### **2.2.7 Credit Transfer and Recognition of Prior Learning\***

Have you worked or studied in this field before? RPL allows you the opportunity to be recognised for skills, experience and study that you may have already attained. To gain RPL you will need to contact the college for our RPL kit, which will guide you through the process of presenting your evidence. RPL will only be granted before the start of the course, or within the first two weeks of starting the course. Note that where an overseas student is granted CT/RPL that results in a shortening of the students course duration, the change will be reported via PRISMS to the Department of Immigration and Border Protection.

There is a fee for the RPL service, which is \$200.00 per unit of competency. For more information, see the Institute's RPL kit and Student Credit Transfer and Recognition of Prior Learning Policy or see our Academic Coordinator.

iLearn OZ will also fully recognise the AQF and VET Qualifications and Statements of Attainments issued

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by other Registered Training Organization. Should you have completed another course with another provider and wish to claim credit into your course at iLearn OZ, you may do so by completing the Institute's Student Exemption Form. There is no additional fee for Credit Transfer. See ILOZ's Student Credit Transfer and Recognition of Prior Learning Policy for more information.

### **2.2.8 Internet Access, Computer Login and Student Computer Lab**

On enrolment, you will be given computer login details. Keep this safe with you, as you will need it for the duration of your enrolment. You can use the college's fully equipped computer lab, which is open between 8:00am – 9:30pm Monday to Wednesday and 8:30am – 6:00pm on Thursday and 9:00 am – 5:00pm on Friday and Saturday. The student computer lab includes Computers with Microsoft Office, printing facilities and photocopying facilities. Printing and photocopying costs 10 cents per page for black and white copies, and 20c per page for color copies. Should you have login, computer, printing or photocopying issues, you can speak to one of our friendly IT Support Team. Note that by using college computers, you must abide by the college's Internet and Computer Use Policy.

### **2.2.9 Student ID Cards\* and RTO Manager Logins**

On enrolment you will be given a Student ID card. You must have this Student ID card with you at all times when visiting the college. You will also be given access to the RTO Manager Student Login page where you will be able to check your latest attendance percentage and course progress as well as update your address. To visit the site, click on the My ILOZ Button on our website <https://ilearnoz.edu.au>. Attendance records will be available within 10 working days of your last class for the week. Final Academic results will be made available within 10 working days of your final assessment task for that unit. Should you have any questions about your attendance or academic results, you are able to speak to the Student Services Team at any time. Re-issue for lost Student ID Cards is \$20.00.

### **2.2.10 Document Access**

You are able to access any of your records at any time by completing the Student Document Request Form available at Reception. Document access includes attendance letters, enrolment/reference letters, course completion letters, interim statement of results etc. The Student Services Team will have your requested document ready for you within 10 working days of your completed request form.

### **2.2.11 Extra Curricular Activities\***

From time to time, ILOZ will organize extra - curricular activities for you and your classmates to participate in. These activities do not form part of your mandatory enrolment requirements and are in place so you can get to know your fellow classmates whilst experiencing some of Melbourne's great sites and events. Extra-curricular activities are an additional cost which varies depending on the activity or event. If you have any suggestions or would like to participate in extra-curricular activities, please speak to the Student Services Team.

### **2.2.12 Tax File Number Assistance**

Before you are able to work in Australia, you will need to apply for a Tax File Number. The process can be confusing so if you would like assistance, please speak to the Student Services Team. You can also find out more information about Tax File Numbers and working in Australia by viewing the Working in Australia section of this Student Handbook.

### **2.2.13 Job Finding and Resume Assistance**

The Student Services Team can assist you for locating and securing a job. We post new jobs up on the notice board on a fortnightly basis and can help with resume preparation and interview tips and skills. To access our job finding assistance service, please speak to one of our friendly Student Services Team.

### **2.2.14 Complaints and Appeals**

During your enrolment you may become dissatisfied with a service or decision made by your fellow classmates or the college. You are able to access the College's complaints and appeals processes at any time between Monday to Friday, 8:30am – 5:00pm. For ILOZ's complete process for complaints and appeals, please view the Complaints and Appeals section of our Student Handbook. Alternatively, you can speak to a member of our Student Services Team between Monday to Friday, 8:30am – 5:00pm, or obtain the policy from Reception.

### **2.2.15 Student Deferment, Suspension and Cancellation**

You are able to defer, suspend or cancel your enrolment by completing the relevant form and meeting with the Student Services Team. For more information about deferring, suspending or cancelling your enrolment, see the deferment, suspension and cancellation section of our Student Handbook. Alternatively, you can speak to our friendly Student Service Team between Monday to Friday, 8:30am – 5:00pm, or obtain the policy from Reception.

### **2.2.16 Certificate, Statement of Results (SOR) and Statement of Attainment Issue**

Once you have met your program requirements and paid your relevant tuition fees, you are able to apply for your Certificate and Statement of Results (SOR) by completing the Certificate Issue Request Form. On completion of the form, the college will check you have met all course requirements and have paid all tuition fees. If you are eligible, you will be contacted within 10 working days to have you pick up your Certificate and Statement of Results (SOR). Alternatively, you can have the Certificate and Statement of Results (SOR) posted to you or presented to you at Graduation. If you have not met all course requirements or have outstanding fees, the Student Services team will contact you within 10 working days and inform you accordingly.

If you have not completed all program requirements, you may be eligible for a Statement of Attainment for your successfully completed units. To apply, please fill in the Statement of Attainment Issue Request Form.

## **2.3 Post Graduation**

### **2.3.1 Certificate Copies\***

Should you lose your Certificate and require a new one, you can apply for one by completing the Certificate Issue Request Form. Your Certificate will be made available to you within 10 working days of form submission. The cost of a replacement Certificate is \$50.00.

### **2.3.2 Statement of Results (SOR) Copies\***

Should you require an Interim or Replacement Statement of Results (SOR), you can apply for one by completing the Student Document Request Form. Your Statement of Results will be made available to you within 5 working days of form submission. The cost of an interim or replacement Statement of Results is \$50.00.

### **2.2.3 Statement of Attainment Copies\***

Should you lose your Statement of Attainment and require a new one, you can apply for one by completing the Statement of Attainment Issue Request Form. Your Statement of Attainment will be made available to you within 10 working days of form submission. The cost of a replacement Statement of Attainment is \$50.00.

## **3.0 Key student support service contacts**

<b>Issue</b>	<b>Position</b>	<b>Name and Email Address</b>	<b>Phone Number</b>
<b>After hours emergency</b>	Academic Coordinator  Academic Manager  PEO		
<b>Admissions and Enrolment</b>  <b>Overseas Student Health Cover</b>  <b>Visa Issues</b>  <b>Re-enrolment</b>	Marketing and Admissions Office		

<b>Academic Issues</b> <b>Classroom Issues</b>  <b>Recognition of Prior Learning/Credit Transfer</b>  <b>Timetabling</b>	Academic Coordinator		
<b>Accommodation Issues</b>  <b>Airport Pickup</b>  <b>Bank Account Assistance</b>  <b>Career/Job Counselling</b>  <b>Complaints and Appeals</b>  <b>Cultural Adjustment</b>  <b>English Language Support</b>  <b>Finance/Fees Issues</b>  <b>Settlement Issues</b>  <b>Welfare Issues</b>	Student Service manager       Accounts and Administration Officer       Student Services Officer		



