



## STUDENT SUPPORT POLICY AND PROCEDURE

CIBT provides a friendly and caring atmosphere and comprehensive support network to students away from home. CIBT provides a range of services to students in order to make student's experience in CIBT enjoyable and successful. Students are advised to contact a Student Service Officer as a first point of contact for any information or service they want to avail (National Code 2018 Standard 6). Important phone numbers are provided during the orientation.

### SERVICES

Services available to students include Learning support services and Welfare services. All referral to external support services are provided at **no additional cost** to the students.

#### Learning Support Services

##### **Computer lab/Resources**

CIBT provides students with a resource borrowing facility which is equipped with reference materials and text books. For printing services, students need to contact reception as student printer is located near reception area. Student can also use Computer lab to access the internet for research purpose. Student can use computer lab at any time as long as there is no classes. To borrow the books from the library student need to contact the RTO Manager.

##### **Assistance with academic work**

CIBT is committed to help students to achieve their training goals and making their learning experience enjoyable. If a student has difficulty in learning in the class due to deficiency in English language, literacy or numeracy skills, they should contact a Student Service Officer or RTO MANAGER who will pass information to the student about a CIBT ELICOS department that can provide them with language, literacy and numeracy assistance to support their learning and assessment.

If a student has difficulty in learning in the class due to reasons other than English language or literacy and numeracy skills and is unable to meet course requirements, he/she should see their trainer before or after the class. CIBT teaching staff will help them and provide them information on services such as;



- Supervised study groups
- Tutorial support assistance
- Provide close supervision by trainer in the class in their progress

If students have any concerns about their visa condition relating to course progress and/or attendance, they are encouraged to discuss the matter with Student Service Officer who may refer them to services designed to assist students in meeting course requirements and maintaining their attendance.

## Welfare Services

### **Homestay accommodation/ accommodation requirements**

Homestay family accommodation can be arranged if it is required at a minimal cost. Please contact Student Service officer via telephone or via email to discuss your accommodation needs. Students going into homestay accommodation are met at the airport either by a CIBT representative or a host family member if requested (airport pickup fee applies).

Accommodation needs are different for each student and vary according to the need, budget and area. If students want to change their current accommodation, arrangements or require assistance Student Service Officer can provide students general information about accommodation options, finding accommodation, their rights and responsibilities as tenants etc.

CIBT provides accommodation services through home stay network, for detail information please visit [www.homestaynetwork.com.au](http://www.homestaynetwork.com.au)

### **Personal and Academic Counseling Services**

CIBT RTO Manager does all Academic counseling to students who needed to be counseled related to any academic issues and there is no cost involved in this.

Students will be referred to qualified personal counselor, Michael Voon if they need to see personal counselor. However students are required to pay counseling fee for visiting the external counselor. CIBT only refers the student to the counselor, and there is no **cost for providing referral**. Student must contact student service officer if they wish to access external personal

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counselor.

## **Orientation**

Orientation program is delivered on the students' first day of the course to familiarise them with the rules, facilities and procedures of CIBT. Students are provided with a students' handbook and orientation handbook which contains all information required to achieve their learning goals besides the information about support services such as transport, resource borrowing facility and common room facilities in CIBT, shopping areas, cinemas etc. that might assist students in the transition to life and study in a new environment. Orientation program is also available for late arrivals and students who begin at different intakes.

## **Student Contact**

All students are informed about the CIBT Student Service Officer as the official point of contact. The role of a Student Service Officer is to assist students with any personal difficulties or problems they may experience while studying in Australia. The Student Service Officer refers the students to appropriate services provided by CIBT, direct them to people who can support them to maintain satisfactory attendance and course progress, people/bodies for matters such as visa renewals, accommodations, medical appointments and any other problem students require help with. The list of important phone numbers is also appended with this document. There is no charge for referral services.

## **Common Room/Recreational Area**

CIBT has open air recreational area in level 3. CIBT also has a small common area with 3 computers in downstairs where student can read newspapers and browse the internet. A small breakout room is been used as common room for eating lunches and snacks. There is Fridge, and Microwave facility is available in level 1 kitchenette.

## **Working while you study**

Many students like to work to avail the opportunities to practice their English

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language skills, meet Australian people and learn more about Australian culture. It also provides them additional income to support themselves during the long periods they are away from home. Australian student visa regulations enable international students to work up to 40 hours fortnightly during term and full-time during vacations/formal holidays. CIBT advises students to make sure that any paid work doesn't interfere with their studies. There are no work rights for students studying on tourist visas.

### **Emergency Assistance and Medical Care services**

All students should carry their student ID card with their contact details, phone number and the 24- hour emergency contact phone number to provide them with the security of knowing that they can get assistance in case of an emergency. Students can always dial '000' in case of any emergency. There are many medical facilities located close to campus. Please check the orientation handbook or notice board for list of medical centers around CIBT.

In case of emergency, CIBT follows its **critical incident policy** and takes appropriate action. Please refer to website for details of the critical incident policy or student handbook.

### **First Aid Officer**

CIBT has a qualified First Aid officer on campus that will assist with emergency first aid if required. For cases requiring further medical attention, students will be directed to the care of qualified medical practitioner. Please note first aid box is located in level 1 reception area.

### **Medical Insurance cover**

Overseas Student health Insurance (OSHC) is compulsory by law for all student visa holders. Medibank Private /BUPA are the organization that provides this service to International Students.

CIBT provides services to apply for Medibank insurance cover on students' behalf for the whole duration of the course they have been enrolled. You are covered by the OSHC from the day you arrive in Australia, until the end date of your visa. It takes approximately 4 weeks to process and get a medical card. If students have any medical problem before they get their medical card, they can go to any doctor, pay for the consultation and ask for a receipt. Medibank Private will reimburse the money if they have the receipt.

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If the student applies Overseas Student health Insurance cover for one year or less, renewal of medical card is responsibility of the student and can be done easily by visiting in person at any Medibank office. Students need to show their passport at Medibank office for verification of their identity. The contact information about Medibank is;

Medibank Private – Overseas Student Health Cover Provider

Telephone: 132 331 within Australia

+61 3 8622 5780 outside Australia

8am - 8pm Monday to Friday or 8am - 4pm on Saturday, Australian Eastern Standard Time

Website: [www.medibank.com.au](http://www.medibank.com.au)

### **Complaints and Appeal Processes**

If students have any complaints related to any service provided to them by CIBT or person associated with the , they may follow Complaints and Appeal procedures of CIBT .

### **Course Progress and attendance**

CIBT is committed to monitor and assess students' course progress and attendance and implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress or attendance (National code 2018 standard 8)

### **Post Program and Exit Support Services**

These services include assistance with job seeking, resume and interview skills vocational/academic advice and mentoring. Students are advised by CIBT RTO Manager of this service towards the completion of their qualification or course.



## Legal services

This service aims to help international students adjust to study and life in Australia. Should students need legal help with visa matters, accommodation crisis, or if they got into trouble with the law e.g., underage drinking etc. we can refer students to legal support and referral services. Students can contact Student Service Officer or RTO Manager to discuss their need of legal assistance.

### **Some Important Contact Numbers**

Police	000
Alcoholics Anonymous	02 9387 7788
Aids Information Line	02 9332 9700
Alcohol and Drug Foundation	02 9572 9978
Salvo Crisis Line	02 9331 2000
Suicide Prevention Australia	02 9568 3111
NSW Health Sexual Assault	02 9515 6111 (24 hours)
Disability Discrimination Legal Centre	02 9310 7722
Domestic Violence Advocacy Service	02 9367 3741
Legal Centres, Community, State Office	02 9318 2355
Gay and Lesbian Counseling Service of NSW	02 8594 9500
Gamblers Anonymous	02 9564 1574
Kids Help Line	1800 551 800
Lifeline	131 114
NSW Council of Social Services	02 9211 2599
NSW Quit Line	131 848
Tenants Advice and Advocacy Service	1800 642 609
Men's Referral Service	1800 065 973
Parent Line	132 289
Royal Prince Alfred Hospital	02 9515 6111
Cancer Council	02 9687 1399
Hepatitis C Council of NSW	02 9332 1599
NSW Breast Cancer Institute	02 9845 6728
Diabetes Australia-NSW	02 9552 9900
Shelter NSW	02 9267 5733
St Vincent De Paul Society Financial Counseling Service	02 9905 0424

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NSW Women's Refuge Resource Centre	02 9698 9777
Women's Legal Services NSW – Domestic Violence	02 8745 6999

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