



## STUDENT SUPPORT POLICY

### 1. Overview

EQUALS International (Aust) Pty Ltd (“the Institution”) undertakes to provide academic and non-academic support services to students, and to communicate effectively with students in order to facilitate access to these services.

### 2. Student Support Framework

All students are advised of the actions they can take, including contacting staff and accessing support services, during pre-admission, admission and orientation procedures.

All students have ongoing access to information on support services and processes during their time of enrolment via the Student Handbook and Student Centre (online), and through the dedicated Student Services Office (face to face, telephone, email).

Information on support services includes contact information for emergency services, personal security and safety on campus, health services, counselling, legal advice, advocacy, accommodation, welfare services, community engagement and participation services, employment search and job preparation services, and academic and other personal support services; plus support services specific to student subgroups including Aboriginal and Torres Strait Islander peoples; students from other culturally or linguistically diverse groups; lesbian, gay, bisexual, queer, transsexual or intersex students; and students with mental or physical health issues or disability.

On-campus support services (academic and non-academic) are detailed in Appendix A.

Students are invited to identify unmet support needs via face to face consultation; application forms/health questionnaires; student evaluation surveys; anonymous feedback mechanisms; and student representative meetings. EQUALS incorporates feedback from each of these avenues into its Central Quality Improvement system to inform improvements and updates to existing student support services and strategies.

EQUALS is committed to promoting and fostering a safe and inclusive environment for all students and staff, supported by its Social Inclusion and Discrimination & Equal Opportunity Policies.

Evacuation and emergency procedures and support personnel are accessible in accordance with Work Health and Safety requirements and the EQUALS Work Health and Safety Policy.

EQUALS manages critical incidents in accordance with its Critical Incidents Policy.

### 3. Definitions

**Critical incident:** an occurrence that significantly disrupts the normal operation of the Institute and possibly jeopardises the health, safety and wellbeing of the Institute community.



#### 4. Supporting Documentation

F 002 Student Handbook

1-16000 Social Inclusion Policy

1-13000 Discrimination & Equal Opportunity Policy

3-2000 Student Course Progress Policy

1-7000 Work Health & Safety Policy

3-5700 Critical Incidents Policy

#### 5. Version history

Version	Approved by	Approval Date	Details
12.1	COO	27.10.16	Update to format and inclusion of Appendix A.

Document owner: COO



## Appendix A

The following personal and academic support services are available on campus to EQUALS students:

### Student Services Team:

Members of the EQUALS Student Services Team work on-campus during opening hours to provide face to face, email and telephone support to students and recent graduates.

Student support officers are familiar with external support services available to Indigenous students and those from culturally and linguistically diverse backgrounds and offer a referral service to connect students to external services.

EQUALS hosts a personal support section accessible via the online student centre with information about individual, family, cultural and community support services.

Case management and support services are also available through EQUALS including LLN and ESL support for students as needed.

The Student Services team also provides students with a variety of day to day services, including:

- Intervention strategy coordination and follow-up on course progress matters
- Student Identification cards
- LLN support referral service - via *EQUALS Form 911* applications submitted by Educators on behalf of students or through self-referral. Once enrolled in LLN support, details will be appear on student's timetable in Wisenet (accessed via the Portal).
- Resume advice
- Document submission services (e.g. placement paperwork)
- Letter requests (e.g. immigration, Centrelink, employment purposes)
- General personal and academic support and guidance
- Distributing textbooks, nursing kits, placement uniforms etc.
- DCSI application support
- Creating student printing accounts and EQUALS' Portal/Moodle access accounts (log in details)

### Institute Library

EQUALS' institute library includes texts across all our course delivery areas and is available for all students. The library carries over 1000 titles and is available from 4pm Monday to Friday; students can access the catalogue via the online Student Centre at any time. Students can use the texts in the library or borrow books for short loan by deposit of their EQUALS' Student Identification card. All texts borrowed must be returned by 4pm of the same day.



## **Quiet Study and Internet Facilities**

Students are welcome to use quiet study and/or Internet facilities. Bookings can be made in the Student Lounge. These services are provided to support your studies. There are two computer lounge/quiet study facilities – one located on level 2, 81 Currie St Adelaide and one located on level 2, 54 Currie St Adelaide.

Students also have access to Wi-Fi at both campuses. Please note that this is for current students only. Login details may be found on the Student Noticeboard.

## **International Student Liaison**

The International Liaison team member will assist international students with things such as visas, Overseas Student Health Insurance, applications, and other personal needs.

## **Student Portal**

Students can log in to view their current enrolment details, course progress and related course information. The Portal is available online via the EQUALS website, Student Centre menu.

## **Class Managers**

The students for each class or intake elect Class Managers. Class Managers are an important communication link between the student and EQUALS Management. They are committed and caring individuals, who are keen to support their fellow students, represent them in a just and positive manner and help to identify innovations and improvements to programs and student services. Class Managers participate in regular meetings with EQUALS Management and contribute to the overall operations and direction of the EQUALS Institute.

## **Academic Support**

Academic support is accessible for students who need assistance with studies. Needs may include:

- Intervention strategy coordination and follow-up
- English support
- Academic support
- Personal & financial issues (Student Counseling & Vocational Guidance)
- Help with exams
- Introductory programs

## **Learning Circles and short introductory programs**

EQUALS can offer a range of short introductory programs and/or support services for students requiring preliminary skills in the following topic areas:

- Basic Anatomy & Physiology
- Manual Handling
- Provide Personal Care
- Industry Skills workshops
- Academic Writing and Study Skills

## **Integrated OET Preparation (for Nurses from non-English speaking backgrounds)**

EQUALS International is the first training provider in South Australia to launch a professional development OET program. The introduction of OET coaching will be delivered by experienced



nursing Educators, English specialists and OET/IELTS experts.

This OET program will focus on grammar and language proficiency in the four components:

- Reading efficiency;
- Writing from case notes;
- Speaking for clinical competency; and
- Listening comprehension.

### **Health and Well-Being**

Aspects of Healing - Being a busy fulltime student requires students to take care of their health and well-being. EQUALS Health Care Students are offered special privileges and international Student discounts on a range of natural healing services from our local integrated health centre, Aspects of Healing. These include:

- Yoga Classes
- Remedial and Relaxation Massage
- Ayurveda
- Acupuncture
- Homeopathy
- Bowen Therapy
- Skin Care

### **Literacy & Numeracy support**

The special needs of the student must be assessed on an individual basis in line with the EQUALS Admissions Policy (3-1900) and Language Literacy and Numeracy Policy (3-2100).