

LATROBE COLLEGE OF ART AND DESIGN

Policy

STUDENT SUPPORT SERVICES

VET Student Loan Rules 2016 // Standards for RTOs 2025 // ESOS National Code 2018

Policy

This policy ensures that LaTrobe College of Art and Design (LCAD) provides comprehensive academic and non-academic support to all students, including those accessing VET Student Loans and overseas students, in accordance with:

- VET Student Loans Act 2016 – Section 34
- Standards for RTOs 2025 – Clauses 2.3 and 2.4
- ESOS National Code 2018 – Standard 6

General Student Support

LCAD will provide all students access to appropriate academic and personal support services to assist with course participation and progression.

Students are informed at enrolment (via the Acceptance Form, Orientation handouts, and Student Handbook) about available support services, including how and when to access staff such as trainers, assessors, and student support officers.

Queries from students will be responded to in a timely and supportive manner by qualified staff.

A designated Student Support Services Officer (SSSO) is available by appointment during college business hours.

LCAD maintains a Checklist Student Monitoring to document support interactions and ensure students are receiving appropriate and timely assistance.

Support for Students with Disabilities

Students are encouraged (but not required) to disclose any disability during their interview or enrolment process.

Reasonable adjustments will be provided where appropriate, in line with LCAD's Reasonable Adjustment procedures and Interview Form documentation.

If a reasonable adjustment cannot be made, LCAD will communicate the reasons clearly and promptly to the student.

Student Support Services Provided

Academic Support

- Monitoring of attendance and academic progress.
- Progress early intervention when a student is at risk of not meeting satisfactory progress or attendance requirements.
- Regular communication from teachers and SSSO.
- LLND (Language, Literacy, Numeracy, Digital) support is available via appointment.

Personal, Social and Welfare Support

- General counselling and referral for personal/social matters.
- Referrals to external health, legal or welfare professionals where necessary.
- Support for accommodation issues through referrals.
- Provision of medical emergency procedures and local medical service contacts.

For Overseas Visa Students (CRICOS Students)

- Orientation session one week before classes commence, including:
 - Safety, well-being, emergency contacts.
 - Academic expectations, employment rights, and complaint processes.
- Access to:
 - Legal, emergency, and health services.
 - Cultural adjustment and integration support.

- Information packs such as the Overseas Student Info pack, Student Orientation Info handout, and Student Handbook.
- Regular reconfirmation of welfare and accommodation for under-18 overseas visa students using the Checklist Younger Overseas Student Monitoring.

Teachers Training Support

LCAD will use qualified, experienced, and appropriate teachers with a reputation in their respective practice fields. It is the policy of LCAD always to employ teachers with strong industry engagement, experience.

- Each teacher's file includes resume details and copies of their qualifications which the originals have been witnessed and the copies authenticated. The teacher's contract details all the items that the teacher must comply with as required as a VET teacher.
- An annual checklist used by the college is designed to check that the teacher is maintaining their industry currency and vocational competency and that their annual reviews have been completed.
- The college uses key industry art, design and game art teaching staff, many with extensive exhibition practice history and high tertiary art education profiles within university and/or TAFE institutions. Many of the staff are part-time and also work for other art colleges such as RMIT, RMIT TAFE, VCA, Monash, Victoria University, LaTrobe University Bendigo and Australian Catholic University, which brings a huge wealth of knowledge to LCAD of current practice of art & design training in Victoria.

Critical Incidents

See Critical Incident policy and Checklist Critical Incident Register

Staff Responsibilities

- All staff are responsible for identifying students at risk and referring them to appropriate support channels.
- Only designated support officers should provide in-depth support; staff must not act outside their qualifications (e.g., not act as counsellors).
- Staff must be familiar with obligations under the ESOS framework and VET Student Loans legislation.

Support Personnel

Primary Support Officer

- Name: Penny Walker-Keefe
- Email: admin@lcad.edu.au | (03) 9495 6622

Secondary Support Officer

- Name: Katie Banakh
- Email: admin@lcad.edu.au | (03) 9495 6622

LLND Support Officer

- Name: Jackie Ralph
- Email: ralphjackie0@gmail.com.

VET Student Loans Section 34 Compliance

LCAD meets its obligations under VET Student Loans Act 2016 – Section 34 by:

- Providing academic and non-academic support services to all students eligible for VET Student Loans.
- Ensuring students have information and access to trainers, assessors, and student support staff throughout their study.
- Documenting how support services are determined and delivered.
- Responding to student requests and support needs in a timely and structured manner.

Procedures Summary

On Enrolment

- Students receive links to the Student Support Services policy and SSSO contact info in the Acceptance Form.
- Orientation session delivers comprehensive support and wellbeing information.

Accessing Support

- Students can contact the SSSO directly or via admin to request an appointment.
- Issues are logged in the Support Monitoring Register.

Referral to External Services

- When internal support is insufficient, SSSO arranges referrals at no additional cost to the student.

Monitoring & Reporting

- Any student issue with progress, behaviour, complaints, or other will be documented in the Checklist Student Monitoring and followed up by the SSSO or coordinator.
- Progress and attendance are tracked via teacher reports, student assessment records and Google Docs monitoring sheets.
- SSSO or delegate conducts follow-ups and updates the Checklist Student Monitoring.

Student Support Services

Academic issues

Students may have concerns about their attendance, academic performance, or other related issues that put them at risk of not meeting the course requirements. Students can gain advice and support to help them maintain appropriate academic levels, attendance, and general well-being, ultimately achieving satisfactory results in their studies.

Attendance

All students' progress and attendance are monitored, and guidance and support are provided where non-satisfactory results are identified. A roll is taken in each campus study unit session. Online students' class presence is digitally monitored weekly.

Progress

All students' progress is monitored during their study term, and action is taken if it becomes clear the student might fall behind and not pass 50 % of their assessments. Teachers survey their online class group 2-3 times per study term and report any concerns via the Monitoring sheet in Google Docs. The student support services officer will contact all students to check their progress and whether they need further support.

A student can access the student support services officer to discuss any academic, attendance, or other issues related to studying at LCAD at any time and receive advice, guidance, or referrals where required.

Language, Literacy, Numeracy, Digital (LLND)

If a teacher is concerned that a student is falling behind due to LLND, they can refer the student to the LLND support officer. A student can access this service with an appointment during business hours any time during the semester. The officer can also help determine whether a student's English language and other skills are adequate for the course.

Personal / Social issues

Many issues may affect a student's social or personal life, and students have access to the student services support officer through regular college hours to gain advice and guidance on individual issues, accommodation issues, or family/friend issues. Where the officer believes further support is needed, a referral to an appropriate support service will be organised at no extra cost to the student.

Accommodation

While LCAD does not offer accommodation services or assume responsibility for accommodation arrangements, it can refer students to appropriate services. It is always available to discuss any issues or concerns a student may have regarding their accommodation arrangements.

All students are encouraged to have accommodation organised before arrival in Australia, but the student support services officer can refer students to appropriate accommodation services.

Medical Issues

LCAD admin will always have an up-to-date list of medical professionals within access from the college location, and any student with medical concerns should inform the student support officer or admin, who will assist them in finding an appropriate medical professional.

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency, and you require ambulance, police, or fire attendance.) A list of medical services is placed upstairs in the student common room.

Legal Services

LCAD can offer guidance in 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 a proper legal professional.

Social Programs

Apart from the Orientation session, the student support officer may occasionally organise social events that allow all students enrolled with LCAD to mingle and socialise. These events may range from cultural and sightseeing events to dinners, excursions and sporting events. They will be organised as demand requires, and any suggestions can be forwarded to the student support officer.

Younger Overseas Students

Every six months, the student support services officer or delegate, through the Younger Overseas Student MONITORING, will reconfirm the accommodation and welfare arrangements of under 18 younger overseas students as detailed under their ENC 5 CAAW Form in their file.

The college adds any changes to their accommodation and welfare arrangements using the Younger Overseas Student MONITORING. See policy: ENC 5 Younger Overseas Students

Student Orientation

The Student Orientation Info handout is given to overseas students before Orientation, which is held a week before classes. This information, along with information in the Overseas Student Info pack, includes details on application and enrolment, costs, credit transfer, RPL, student support services, transferring, withdrawing, complaints, enrolment conditions, working and working rights in Australia as an overseas student, medical and legal resources, living in Australia costs, accommodation advice, cultural services and overseas student ombudsman.

All students must attend the Orientation session at the beginning of their studies with LCAD. This Orientation is managed by the coordinator and will include the following:

- A tour of LCAD identifying classrooms, student areas, student administration area, and any other relevant areas within LCAD such as toilets, fire exits, and restricted areas.
- All students will receive a copy of the Student Orientation Info pack.
- All details for studying, materials, expectations, timetables, teachers and local aspects and points of interest are discussed
- Some teachers may be present to talk briefly about their subjects and to introduce themselves.
- Orientation is also a chance for students to meet each other before their studies begin.
- Materials
- The coordinator is responsible for monitoring, reviewing, and updating this policy to ensure that systems are appropriate, compliant, and being followed.

Monitoring

The student support services officer will use the Student Support Monitoring Register to record any details where a student is receiving support.