

## Student Support Services

During the enrolment process ANIMT personnel/agents will engage with a prospective student in a number of ways in order to understand their individual needs and how we can best provide services to each student in order to maximise their chances of successfully completing the selected training program.

We engage with students in the following ways:

- **Enrolment Application form.** Enrolment application form includes specific questions for the student in regards to their cultural and educational background. Enrolment Application form also includes questions relating to their spoken English ability and their skill in literacy and numeracy. There is also a specific question which asks the student if they have any individual needs that may prevent their full participation in the training program. This information is gathered and taken into account during the enrolment interview.
- **Enrolment interview.** Once the enrolment application form is received, ANIMT personnel/agent will review the information and arrange to engage with the student to undertake the enrolment interview. This interview may be undertaken over the phone or face to face and is supported by an enrolment interview for which provides specific points for discussion during the interview relating to individual needs, LLN, CERT rights and obligations, recognition opportunity, et cetera. Alternatively Students can submit a Statement of Purpose to inform why they are doing a course and how it is relevant to their career plan.

This multipoint approach ensures that students entering a training program with ANIMT will have their individual needs identified which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an external provider

### Orientation Program (Overseas Students)

The orientation program is conducted for all new students arriving on campus at the beginning of the course. A briefing is conducted on Australian education system and course outline. Information is given to students regarding student visa conditions, accommodation, overseas health cover, and use of information technology facilities within ANIMT. Students are also given a campus tour and are introduced to academic and administrative staff.

### Orientation Schedule

- Greetings

- Introduce ANIMT and Australian Education System & USI Outline of orientation program
- Introduce Course and RPL
- Overview of Student Handbook
- Campus Tour- Facilities
- Student Declaration of Orientation
- Conduct the Student Agent’s Performance Survey
- Verify OSHC and Accommodation details (for International students)

### Other Support Services

An initial interview is conducted with all prospective students and the information from the interview and the completed enrolment form, assist ANIMT to determine if:

- the student’s language, literacy and numeracy skill levels are adequate to meet the requirements of the training program;
- the student has any need for individual support services or consideration of reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted.

If support services are identified, the following is a guide to support that can be provided:

**All support services are free of cost.**

Individual need	Support Service
For Overseas students	<p>Close student liaison is to be maintained by the Student Support Manager (SSM) who will act as a central point of contact. The SSM will provide advise and assist students with referral:</p> <ul style="list-style-type: none"> <li>• transition to life and study in a new environment</li> </ul> <p><a href="https://www.service.nsw.gov.au/transaction/support-international-students">https://www.service.nsw.gov.au/transaction/support-international-students</a></p> <ul style="list-style-type: none"> <li>• Accommodation options information:</li> </ul> <p><a href="https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation">https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation</a></p> <ul style="list-style-type: none"> <li>• legal services</li> </ul> <p>e.g. Redfern Legal Center:</p>

Individual need	Support Service
	<p><a href="https://rlc.org.au/our-services/international-students">https://rlc.org.au/our-services/international-students</a></p> <p><a href="http://www.ombudsman.gov.au/about/overseas-students">http://www.ombudsman.gov.au/about/overseas-students</a></p> <ul style="list-style-type: none"> <li>• emergency and health services <ul style="list-style-type: none"> <li>○ Call: 000</li> <li>○ For other services</li> </ul> </li> </ul> <p><a href="http://www.health.nsw.gov.au/pages/emergency.aspx">http://www.health.nsw.gov.au/pages/emergency.aspx</a></p> <p><a href="http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html">http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html</a></p> <p><a href="http://www.health.nsw.gov.au/pts/Pages/default.aspx">http://www.health.nsw.gov.au/pts/Pages/default.aspx</a></p> <ul style="list-style-type: none"> <li>• facilities and resources: <ul style="list-style-type: none"> <li>○ Library</li> <li>○ Online Resources</li> <li>○ Gymnasium</li> <li>○ Parramatta Public Library services (accessible to general public and students without cost or prior arrangement. However to borrow books or use online facilities, users may need a membership card)</li> </ul> </li> </ul> <p><a href="http://libcat.parracity.nsw.gov.au/client/en_AU/default">http://libcat.parracity.nsw.gov.au/client/en_AU/default</a></p> <ul style="list-style-type: none"> <li>• complaints and appeals processes; and</li> <li>• any student visa condition relating to course progress and/or attendance as appropriate.</li> </ul>
English skill levels	<p>If a student's English skills are not at the required level the student will be referred to an ELICOS college to achieve the required standard before being enrolled in ANIMT's programs. It will be reflected in new COE.</p> <p>Student can also consult</p> <p>BBC Learning English: <a href="http://www.bbc.co.uk/learningenglish">http://www.bbc.co.uk/learningenglish</a></p>

Individual need	Support Service
	<p>Mobile App: <a href="https://www.duolingo.com/">https://www.duolingo.com/</a></p> <p>There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.</p>
<p>Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided</p>	<p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and prospectus and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with ANIMT agents/ representatives.</p>
<p>Recognised difficulties in studying and learning</p>	<p>Where appropriate to the program students identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p><b>Effective Study skills</b> A useful quick overview of study skills <a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><b>How to Study</b> A large directory to study skills websites, including how to study in specific subject areas. <a href="http://www.howtostudy.org">www.howtostudy.org</a></p>

Individual need	Support Service
	<p><b>Study Guides and Strategies</b> A wide ranging overview of the skills needed at all stages of student life. <a href="http://www.studygs.net">www.studygs.net</a></p> <p><b>Study Skills Self-Help</b> Covers important skills such as time management, note taking and exam preparation. <a href="http://www.ucc.vt.edu/stdysk/stdyhlp.html">www.ucc.vt.edu/stdysk/stdyhlp.html</a></p>
Monthly Support Services presentation	To assist students with their academic and other issues, there will be monthly presentations on effective study techniques, mental health & stress management, employment and savings issues, plagiarism etc. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.
Financial difficulties that prevent the full payment of fees in advance.	Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit.
Student required counselling support and advice about their personal situation	<p>The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.</p> <p><b>The Student Support Manager at ANIMT is not professional counsellor</b>, however can assist students as a first point of contact</p> <p>Student may be referred to:</p> <ul style="list-style-type: none"> <li>– Lifeline 13 11 14</li> <li>– Beyond Blue 1300 22 4636</li> <li>– Salvation Army Family Welfare Centres</li> <li>– CatholicCare, Family Support Service</li> </ul>

Individual need	Support Service
	<p>The nearest Mental Counsellor is</p> <p><b>Parramatta Psychology Clinic</b></p> <p>Address: 2/22 Hunter St, Parramatta NSW 2150</p> <p>Hours: Closes soon: 6PM · Opens 11AM Thu.</p> <p>Phone: (02) 9687 9776</p> <p><a href="http://www.parramattapsychologyclinic.com.au">www.parramattapsychologyclinic.com.au</a></p>
USI Help	<p>The USI system generates a unique student number, which students can use though out their studies in Australia. The USI allows access to a full range of study information fast and easy.</p> <p>ANIMT Administration staff will request consent from the student to generate a USI for them and record the students generated USI into RTO Manager (ANIMT Student Management System).</p>
Students with a disability or medical condition	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p>
Students with visual impairment	<p>Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>Students can also be supplied with audio recordings of learning sessions where available.</p>
Students who are Aboriginal and Torres Strait Islander	<p>Refer to ATSI Cultural Awareness Policy</p>
Rights of International Students as employees	<p>When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link</p> <p><a href="https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students">https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students</a></p>

Individual need	Support Service
Clubs	<p>Student may consider joining student clubs for social and professional reasons</p> <p>Council of International Students Australia (CISA)  <a href="http://www.cisa.edu.au/">http://www.cisa.edu.au/</a></p> <p>Australian Federation of International Students (AFIS)  <a href="https://www.afis.org.au/">https://www.afis.org.au/</a></p>
General information on safety and awareness e.g. road safety, crime prevention, smoking in public place.	<p>While Sydney is a safe place to live, work and study, ANIMT provides source of information to increase and enhance health and safety.</p> <p><a href="http://www.cityofsydney.nsw.gov.au/community/health-and-safety">http://www.cityofsydney.nsw.gov.au/community/health-and-safety</a></p>

ANIMT will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. Intervention is another kind of support service, refer " Intervention and Support Services " section for details.

A Learning Management System is in place where student can get off-site access to class presentation slides and other learning materials (as considered relevant by trainers & DoS). However, students cannot have or submit assessments in this facility.

ANIMT will designate a member or members of its staff to be the official point of contact for overseas students. Usually it is Student Support Manager (SSM); his/her contact number will be provided at the time of induction. SSM will have access to up-to-date details of ANIMT's support services. ANIMT will have sufficient student support personnel to meet the needs of the overseas students enrolled. ANIMT will ensure its staff members who interact directly with overseas students are aware of ANIMT's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations; through job description and staff meeting.

## Online Learning Support

ANIMT is **not** currently offering any online delivery or assessment services. If ANIMT delivers any course online, it will also be treated as a “supportive” service.

Online learning is study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the ESOS framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours. Distance learning is any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at the provider’s registered location. ANIMT will not deliver a course exclusively by online or distance learning to an overseas student.

ANIMT will not deliver more than one-third of the units (or equivalent) of VET course by online or distance learning to an overseas student. ANIMT will ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

ANIMT will take all reasonable steps to support overseas students who may be disadvantaged by additional costs (e.g. by providing more convenient payment plan) or other requirements, including for overseas students with special needs, from undertaking online or distance learning (e.g. by providing some training on how to operate online learning platforms). ANIMT may provide training/presentation on how to engage with and stay engaged with online learning mode. ANIMT will work on student’s inability to access the resources and student community (e.g. by providing opportunities for engaging with other overseas students while undertaking online or distance learning by common message board, chatroom).

Other individual needs can be considered on a case-by-case basis in consultation with the DoS/Chief Executive Officer.

## Core Skills Support

Core skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as comprehending written work instructions and producing written documents. The Australian Core Skills Framework (ACSF) describes each of the five core skills of learning, reading, writing, oral communication and numeracy. Overseas students non familiar with the ACSF are recommended to study the information available at the following two sites:

<https://www.education.gov.au/australian-core-skills-framework>



[www.precisionconsultancy.com.au/acs\\_framework](http://www.precisionconsultancy.com.au/acs_framework)

Research has indicated that many students do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of core skills such as communication in the workplace highlights the need for underpinning language, literacy and numeracy skills.

To support this approach ANIMT will:

- Assess a student's core skills during their enrolment on an as needed basis to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the core skills assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within ANIMT and where this level of support is assessed as necessary; and
- Negotiate an extension of time and other support arrangements to assist students to complete training programs if necessary.

## **Core Skills Support Procedure**

The following procedure is to be followed in order to assess a student's core skills:

Along with IELTS test that shall assess the Reading, Writing, Oral Communication and Listening Skills, ANIMT shall use Course Entry Requirement Test (CERT) to assess the student's Numeracy, Analytical ability and Existing Skill. The assessment is not intended to cause anxiety but to determine where the student has specific language and literacy deficits and to determine what support is required to undertake ANIMT training.

### **Supporting students with language, literacy and numeracy deficits**

After the commencement of course, if it is determined that a student does have deficiencies with core skills, ANIMT is to adopt strategies which enable the student to progress in desired training program. The following strategies are to be considered and will be informed by the level of language, literacy or numeracy deficit determined during the assessment:

- Negotiate a training program with the student that recognises that additional time will be required to appropriately support the student to complete the training.
- Obtain a strong commitment from the student that they will provide personal effort that is in addition to that normally required to undertake the training program.
- If agreed to by the student, engage with the student's employer to negotiate the additional time and effort required to appropriately support the student during the training program.
- Provide the student with a list of the words and terms which are highly relevant to the workplace skills and knowledge being delivered within the training program. This list should be practised with the student to get them comfortable with identifying the words and their meaning. This list should be expanded over time and acts as a "vocational vocabulary" and will focus the student on small steps of achievement.
- Program sessions where learning information that would usually be delivered to the student via their own reading is presented to the student verbally and is supported by questions and answers.
- Make arrangement to regularly engage via teleconference with the student to monitor their progress and adjust the support strategies.

#### Referring the student for language, literacy and numeracy assistance

Where it is determined that a student has core skills which are beyond the support available within ANIMT, the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (SWSi TAFE in Sydney). These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

#### **Deciding to refer the student**

The decision to refer a student to another training provider for language, literacy and numeracy training will be based on the level of assessed core skills deficit and the student's motivation to improve their abilities.

As a general guide:

- If the student does not currently possess the basic skills to perform training and development tasks in the workplace, they **should** be referred for assistance which should occur prior to enrolment with ANIMT.
- If the student's skills are adequate for the workplace but will hinder their participation in training, they **should not** be referred. Instead, ANIMT is to design and implement suitable support services to enable their training and assessment.
- If an onshore overseas student does not currently possess the basic skills to perform training and development tasks in the workplace, they **should** be referred for assistance which should occur prior to enrolment with ANIMT. ANIMT can issue Offer Letter and Student Agreement with a condition that student will commence ANIMT course only after finishing the Core Skill course/s competently.