

## Student Support Services Policy and Procedure

### 1. Policy

This policy supports the requirements to provide student support services to all students. This policy also ensures that GET Education Australia has sufficient support staff with all adequate facilities and resources.

This policy ensures that all students are given support at GET Education Australia. The support includes both academic support, language support and personal support and the following procedures ensure that students are made aware of the support available.

There is no cost to access student support services provided within GET Education Australia. There are also no costs for a referral to an external support service featuring counselling services outside GET Education Australia may incur costs and student will be notified of the price of engaging external support services.

### 2. Procedure

GET Education Australia is committed to ensure that all students receive support (wherever required) to adjust to life and study in Australia. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through the information provided by the student on the application and/or enrolment forms, through LLA discussions with the student during their induction/orientation to the course about how to access the support services. All support services information will be regularly reviewed to ensure it is current and accurate. Adequate resources and student support staff to student ratio must be maintained. GET Education Australia must ensure that high quality support and assistance is provided at all times and would monitor the following ratio:

- 1:11 Academic staff to student ratio for academic and language (LLA) support.
- 1:60 Student Support Services staff to student ratio.

In an event of any support sessions having student numbers exceeding the above mentioned ratio for academic and language support, the support sessions will be divided into groups, with each group being allocated different support teachers, with no group exceeding 1:11 ratio. Additional teachers and assistants or language teachers (ELCCOs) will be recruited to ensure high quality support services are being provided to the students. The same strategy is applicable for the student Support Service staff also. If the number exceeds to the above specified ratio, additional support staff will be recruited or contracted and have formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an international context their language, academic and future progressive advice and welfare matters.

To address this, GET Education Australia would contract GET teachers and assistants for the minimum duration of 40 hours every week full time (term/semester) for delivery and monitoring and additional 8 hours of academic support or one ratio (wherever and wherever applicable). ELCCOs teacher with a qualification having at least Post-Graduation in TESOL or TESOL as a certified will also be contracted for a maximum of 8 hours every week for providing language support. The student support staff will be employed or contracted on a full-time basis.

### Student Orientation

At the beginning of a course of study the students are to be given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs
- Legal, emergency and health services.