

POLICY: STUDENT SUPPORT SERVICES	
NVR Ref:	Standard 2
IBI Ref:	IBI-3-S 1
Policy	This Policy and Procedure ensures that all students are given support while studying at IBI. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. The Institute will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

PROCEDURE:	STUDENT SUPPORT SERVICES
NVR Ref:	Standard 2
IBI Ref:	IBI-3-S 1
Action/Method	<p>Nominated Student Support Officer</p> <p>Whilst all staff employed by the Institute has the responsibility to provide support to all students, the Institute shall nominate a ‘Student Support Officer’ who shall be available to all students, on an appointment basis, through the standard Institute hours of business.</p> <p>Students can access the Student Support Officer directly or via the Student Administration Section and an appointment will be organised as soon as practical.</p> <p>Currently the role and responsibility this ‘Student Support Officer’ is maintained by:</p> <p>Name: Leanne Pocock</p> <p>Ph: 1300 669 786</p> <p>Email: info@ibi.edu.au</p> <p>The responsibility of this role is to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.</p> <p>Student Support Services</p> <p>The Student Support Officer offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where the Institute is not qualified.</p> <p>The types of common issues on which the Student Support Officer is able to provide support are:</p> <p>Contact Service</p> <p>Students are given a contact number on enrolment that allows students to always be able to contact the Institute in the case of an urgent course information..</p> <p>The following support services are to be available and accessible for all students studying at the Institute. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the Institute at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the Institute.</p>

Procedure: **STUDENT SUPPORT SERVICES** (cont)

Action/Method (cont)	<p>Academic Issues</p> <p>Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.</p> <p>All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.</p> <p>A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at the Institute at any time during work hours. The Student Support Officer will be able to provide advice and guidance, or referral, where required.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: left;">Referral Services Available</th> <th style="text-align: left;">Name & Location</th> <th style="text-align: left;">Contact Phone</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Tutoring</td> <td style="padding: 2px;"></td> <td style="padding: 2px;"></td> </tr> </tbody> </table> <p>Personal / Social Issues</p> <p>There are many study issues that may affect a student's social or personal life and Students have access to the nominated Student Support Officer through normal Institute hours to gain advice and guidance on personal study issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: left;">Referral Services Available</th> <th style="text-align: left;">Name & Location</th> <th style="text-align: left;">Contact Phone</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Counselling Services</td> <td style="padding: 2px;">Leanne Butler- Clinical Psychologist (Suite 2, Level 1, 733 Glenferrie Road, Hawthorn Vic 3122)</td> <td style="padding: 2px;">03 9440 9074</td> </tr> </tbody> </table> <p>Accommodation</p> <p>While the Institute does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services.</p> <p>All students are encouraged to have accommodation organised prior to arrival in Victoria but the Student Support Officer can refer students to appropriate accommodation services if required.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: left;">Referral Services Available</th> <th style="text-align: left;">Name & Location</th> <th style="text-align: left;">Contact Phone</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Hotel</td> <td style="padding: 2px;">Riverside Apartments (474 Flinders Street Melbourne 3000)</td> <td style="padding: 2px;">03 9619 9199</td> </tr> <tr> <td style="padding: 2px;">Hostel</td> <td style="padding: 2px;">Don Bosco Youth Centre & Hostel (715 Sydney Rd, Brunswick, Vic 3056)</td> <td style="padding: 2px;">03 9383 5333</td> </tr> <tr> <td style="padding: 2px;">Real Estate(Rental)</td> <td style="padding: 2px;">www.realestate.com.au</td> <td style="padding: 2px;"></td> </tr> </tbody> </table>	Referral Services Available	Name & Location	Contact Phone	Tutoring			Referral Services Available	Name & Location	Contact Phone	Counselling Services	Leanne Butler- Clinical Psychologist (Suite 2, Level 1, 733 Glenferrie Road, Hawthorn Vic 3122)	03 9440 9074	Referral Services Available	Name & Location	Contact Phone	Hotel	Riverside Apartments (474 Flinders Street Melbourne 3000)	03 9619 9199	Hostel	Don Bosco Youth Centre & Hostel (715 Sydney Rd, Brunswick, Vic 3056)	03 9383 5333	Real Estate(Rental)	www.realestate.com.au	
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Procedure: **STUDENT SUPPORT SERVICES** (cont)

Action/Method (cont)	<p>Medical Issues</p> <p>A current list of medical professionals within access from the Institute location is available from the Student Administration Section. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.</p> <p>Local medical services are as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: left;">Referral Services Available</th> <th style="text-align: left;">Name & Location</th> <th style="text-align: left;">Contact Phone</th> </tr> </thead> <tbody> <tr> <td>Hospital (Emergency)</td> <td>St. Vincent Hospital 41 Victoria Pde, Fitzroy, Vic 3065</td> <td>03 9288 2211</td> </tr> <tr> <td>Doctor</td> <td>Dr Minh Dien Ton Nu G11, 254 Hampshire Road, Sunshine Tel: 9312 4363, 9311 2858</td> <td></td> </tr> <tr> <td>Dentist</td> <td></td> <td></td> </tr> <tr> <td>Optometrist</td> <td></td> <td></td> </tr> </tbody> </table> <p>Legal Services</p> <p>The Institute is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="text-align: left;">Referral Services Available</th> <th style="text-align: left;">Name & Location</th> <th style="text-align: left;">Contact Phone</th> </tr> </thead> <tbody> <tr> <td>Free Legal Advice</td> <td>Fitzroy Legal Service 124 Johnston Street Fitzroy Vic 3065</td> <td>03 9419 3744</td> </tr> <tr> <td>Lawyer</td> <td>Slater and Gordon 533 Little Lonsdale Street Melbourne Vic 3000</td> <td>1800555777</td> </tr> </tbody> </table> <p>Student Orientation Program</p> <p>All students are required to attend an orientation day at the beginning of their studies with the Institute. This orientation program is managed by the Student Support Officer and must include the following:</p> <p>A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.</p> <p>All students will receive a copy of the 'Student Orientation Information' document.</p>	Referral Services Available	Name & Location	Contact Phone	Hospital (Emergency)	St. Vincent Hospital 41 Victoria Pde, Fitzroy, Vic 3065	03 9288 2211	Doctor	Dr Minh Dien Ton Nu G11, 254 Hampshire Road, Sunshine Tel: 9312 4363, 9311 2858		Dentist			Optometrist			Referral Services Available	Name & Location	Contact Phone	Free Legal Advice	Fitzroy Legal Service 124 Johnston Street Fitzroy Vic 3065	03 9419 3744	Lawyer	Slater and Gordon 533 Little Lonsdale Street Melbourne Vic 3000	1800555777
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DIRECTORY OF USEFUL CONTACTS

EMERGENCY	Police, Fire, Ambulance: Tel: 000 . This is a 24 hour free service. You must state the service you require and your address.
CRISIS COUNSELLING	<p>Lifeline: Tel: 131 114 for confidential counselling by trained professions, 24 hours a day.</p> <p>Just Ask: Tel: 1300 131 114. This is also a Lifeline counselling service which operates Monday to Friday, 9.00 am to 5.00 pm.</p>
JUSTICES OF THE PEACE	Local JP registry is available by phoning 1300 365 567 or visit your local Police Station.
HOSPITALS	<p>In the event of an emergency, phone 000 for an ambulance or attend the Emergency Department of the closest public hospital to you.</p> <p><i>* Indicates Hospitals closest to the Institute's Melbourne Campus.</i></p> <p>Royal Melbourne Hospital * Grattan Street, Parkville Tel: 9342 7000</p> <p>St Vincent's Hospital * Victoria Parade, Fitzroy Tel: 9288 2211</p> <p>Royal Women's Hospital * Grattan Street, Carlton Tel: 9344 2000</p> <p>Alfred Hospital Commercial Road, Prahran Tel: 9276 2100</p> <p>Austin and Repatriation Medical Centre Studley Road, Heidelberg Tel: 9895 3333</p> <p>Sunshine Hospital 176 Furlong Road, St Albans Tel: 1300 334 455</p> <p>Box Hill Hospital Nelson Road, Box Hill Tel: 9895 3333</p> <p>Dandenong Hospital David Street, Dandenong Tel: 9791 6000</p> <p>Epworth Private Hospital Erin Street, Richmond Tel: 9426 6666</p> <p>Maroondah Hospital</p>

IBI Policy and Procedures

	<p>Mt Dandenong Road, Ringwood East Tel: 9871 3333</p> <hr/> <p>Monash Medical Centre Clayton Road Clayton Tel: 9550 2159</p>
HEALTH AND MEDICAL SERVICES	<p>Medical Practitioners (Doctors): Look in the Yellow Pages Telephone Directory under <i>Medical Practitioners</i> for a doctor near you, or you can make an appointment to see the following doctors who are located in close proximity to the Institute:</p> <ul style="list-style-type: none"> ○ Swanston Street Medical Centre 393 Swanston Street, Melbourne Tel: 9654 2722 ○ Dr Sweeney 414 Collins Street, Melbourne Tel: 9670 7303 ○ Dr Minh Dien Ton Nu G11, 254 Hampshire Road, Sunshine Tel: 9312 4363, 9311 2858
LEGAL MATTERS	<p>Community Legal Aid Services are available at: 350 Queen Street, Melbourne, Tel: 9269 0120 or visit www.legqalaid.vic.gov.au.</p> <p>The Law Institute of Victoria also has a list of Community Legal Aid Centres – www.liv.asn.au/public/clc</p>
CRIME STOPPERS	If you witness a crime. Free Call: 1800 333 000 .
VICTIMS REFERRAL AND ASSISTANCE	Department of Justice – Tel: 9651 0333
CONSUMER PROTECTION	<p>Consumer protection provides advice and support regarding consumer issues such as tenancy. Tel: 1300 558 181 or visit www.consumer.vic.gov.au</p>
JOBWATCH	<p>Tel: 9662 1933 or 1800 331 617. Jobwatch provides legal information and advice for employees and workers in Victoria. It also produces publications on work rights and minimum pay rates. Website: www.job-watch.org.au</p>
WAGENET	<p>WageNet provides information on employment issues in Australia. Tel: 1300 363 264 or website: www.wagenet.gov.au</p>
TRANSPORT	<p>For Train, Tram and Bus Information, call Metlink Tel: 131 638 or visit www.metlink.melbourne.com.au</p> <p>Transport Information Line: 131 500</p> <p>Melways Street Directory website: www.ausway.com</p> <p>VicRoads Tel: 131 171 for information on Drivers License or other road related matters or website: www.vicroads.com.au</p>
TOURISM INFORMATION	<p>For Tourism related information visit www.victrip.com.au or www.tourism.vic.gov.au</p>

VERSION CONTROL

Review/ amendment history

Policy Approved by: Chief Executive Officer

Responsible Officer: Chief Executive Officer

Next Policy Review Date: July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	April 2015	Updated to reflect NVR 2015 Standards
4.0	April 2016	No material changes
5.0	April 2017	No material changes
6.0	Aug 2017	No material changes