

International Screen Academy Pty Ltd.

Trading as:

Sydney Actors School

Sydney Film School

WATERLOOSTUDIOS



SYDNEY
ACTORS
SCHOOL



SYDNEY
FILM
SCHOOL

STUDENT SERVICES STUDENT WELFARE & SUPPORT

Reference:

Standard 1 Clause 1.7 Education and Student Support
National Code Standard 6 Overseas Student Support Services

VERSION HISTORY

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Document Management:	General Manager	Mr Ashley Curry
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V2.2	Jan 2018	Updated to National Code 2018
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v1.0	July 2016	New standards for RTO's 2015

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STUDENT WELFARE, ACADEMIC & INDIVIDUAL SUPPORT

PURPOSE

International Screen Academy Pty Ltd trading as Sydney Actors School and Sydney Film School (the School) will endeavour to support all students to achieve a satisfactory course outcome and enjoy their study experience. We will have extra support services for overseas students so that they have a successful transition to life and study in Australia. We will protect the personal safety of students within our responsibilities under VET Quality Framework and the ESOS Act and National Code.

REFERENCES

Standard 1	Clause 1.7 Support learners
NC Standard 6	Overseas Student Support Services

IMPLEMENTATION

The **Executive Chairman** is ultimately responsible for compliance with legislation and the welfare of students, the staff and the School.

The **General Manager** is the management contact point for students.

The **Administration staff** are responsible for day to day communications and monitoring of student welfare. The staff is trained in policy and procedures and will know when to assist and when to refer on to their supervisor.

The **Director of Education** will be the management contact point for academic matters relating to students.

The education staff and trainers are trained in policy and procedures and will know when to assist students in personal and academic matters and when to refer on to the Administration team and/or the Director of Education.

The trainers will provide tutorial support and be rostered on at set times to provide this academic tutoring as part of student welfare and education support

The **External Counsellor** will be contacted by the General Manager as required to provide specialist support that is considered necessary for the student on a case by case basis.

PROCESS

The School supports students to adjust to study and life in Australia. We recognise that orientation programs and support services provided to all students help them enjoy their time at the School and living in Sydney and will improve the quality of their educational experience. We have responsibilities to provide access to support services and support staff.

A quality student experience

The following is a summary of the key services we provide that support international students. These services are provided as we strive to offer a quality student experience at SCHOOL and meet our obligations within the ESOS Framework.

Evidence of how these services operate can be seen by exploring the list below.

The School website links to information for international students

The School website has a section called Studying and Living in Australia. There are many services available to international students from State and Commonwealth government and agencies. The website includes short explanations of information with hyperlinks and FAQ's. This is a regularly updated, current reference point for students. Staff will use this information to guide them in advising students and their families of relevant services with accurate and consistent advice.

The orientation program

The orientation program is offered at least every term, at the start of every new intake in a course and as required.

The orientation program will include information on how to make the most of study at The School. See the orientation policy and materials.

Personal contact

The Student Services Officer will be the nominated primary contact person for all student matters.

The Director of Education will be the nominated contact person for academic matters.

There are staff trained in handling student enquiries.

We have a list of names and photos of staff on the school website.

We have staff available every day who are there to support the students with day to day enquiries and assistance.

The SCHOOL RTOM student portal

The School website has a student log in portal where students can access answers to the many of the day to day questions/ important information enquiries that come through student services area. Access is granted to new students the week before Orientation.

Student will be encouraged to use the student portal of RTOM as the first point of information.

They can access:

- Their personal details and update contact information
- Their timetables
- Attendance records
- Course progress and results
- Notices to students

- Download of forms

International Student Handbook and School notices

We provide information in the handbook and on the noticeboards for:

- Travel and transport information
- Student ID cards
- Accommodation noticeboard
- Legal services
- Emergency services
- Local doctors and medical and health services
- Student visa condition relating to course progress and/or attendance and Ombudsman

Communications and messaging between students and staff

Students can log into the RTOM system and find up to date contact information for staff across the School. This is reliable, live and current.

Students can send messages and will receive information and messages through RTOM. This system ensures that the messages will be logged and filed in system and responded to in required times.

Academic – attendance, course progress and the intervention strategy

The student portal provides up to date information.

Counselling on attendance, how students are coping with their studies and study skills will be the responsibility of the Trainers as the first point of contact with students.

The Director of Education monitors attendance, course progress and student support through the RTOM data.

The Manager generates different reports (by exception) every month.

The Director of Education manages the intervention plans.

Academic – Open access and tutorial support

There is a dedicated open access computer room for students to use to work in extra hours, in groups and with peers.

Rooms and times across the week are allocated to tutorial support

The virtual noticeboard through Google Classroom has information about tutorial support and how to book in

Trainers are available at these times

Students can book into tutorial sessions at no cost

Individual education support is provided at these sessions

Career advice

For advice on education pathways beyond our School courses, we can offer some advice and assistance. However, more general questions will be referred to Centrelink, Austudy, the University Admission Centre, TAFE and counselling professionals.

Counselling – internal and external

Staff will only provide academic and practical day to day “counselling” for students. Where the student has personal issues that are affecting progress in the course we can refer the student to professional services such as a counsellor if required. This may be at a cost to the student.

OnPsych is a fortnightly counselling service provided to enrolled students onsite.

Students can book appointments directly with the counsellor after receiving a

Mental Health Care Plan through their local GP. Domestic students can access this service for free through Medicare and International students can access this service at a reduced rate through their nominated Overseas Health Cover.

Social events

We will arrange some social gatherings for the students and encourage staff to attend each term.

We will encourage student to join student groups and sport teams but this is their own decision.

Safety and travel

We will not offer classes at very late hours that will create situations where young men and women have to travel alone on a bus or train. We will encourage students to travel in groups.

Accommodation support

We do not organise accommodation arrangement. We can counsel students having problems with their accommodation.

SCHOOL DELIVERY SITES OR RELOCATION

If the School decides to add a new location or relocate, we will notify students as early as possible and at least 1 month prior to moving. Currently enrolled students who are seriously inconvenienced by such a move will be assisted with travel subsidies and helped to find alternate accommodation if necessary on a case by case basis.