



Student Support Policy and Procedure (National Code 6)

Policy

- 1.1 Melbourne Institute of Vocational Studies (MIVS) employs an effective student support policy to support all students in successfully completing their training within the scheduled timeframe.
- 1.2 MIVS monitors student's course progress and provides reasonable support where feasible and appropriate.
- 1.3 MIVS monitors student's attendance and provide reasonable support where feasible and appropriate.
- 1.4 MIVS will provide access to academic and personal/ welfare support services to all students.
- 1.5 MIVS will provide students with information to inform them of the support services available in a timely manner.
- 1.6 MIVS encourages learners with special needs to undertake its training courses.
- 1.7 The CEO is responsible for implementing this policy and reviewing its effectiveness.
- 1.8 This policy will be implemented in compliance with the requirements of the Standards for RTO's 2015 Standards 1.2, 1.3b, 1.7, 5.1 and the National Code of Practice 2007 standards 6 and 10.

Procedure

2 Pre enrolment information

- 2.1 Pre enrolment information is supplied to all potential students in accordance with the Student information policy and procedure.
- 2.2 Student support services information is provided to all potential students via the Student prospectus, the MIVS website, Student handbook, at orientation on notice boards at the campus and via staff.
- 2.3 On enquiry students are directed to the website, e-mailed a copy or posted a copy of the Student prospectus, Application form and a Pre training review form.
- 2.4 Students are provided sufficient information to assist them in making an informed decision on course and education provider.
- 2.5 Students are forwarded clear information on how to apply for a course, what information to supply and provided contact details for accessing support if they have any questions or difficulties.
- 2.6 Students are encouraged to seek assistance with any part of this process and to contact the Training Manager with questions.

3 Identifying learner needs

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- 3.1 The Institute assesses whether the course applied for is suitable for addressing a student's learning needs in accordance with this and the Enrolment policy and procedure.
- 3.2 The Institute identifies students learning needs through assessing their application and Pre training review forms.
- 3.3 Students are consulted if any information on their application or Pre training review form requires clarified or further investigation prior to coming to a decision on their application.
- 3.4 An Assessor guide is employed to assist the Training Manager when reviewing the Pre training review form and coming to a decision.
- 3.5 A decision is made whether the course is suitable for addressing a student's learning needs and the outcome communicated to each student.
- 3.6 If the student has special learning needs the Institute will implement reasonable actions to support these needs and enrol the student (if entry requirements are satisfied) where appropriate and feasible.
- 3.7 A support plan will be negotiated with each student and the level and type of support documented.

4 Students with special learning needs

- 4.1 Melbourne Institute of Vocational Studies provides access and equity to candidates with special learning needs.
- 4.2 As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- 4.3 Melbourne Institute of Vocational Studies trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate. Depending on any specification given in the standards, the trainer may be able to accept alternative evidence from a candidate with special needs.
- 4.4 Melbourne Institute of Vocational Studies staff contact other RTO's, external support organisations or our RTO consultant for assistance and guidance, as required.
- 4.5 In making arrangements for students with special learning needs all meeting minutes, advice and amended delivery/ assessment material is stored in the student file.
- 4.6 The delivery and assessment processes, materials, resources and equipment may be adjusted to address a student's learning needs. Adjustment to the assessment process is undertaken in accordance with Training package guidelines, the rules of evidence and principles of assessment.
- 4.7 The student is kept fully informed of the process at all times by the Training Manager.
- 4.8 MIVS may refer students to external organisations for support to enable them to successfully enrol and complete their course.
- 4.9 MIVS liaises with external organisations to facilitate students learning and course progress/ achievement.
- 4.10 Where a student's learner needs cannot be addressed by MIVS the Institute will not enrol the student.

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- 4.11 MIVS may refer student's to undertake a course prior to commencing the MIVS course to satisfy entry requirements and address learning needs e.g. English language training.

5 Orientation and communication with students post enrolment

- 5.1 The orientation program is delivered to all students' pre commencement of training and assessment.
- 5.2 The content of the orientation program is outlined in the Student information policy and procedure.
- 5.3 Students who commence their course late are provided an orientation program.
- 5.4 Students are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.
- 5.5 Students are provided the Student handbook during orientation. This includes types of common issues that student's may encounter, MIVS and/ or external contacts for each issues and what support the student can expect.
- 5.6 The Institute communicates with students through trainers, student meetings, notice boards and e-mail.
- 5.7 Students are encouraged to contact MIVS staff if they have information requirements, are experiencing difficulties with studying or living in Melbourne or any matter impacting their studies.
- 5.8 All student information materials and processes are reviewed annually and improvements made as part of the Institute continuous improvement policy.
- 5.9 Student information materials and processes may be amended at any time in response to stakeholder feedback.
- 5.10 Students are also provided access to their trainers outside of class time if they require support or assistance. Each class is provided with their trainer/s e-mail addresses. Students can also arrange times to meet their trainer to access study support.

6 Monitoring course progress

- 6.1 MIVS supports students to maintain satisfactory course progress in accordance with the Course progress policy and procedure.
- 6.2 MIVS provides students with information relating to course progress pre enrolment, at orientation and throughout their course. The support services and outcome of not achieving satisfactory course progress is communicated to all students.
- 6.3 The emphasis of the Course progress policy and procedure is on clear communication to students pre and post enrolment of the importance of maintaining satisfactory course progress and early identification and intervention where issues arise.

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6.4 The support services identified in this, Course progress, Student information and Complaints and appeals policies and procedures are to assist the student successfully complete their course within the expected duration.

7 Academic support

7.1 MIVS provides students access to a range of academic support services to support them to successfully complete their course within the expected duration.

7.2 Students can access academic support at any time by contacting their trainer or reception staff or through shiva@mivs.edu.au

7.3 The Institute will attempt to assist the student where feasible by:

- Providing access to training and assessments staff
- Reviewing learner materials with the student
- Re-phrasing explanations
- Providing information in a context that the student understands
- Providing extra time to complete tasks
- Providing access to supplementary reference materials
- Providing supplementary exercises to develop understanding
- Providing access to calculators
- Providing access to dictionaries
- Providing information in larger text
- Arranging access to computers with relevant software
- Arranging access to modified resources
- Adjusting the students timetable and/ or course schedule
- Providing opportunities to re-attempt assessments
- Providing opportunities to undertake additional units to catch up
- Minimum attendance requirements are established
- Providing English language support
- Referral to external support services

7.4 If the student has language, learning/ academic issues that Institute staff cannot address then the student may be referred to external organisations for assistance.

7.5 Institute staff liaise with the student and the organisation (if permitted by the student) to review the students learning needs and make arrangements to adjust the learning and assessment processes and materials where feasible and appropriate.

7.6 Appropriate Institutestaff contributes to supporting the student.

7.7 Intervention strategies may be implemented in accordance with eh Course progress policy and procedure to assist the student successfully complete their course within the expected duration.

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8 Personal/ Welfare support

- 7.1 MIVS provides students access to a range of personal/ welfare support services to support them to successfully complete their course within the expected duration.
- 7.2 Students can access personal/ welfare support at any time by contacting their trainer or reception staff or through shiva@mivs.edu.au

Personal/ welfare support (Part/ Full time face to face in Institute delivery only)

- 6.1 The purpose of the intervention meeting is to establish the underlying reasons for unsatisfactory course progress and initiate an intervention strategy.
- 6.2 If at the Intervention meeting with the student he/ she identifies that the issues affecting course progress are personal/ welfare related issues the Training Manager may refer the student to the Welfare Counsellor or external support services where appropriate.
- 7.6 If the student has personal issues that do not require external support services the Training Manager may make adjustments to the training program to facilitate learning and achievement. Eg starting earlier/ later or finishing early to accommodate domestic arrangements or rescheduling the course.
- 7.7 If the student identifies personal/ welfare issue that do require an intervention strategy the following applies:
- 7.8 An intervention strategy is negotiated and signed by the Training Manager and student at the meeting. The Intervention strategy is provided to the student in writing.
- 7.9 A revised course schedule, study and/ or attendance arrangements, delivery and assessment arrangements are negotiated with the student. (where appropriate).
- 7.10 The student attends a review meeting every three weeks with the Training Manager. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
- 7.11 Appropriate Institutestaff contribute to student's intervention strategies.
- 7.12 The guidelines in the unit of competency are accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 7.13 International students may have their CoE amended as a result of the Intervention strategy. The existing CoE is cancelled and the reasons for the new one being created are recorded in PRISMS.
- 7.14 Agreement is reached with the student prior to this occurring and the student informed of the ramifications.
- 7.15 The student is required to abide by the new arrangements negotiated or the Institute may cease provision of the services/ arrangements. International students who do not comply with the agreement negotiated may be reported to DEEWR for unsatisfactory course progress.



- 7.16 The Training Manager will review the student's progress and commitment to the arrangements every three weeks.
- 7.17 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 7.18 Each meeting, agreement, adjustment and communication in this process is documented and placed in the students file.
- 7.19 Intervention meetings are initiated as soon as possible after the student being identified as 'at risk' and within 5 working days.
- 7.20 Domestic students and International students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Training Manager. A letter will be sent to the student within 5 working days of the issue being brought to the Training Managers attention.
- 7.21 At the meeting the reasons/ circumstances are identified and the Training Manager (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the student of the Institute's intention in writing.
- 7.22 If the decision is to not enter into another intervention strategy students are sent a letter informing them along with their right to appeal the decision by accessing the Institute complaints and appeals policy within 20 working days.

7 On line/ Distance learning/ Workplace based/ Blended delivery – Domestic students

- 7.1 If trainers identify that a student meets one or more of the criteria for not achieving satisfactory course progress they will notify the student in writing.
- 7.2 The notification will inform the students to contact their trainer and discuss the underlying causes for not achieving satisfactory course progress. It will also remind the student of the availability of academic and personal/ welfare support services.
- 7.3 During the discussion trainers attempt to identify the underlying reasons for unsatisfactory course progress and offer support either academic or personal/ welfare support services.
- 7.4 If during the discussion the student identifies that the reason for the unsatisfactory course progress is a workplace issue ie not being provided the opportunities to learn, insufficient study leave or other factors identified in the workplace learning agreement the Institute will attempt to resolve these with the employer.
- 7.5 If during the discussion the student identifies that the reason for the unsatisfactory course progress is a personal welfare issue the trainer refers the student to the appropriate support service.
- 7.6 If during the discussion the student identifies that the reason for the unsatisfactory course progress is an academic/ Language, Literacy and Numeracy issue the trainer will either attempt to identify strategies to support the student or refers the student to the Training Manager.



7.7 If the underlying reasons for unsatisfactory course progress are in relation to academic issues/ Language, Literacy and Numeracy the Institute will attempt to assist the student where feasible by some of the following:

- Providing access to training and assessments staff
- Reviewing learner materials with the student
- Re-phrasing explanations
- Providing information in a context that the student understands
- Providing extra time to complete tasks
- Providing access to supplementary reference materials
- Providing supplementary exercises to develop understanding
- Providing access to calculators
- Providing access to dictionaries
- Providing information in larger text
- Arranging access to computers with relevant software
- Arranging access to modified resources
- Providing access to internal/ external academic support staff
- Adjusting the students timetable and/ or course schedule
- Providing opportunities to re-attempt assessments
- Providing opportunities to undertake additional units to catch up
- Minimum attendance requirements are established

7.8 If the student has learning/ academic issues that Institute staff cannot address then the student may be referred to external organizations for assistance.

7.9 An intervention strategy is negotiated with the student and reviewed and discussed once per month by the trainer and student.

7.10 Intervention meetings will not take place for Skills Victoria funded workplace based students. (unless it can be facilitated during a workplace visit). Skills Victoria funded students will be supported on line and via the telephone if they are paced on an intervention strategy.

7.11 The student is required to abide by the new arrangements negotiated or the Institute may cease provision of the services/ arrangements.

7.12 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.

7.13 Each meeting, agreement, adjustment and communication in this process is documented and placed in the students file.

7.14 Students who fail to abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are sent a letter asking them to contact their trainer to discuss the reasons.

7.15 At the meeting the reasons/ circumstances are identified and the trainer (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the student of the Institute's intention in writing.

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- 7.16 If the decision is to not enter into another intervention strategy students are sent a letter informing them along with their right to appeal the decision by accessing the Institute complaints and appeals policy within 20 working days.

8 Reporting unsatisfactory course progress (International students)

- 8.1 The Training Manager reviews students' course progress during a study period and within 5 working days of the completion of a study period.
- 8.2 International students who have failed 50% or more of the units in their course for two consecutive study periods are identified.
- 8.3 The identified students are notified in writing of the Institute's intention to report them to DEEWR for not achieving satisfactory course progress.
- 8.4 The letters are sent to students within 5 working days of being identified. The letter also informs them of their right to appeal the decision within 20 working days of receipt by accessing the Institute complaints and appeals policy.
- 8.5 The Institute reports students to DEEWR if:
- a) no appeal is lodged after 20 working days from sending the intention to report letter
 - b) the appeal is not upheld after the conclusion of the internal and external appeals process
 - c) the student withdraws from the appeals process
- 8.6 The Institute reports the student with 5 working days of the completion of the processes/ time periods identified in item 8.5.
- 8.7 Reporting is completed through PRISMS and a section 20 notice sent to the student. The letter also advises students to contact DIAC within 10 days of receipt of the letter.
- 8.8 A copy of all communication is stored in the student file.

9 Attendance – Domestic Students

- 9.1 Institute teaching staff record student attendance at each session.
- 9.2 It is a requirement for students to attend all scheduled classes at the times indicated if they have enrolled for face to face training.



- 9.3 MIVS recognizes that sometimes students may be unable to attend due to unforeseen circumstances. If for any reason a student is unable to attend all or part of a planned session they are to contact their trainer or the Training Manager by calling the Institute on 03 93492344.
- 9.4 MIVS monitors students' attendance and provides appropriate support to ensure successful completion within the scheduled period.
- 9.5 If a student is absent for part/ all of the day for a course, for 5 consecutive days of a full qualification or has a pattern of non attendance they will be considered at risk of not completing their course within the agreed timeframe.
- 9.6 If a student's attendance is affecting their ability to complete the course within the scheduled timeframe (deemed at risk) they will be invited to meeting with the Training Manager.
- 9.7 The purpose of the meeting is to identify the underlying reasons for the unsatisfactory attendance and initiate corrective action.
- 9.8 Intervention action is initiated at this meeting.
- 9.9 The action initiated will follow the same procedure as identified in sections 4.1 to 6.8 of this policy.
- 9.10 An intervention strategy is negotiated and signed by the staff member and student at the meeting.
- 9.11 The student will attend a review meeting every two weeks with the Training Manager.
- 9.12 Each meeting, agreement, adjustment and communication in this process is documented and placed in the students file
- 9.13 Intervention meetings take place as soon as possible and within appropriate time frames depending on the length of the course.

9 Student support service contacts

1.For personal and student emotional well being support internally the contact person is CEO Shiva SESHAM, shiva@mivs.edu.au and mobile 0404 490 111

11 Complaints and appeals

- 11.1 Students may lodge a complaint via the Institute complaints and appeals policy if they have an issue with the Institute student support services.
- 11.2 Students may appeal any decision made by MIVS when implementing this policy.
- 11.3 Complaints and appeals can be made by lodging a complaints/ appeal form as per MIVS Complaints and appeals policy.
- 11.4 The complaints and appeals policy and lodgement form is available in the Student prospectus, the website and from the Training Manager on request.

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11.5 This policy is reviewed annually in accordance with the MIVS continuous improvement policy.

12 Student Welfare Support

12.1 Students who are experiencing welfare issues can access support services at any time.

Examples of welfare issues may be in relation to:

- attending scheduled classes
- studying at home
- meeting course progress requirements
- accommodation
- housemates or neighbours
- cultural differences
- living in a big City
- traveling to or from Institute
- homesickness
- money worries
- finding a part time job
- paying your tuition fees
- family members
- communicating and learning in English
- finding your cultural foods
- your student visa
- events in your home country
- loneliness

13 Welfare support services

13.1 All students are provided the telephone number and e-mail number of their trainer. They are encouraged to contact them, outside scheduled class times for assistance with academic issues. Trainers provide support to students via telephone, e-mail or arrange one to one sessions.

13.2 English language support services are available to students. Support is provided through drop in sessions at nominated times during the week or by appointment.

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- 13.3 Study skills are included as part of orientation and sessions are arranged for students on request.
 - 13.4 Each week a tutorial session is available for students to attend on a voluntary basis.
 - 13.4a Students who experience difficulties using the Institute IT facilities or resources can contact IT support services at reception..
 - 13.5 Meetings with the Student Welfare Counsellor can be arranged on request.
 - 13.6 Access to external welfare services can be arranged by the Institute or accessed directly.
 - 13.7 Access to welfare support services can be arranged by the Institute by contacting the reception of the Institute services and contact numbers are also available in the International Student prospectus.
 - 13.8 The Institute will provide support via our internal student support or counselling staff or refer the student to an appropriate external organisation.
 - 13.9 Students can access external welfare support services directly if they wish. External support services and contacts are also provided in the International Student prospectus.
 - 13.10 If students require immediate assistance they can contact the Institute Student Services Officer for assistance.
 - 13.11 The Training Manager liaises with internal and external welfare support staff where appropriate. All details relating to support services accessed by students are recorded and maintained in the student file. A separate file may be employed to record and store sensitive information the support service staff member identifies as confidential. Eg welfare related issues.
 - 13.11a The Welfare Officer may deem information provided by the student as confidential and only needs to provide advice to the Training Manager and or CEO of the outcome of the issue/ situation and the impact on studies/ enrolment.
 - 13.12 Students' may be placed on an intervention strategy where appropriate.
 - 13.13 Students' study load may be adjusted where appropriate.
 - 13.14 International Students' may have their CoE amended in exceptional circumstances in compliance with this policy, Completion within expected duration policy and Defer, suspend and cancel enrolment policy.
 - 13.15 Access to internal and Institute nominated external personal/ welfare services is provided free of charge.
 - 13.16 Students' are communicated the availability of welfare support services pre enrolment in the Student prospectus, the Institute website, at orientation and by Institute staff throughout their period of study at the Institute.
- 14 Sports/ recreational activities**
- 14.1 The Institute arranges sports/ recreational activities for students each week.



14.2 The sports and recreational activities may include:

- Sports events – tennis, cricket, AFL, Melbourne cup
- Festivals – Local street music, arts and food festivals
- Trips to local attractions e.g. Victoria Market, Federation square, museums, galleries
- Tour of Melbourne CBD and surrounds
- Movies – in Institute and at the cinema
- Arranging sports activities – swimming, tennis, badminton, cricket
- Cultural food nights in the Institute

14.3 A list of activities is produced each week and displayed on the notice boards around the Institute.

14.4 The Student prospectus communicates the availability of sports/ recreational activities. Students are also made aware of the availability of activities during orientation.

14.5 Student Support staff prepares the activities schedule and are the point of contact for students.

14.6 Recreational and/ or sports activities can be accessed by contacting the Student Services Officer/s.

14.7 Attendance at most events is free apart from those that require an entrance fee to be paid. E.g. attending sporting events.

tudents are provided access to range of social events and clubs through the Institute international student support services.

7.8 Students who are experiencing personal/ welfare issues that are affecting their studies can contact the Institute Welfare officer at any time during their studies with the Institute. The Welfare Officer can be contacted through reception at 599 Swanston street or via telephone on 03 93492344.

Documents to be employed when implementing this policy and procedure:

Student prospectus

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Enrolment form

Pre training review

Language, literacy and Numeracy test

Continuous improvement schedule

Student orientation form

Complaints and appeals policy and form

Attendance recording form

Course progress monitoring form

At risk warning letters

Intervention meeting records

Intervention plans

Activity club schedules

Website

Revision history

Revision Date	Comment	Revised by
27/11/15	Policy and procedures created	CEO

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