



# Evolution Hospitality Institute

## Evolution English Language Center

### Student Support and Consultation Policy

#### National Code Standard 6 and Clauses 1.7, 5.4 and 6.1 to 6.6 of the Standards for Registered training Organisations 2015

#### **Purpose:**

The purpose of this policy is to ensure that Evolution Hospitality Institute (EHI) and Evolution English Language Center (EELC) students are provided with adequate academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

#### **Provision of Academic and Non-Academic Student Support Services:**

Evolution Hospitality Institute assists students to adjust to life in Australia under the conditions of their student visa with the following services:

- EHI and EELC conduct culturally and age appropriate orientation sessions that covers the requirements of complying with their student visa and life in Australia
- EHI and EELC provide students with access to policies through Evolution website, student handbooks, notices and formal communication
- EHI/EELC Student Orientation Program, Student Handbooks and policies on the Evolution website address issues pertaining to Standard 6. These are reinforced by notices that are placed strategically around the campus on notice boards.
- In order to successfully transition, students are made aware of support services for students to assist with their transition to life and study in Australia:
  - Legal services
  - Health services and value of OSHC
  - Emergency Services
  - Complaints and Appeals processes
  - Facilities and resources
  - Student visa conditions relating to course progress including attendance and academic progress requirements
  - Work placement requirements
- Students are provided with both academic and non-academic support services to assist with issues that arise during the course of their studies including but not limited to course progress requirements, attendance issues, work placement issues, living away from home and any other life matter that impacts on their study experience in Australia
- Accommodation (International Students) While EHI/EELC does not offer

accommodation services or take any responsibility for accommodation arrangements, EHI/EELC is able to refer students to appropriate accommodation services, and staff 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 if not, the Student Services Officer can refer students to appropriate accommodation services.

Depending on the students budget and outcomes of the consultation between the student and EHI/EELC Student Support Staff, students will be given options that will help them get a place to live. These options may include but are not limited to:

- Semester in Australia ph: 0407 590 575
- Global Experience ph: 02 9264 4022

These services are only two of many and can offer students any of the following accommodation options:

- Standard Homestay
- Student Apartment
- Share House

Note: Further information to the student prior to enrolment is offered in the Students Handbook.

- EHI and EELC have adopted the Course Progress Policy and Procedure. The Course Progress Policy and Procedure is registered on PRISMS and it is dealt with in detail during the Student Orientation Program. The Policy is also placed in the Student Handbooks (VET and ELICOS). Intervention strategies are regularly implemented to ensure maximum student success.
- Students are assisted with referrals to external support services where specialised support is required. EHI/EELC will not charge a fee for assisting students and will advise in advance if the external support agency has a fee for services.
- Should a critical incident arise, EHI/EELC Critical Incident Policy outlines the procedures and actions to be taken in the event of a critical incident. Student support includes all aspects including but not limited to:
  - Actions
  - Required stakeholders
  - Communication strategies
  - Timelines
  - Follow up
  - Records of actions undertaken
- Students are made aware of the designated staff members that are official points of contact that will assist them with their various needs. All staff have access to aXcelerate and EHI/EELC policies so that support services provided are compliant and provide students with a positive holistic study experience in Australia.
- EHI/EELC students have both academic and non-academic support services available for students requiring support. Where academic and non-academic staff internally can provide assistance, no fee is charged. However, if a student requires external

counseling, they are made aware of the possibility that a fee may apply.

- All EHI/EELC staff are regularly updated and informed about EHI/EELC's obligations under the ESOS Framework and the implications for students arising from the exercise of these obligations.
- All EHI/EELC staff is made aware of their obligations under the ESOS Framework. Refer to the following:
  - EHI/EELC Table of Organisation (Legislative References Pertaining to Position)
  - Staff Induction Program
  - Legislative Awareness Form
  - Staff Induction Form

#### Evolution Staff:

EHI/EELC student support services are established to ensure that international students are provided with the necessary academic and non-academic support staff to enable them to adjust to life and study in Australia and to successfully achieve their study goals.

### **Academic**

#### **Support:**

#### **Trainers/teachers**

#### **ers**

#### **Primary Role and Responsibility to Students**

The trainer's/teacher's responsibility is to train and assess the students and to support the students' academic progress. They are the first point of contact for student academic progress concerns. However, trainers must refer students to other staff for non academic support issues.

#### **When to see Trainers/Teachers**

The trainer is the first point of contact for students concerning academic matters. The student can then appeal to the Academic Manager if they are dissatisfied with the outcome of their meeting with the trainer.

Trainers/teachers do not have fixed consultation hours and situations where consultation is required will be carried out on a case-by-case basis within the level of responsibility of the trainer.

#### **Process**

During the meeting with the trainer/teacher, notes must be taken and provided to the Academic Manager. If the trainer/teacher believes that another person should be present due to the

circumstances of the meeting, the student will be informed before the meeting and that they may also bring a support person. The notes will be recorded in the client journal on aXcelerate and the hard copy placed in the student file. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

### **Academic Manager**

#### **Primary Role and Responsibility to Students:**

The Academic Manager responsibility is to support the Group General Manager in ensuring that all students are provided with a safe, supportive and challenging teaching and learning environment at the vocational educational level. The Academic Manager monitors student and staff performance and provides an avenue for appeals from students and trainers.

Conducts feedback surveys to ensure that students concerns are being addressed and they are happy with their learning environment.

The ELICOS Academic Manger provides academic counselling and advises students on opportunities for further study and/or suitable pathway courses at EHI/EELC.

#### **When to see Academic Manager**

The student can appeal to the Academic Manager if they are dissatisfied with the outcome of their meeting with the trainer. The Academic Manager will meet with the student and may refer the student to other staff if the matter is non-academic.

If the matter to be dealt with is academically related or some other area within the Academic Manager responsibility, the Academic Manager will deal with the matter according to appeals process.

The Academic Manager maintains fixed consultation hours every week and students can make an appointment through the receptionist who has access to the Academic Manager calendar through outlook.

#### **Process**

During the meeting with the Academic Manager, notes of the meeting will be recorded directly into the student's Notes area located against the student (contact) in AXcelerate.

If the Academic Manager believes that another person should be present due to the circumstances of the meeting; the student will be informed before the meeting and provided with the opportunity to have a support person present. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

### **Group General Manager**

#### **Primary Role and Responsibility to Students:**

The Group General Manager's responsibility is to ensure that all students are provided with a safe, supportive and challenging training and assessment environment at the vocational educational level, and to ensure that all students are treated equitably and fairly in all aspects of their study experience.

#### **When to see Group General Manager**

When the situation requires a higher level of support for student and/or staff, the Group General



Manager ensures that due process is followed, and where necessary, provides an additional avenue for appeals. The Group General Manager provides support for students and staff in matters of urgency, gravity and other exceptional circumstances

The Group General Manager is always available for consultation and students can make an appointment through the receptionist who has access to the Group General Manager's calendar through outlook.

Where matters are serious and impact on the welfare and general wellbeing of a student, the Group General Manager will accommodate a meeting either immediately or as soon as is practicable to provide support. If the matter involves the student returning to their home country, immediate access is provided to assess and approve where evidence is valid, immediate support and support documentation.

**Process:**

All records of meetings are noted directly into the student's Notes area located against the student (contact) in AXcelerate. Sensitive notes that are taken and any external agencies contacted to provide assistance will be recorded in hard format. The student will decide if the information contained is to be placed in the student's file or placed in a sealed envelope with the student signature across the seal to ensure that confidentiality and student dignity is maintained. If the matter pertains to a legal infringement, then law enforcement authorities will have access and the matter will be discussed with the CEO of EHI/EELC and the welfare of the student will be the main priority.

**Chief Executive Officer (CEO)**

**Primary Role and Responsibility to Students:**

The Chief Executive Officer is the PEO and has final decision-making discretion and overall responsibility for the Australian study and life experience of International Students.

**When to see Chief Executive Officer (CEO)**

The Group General Manager will refer students to the CEO in two instances:

1. If law enforcement agencies are involved in the matter at hand and the support and direction requires both Chief Executive Officer and Group General Manager input and support
2. As a Hospitality Industry representative (former International Executive Chef), students with work placement issues. This is an industry background advantage rather than position responsibility as the Chief Executive Officer has the support of the hospitality industry and can open doors for the students through his professional network.

The Chief Executive Officer is available for consultation and students must make an appointment through the receptionist who has access to the Chief Executive Officer's calendar through outlook.

**Process:**

All records of meetings are noted in the student's Notes area located against the student (contact) in AXcelerate. Sensitive notes that are taken and any external agencies contacted to provide assistance will be recorded in hard format. In some cases, the student will decide if the information contained is to be placed in the student's file or placed in a sealed envelope with the student signature across the seal to ensure that confidentiality and student dignity is maintained. The only tie the seal can be opened is if it is required for relevant government agencies such as

Immigration Department. If the matter pertains to a legal infringement, then law enforcement authorities will have access and the welfare of the student cohort as a whole will be the main priority for any decisions on future actions.

#### **Non-Academic:**

##### **Administration**

##### **Primary Role and Responsibility to Students:**

Administration provides students with support to access the student portal, Moodle issues, student cards and processing student documentation requests.

##### **When to see Administration**

Students may request support from administration at any time. The duration for processing the request will be dependent upon the nature of the request but can be anything from immediate support up to 10 working days if it requires documentation processing and approval and/or signatures from the Group General Manager.

##### **Process:**

Process will be as per the student request and notes of the request and action must be recorded in the student management system AXcelerate and hard copies scan and added to student portfolio in AXcelerate.

##### **Finance**

##### **Primary Role and Responsibility to Students:**

Finance department provides students with support to discuss financial issues regarding their study pathway.

##### **When to see Finance**

Students may request a meeting with the Finance Manager when they are experiencing financial difficulties and have issues with payment of tuition fee instalments etc.

##### **Process:**

During the meeting with the Finance Manager, notes of the meeting will be recorded directly into the student's Notes area located against the student (contact) in AXcelerate. If the Finance Manager believes that another person should be present due to the circumstances of the meeting; the student will be informed before the meeting and provided with the opportunity to have a support person present. The outcome of the interview will be communicated expediently to the student in writing (student e-mail or letter).

The Finance Manager is available for consultation on request and students can make an appointment through the receptionist who has access to the Finance Manager's calendar through outlook.

##### **Student Services Officer**

##### **Primary Role and Responsibility to Students:**

The Student Services Officer's responsibility is to ensure that all students are provided with support for any non-academic requirements such as:

- Inform current students of the process and requirements for changing their timetable
- Facilitates students' registration on Moodle
- Assist with the organisation of the EHI graduation ceremony and follow up with graduating students



- Student Leave authorisation, Student counselling, reasons for non-attendance, requesting letters or interim certificates
- Enrolling into course (further studies), need to see old results hardcopies, request certificates

#### **When to see Student Support officer**

Students may go to see the Student Support Officer as soon as the need arises for any matter that the Student Support Officer can provide the student with assistance.

#### **Process:**

During the meeting with Student Support officer, notes of the meeting will be recorded directly into the student's Notes area located against the student (contact) in AXcelerate. The duration for processing the request will be dependent upon the nature of the request but can be anything from immediate support up to 10 days if it requires documentation processing and approval and/or signatures from the Group General Manager.

The Student Support Officer is available for consultation on request and students will be able to meet with the Student Support officer as soon as available as there may be a line of students already in line.

#### **Industry Work Placement Manager**

##### **Primary Role and Responsibility to Students:**

- Assist students to look for hospitality work placements using standard internet sites such as Seek, student job notices board etc
- Organises industry site visits during students work placement
- Monitors completion of student log book whilst on Industry Work placement
- Conducts Professional Development Sessions for students prior to student going out to Industry Work placement
- Engaging with Industry to seek opportunities of engagement

#### **When to see the Industry Work Placement Manager**

Students may go to see the Industry Work Placement Manager as soon as the need arises for any matter that the Industry Work Placement Manager can provide the student with assistance.

#### **Process:**

During the meeting with Industry Work Placement Manager, notes of the meeting will be recorded directly into the student's Notes area located against the student (contact) in AXcelerate. The duration for processing the request will be dependent upon the nature of the request but can be anything from immediate support up to 10 working days if it requires documentation processing and approval and/or signatures from the Group General Manager. The Industry Work Placement Manager is available for consultation on request, students can make an appointment through the receptionist who has access to the Industry Work Placement Manager calendar through outlook.

#### **Student Appointments**

- (Reception) attempts to answer all enquiries & requests before making student appointments
- Make notes on issue and attempt to solve before redirecting to appropriate person or department. Ensure student has completed relevant forms and has necessary information/documents to bring to appointment (see forms list)
- Use appointment book, outlook calendars and preferred appointment times to make the



best fitting appointment time

- **Student payments are accepted between 9.00am – 5.00pm Monday - Friday**

**Administration Workflow at time of meeting:**

1. Confirm appointment time with staff.
2. When student arrives for appointment, retrieve hardcopy student file and pass to staff member for file notes (and counselling form if bigger issue)

**Associated Form:** Student Counselling Form

**Associated Legislations and Framework**

ELICOS Standards 2018

Education services for Overseas students Act 2000

Standards of Registration for RTO 2015

National code of Practice for providers of Education and Training to Overseas students 2018  
(Standard 3 – Written Agreement and 6 Overseas Student Services)