

BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

P.38V9 STUDENT SUPPORT/WELFARE SERVICES POLICY

The training manager, student contact officer, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems Students requiring special or intensive assistance must contact the training manager or the student contact officer who may refer them to external support services, if required. The college will not charge for support services it provides for referring students to external support services. However, students will have to pay any fees charged by external support services that they use.

1.0 Requirements

- 1.1 The College will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements, maintaining their attendance and successfully completing their course of study.
- 1.2 The College designated member of staff to be the official point of contact for students is the Administration Manager. The role of the Administration Manager is to direct a student to the appropriate person within the College in the event a student requires support.
- 1.3 The College will provide the opportunity for students to access course-related support services to assist with issues that may arise during their study. If the College refers the student to external support services, the cost of these services is to be paid by the student.
- 1.4 The Student Contact Officer will present a written report on support activities provided, and opportunities identified for improvement, at each meeting of the College Continuous Improvement Group.

2.0 Definitions

- 2.1 N/A

3.0 Method

Orientation Program

- 3.1 An orientation session will be conducted by college staff (generally a trainer) prior to any student commencing training in the College programs. The orientation session will cover the following:

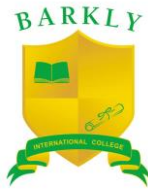
Prior to commencement of class

Please locate and read the following information in the student information handbook;

- Student support

Document Information

Title:	P.38 Student Support Welfare Services Policy	Version No:	V9.0
Author:	Barkly International College Pty Ltd	Date Created:	January 2012
Reviewer:	Evelin Cruz	Date reviewed:	October 2022
Department:	Student Support	Next Review date:	December 2023



BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

- Assessment
- Recognition of prior learning / Mutual Recognition
- College contact people
- Complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Academic Performance expectations
- Keeping address and contact details up to date
- College facilities and resources
- Student Mutual Recognition application form
- Student deferral, suspension, or cancellation application form
- Student refund application form
- Student RPL application form
- Student complaints and appeals

In your first class

At the commencement of your first session your trainer will detail and explain the following;

- Learning and assessment program
- OH&S
- Facilities and equipment
- Assessment requirements
- Questions

Student support services

- 3.2 The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from students.
- 3.3 Students requiring additional assistance will be referred to the appropriate College staff, e.g. Student Administrator, Training Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- 3.4 Before a student is referred to an appropriate external support provider the Administration Manager must seek approval from the Chief Executive Officer or the Training Manager.

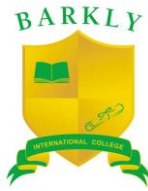
4.0 Facilities

Barkly International College provided students with the range of facilities to enhance and support their learning experiences, Such as:

- The Campuses have two up to date computer labs with internet access
 - City Campus has 40 Workstations with Computers having basic software for student support
 - North Melbourne Campus has 20 Workstations with Computers having basic software for student support

Document Information

Title:	P.38 Student Support Welfare Services Policy	Version No:	V9.0
Author:	Barkly International College Pty Ltd	Date Created:	January 2012
Reviewer:	Evelin Cruz	Date reviewed:	October 2022
Department:	Student Support	Next Review date:	December 2023



BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

- Both campuses have allocated Student Common Room for self study and extracurricular activities
- Both Campuses have Spacious climate-controlled classroom with modern technological capabilities
 - City Campus has 4 well equipped classrooms having 84 Student Chairs with Folding Writing Pad
 - North Melbourne Campus has 7 well equipped classrooms having 180 Student Chairs with Folding Writing Pad
- Up to date Learning Resources and Academic Support material can be accessed by the students from the library at both campuses.
 - City Campus library has more than 100 books for academic student support
 - North Melbourne Campus library has more than 200 books for academic student support
- Current research-based learning materials and learner friendly resources are provided to students by trainers in the classrooms
- Two Commercial Automotive Workshops fully equipped to deliver the automotive qualification.
 - North Melbourne Campus has fully equipped workshop including but not limited to:
 - ❖ air compressor, 2 post hoist, tyre removing machine, tyre balancing machine, scan tools, engine gas analyser, complete 4 cars in running condition, 8 different automotive models prepared by trainers for demonstration purposes,
 - Oven Street Workshop has fully equipped workshop including but not limited to:
 - ❖ air compressor, 4 post hoist, tyre removing machine, tyre balancing machine, scan tools, engine gas analyser, complete 4 cars in running condition
- The Third Campus the West Footscray campus is a fully equipped Commercial Kitchen for catering purposes.
- Amities include;
- Fixtures large and small that are required to operate a commercial kitchen
- Cleaning materials and equipment
- Diverse and comprehensive range of perishable and non-perishable food supplies for commercial cookery or catering operations.

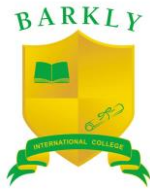
5.0 Services

Barkly International College will support students throughout the duration of their course. Students are encouraged to ask to help so that they can assimilate and adjust to their new learning environment and life in Australia. Some of range of services we provide include assistance with:

- Living in Australia
- Application and enrolment

Document Information

Title:	P.38 Student Support Welfare Services Policy	Version No:	V9.0
Author:	Barkly International College Pty Ltd	Date Created:	January 2012
Reviewer:	Evelin Cruz	Date reviewed:	October 2022
Department:	Student Support	Next Review date:	December 2023



BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

- Seeking Work
- Student accommodation
- Airport reception
- Language and literacy support
- Social Inclusion activities
- Academic and Career advice
- Free referral to local community, health, financial, legal, migration or other services, may be charged by external agencies.
- Sport and recreational clubs
- IT Support
- Academic Study and Skill Support
- Complaints
- Student Learning Assistance

Academic Study Skills Support

A free service is available to students. Students who wish to take advantage of this service should see their Course Co-ordinator. Help is available with time management, assignment preparation, referencing and bibliographies, writing reports, reading skills, numeracy skills, giving presentations, library research and note taking. Students are also encouraged to seek assistance from their individual teachers and Course Co-ordinator with all aspects of their studies to ensure successful completion of the course.

English language and literacy support

Help with oral and written English expression, reading comprehension and listening is available on an individual basis or as a part of a small group.

Student social activities

Students are given the opportunity to participate in a range of social activities organised by college.

Job search and career advice

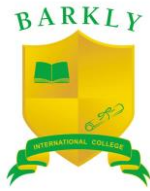
Regular workshops are run to assist students with career planning, interview preparation, resume writing, personal development, work experience and market information.

Accommodation assistance

Help is provided to students to select from the various housing options available to international students in Melbourne.

Document Information

Title:	P.38 Student Support Welfare Services Policy	Version No:	V9.0
Author:	Barkly International College Pty Ltd	Date Created:	January 2012
Reviewer:	Evelin Cruz	Date reviewed:	October 2022
Department:	Student Support	Next Review date:	December 2023



BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

Student Support Manager Details:

Name – Sahil Changa

Phone – 03 9600 2996

Email – sahil@barklycollege.vic.edu.au

Document Information

Title:	P.38 Student Support Welfare Services Policy	Version No:	V9.0
Author:	Barkly International College Pty Ltd	Date Created:	January 2012
Reviewer:	Evelin Cruz	Date reviewed:	October 2022
Department:	Student Support	Next Review date:	December 2023