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Student Support Procedure

Purpose

This document outlines the process for students that wish to seek additional support, whether that support is academically or non-academically related.

Important: This procedure is for non-critical, or non-emergency support only. In the event of an emergency, follow the procedures in the Critical Incident Procedure (AIAC-RTO-PP-012_v1) or contact an employee or 000 immediately.

1 Student Contact Officer (SCO)

The SCO is your official point of contact whilst studying at AIAC.

The AIAC SCO is:

Ashlee Fell

operations@aiacollege.com

0413 239 537

In the absence of the SCO, the RCO (or a delegate) will become the stand-in SCO. The update will be disseminated to all students and employees via email or WeChat.

2 Identifying Student Needs

AIAC is very well equipped and experienced in training students from cross cultural environments. The college acknowledges everyone is different and everyone has a different background and story to tell. We are confident our varied modes of delivery and training expertise will enable all students to succeed at AIAC. The college can determine student training needs through a variety of methods;

- At enrolment – our enrolment process is detailed and thorough. Through the enrolment form, screening process and reviewing the enrolment process, we can identify a variety of needs immediately and the best method of training can be applied.
- Appeals and Complaints – Through our Appeals and Complaints processes the college can identify areas that can improve.
- Feedback Forms – AIAC encourages feedback. Our feedback forms are designed to help the college improve wherever it can. This feedback will always help to refine student needs at the college
- Course Progress Reviews – the college monitors the course progress of every student studying. This continual course monitoring provides an overview of how each student is performing at the college. This helps the college ensure it is meeting the needs of each student
- Instructors – The instructors at AIAC are very experienced and can identify an individual's training needs and make adjustments were necessary. All students are encouraged to seek out an instructor for extra help and mentoring at any time.
- Personal – For other needs unrelated to training instructors and other employees are always available to assist or guide the student to support services.

Some things to consider to help you integrate into study and life in Australia:


Social Orientation – A student will transition better into a new town or country when they can make friends and develop a social life. Joining sporting groups, craft groups, community groups and the like can help any individual make friends and begin to build their own support groups.

Balanced lifestyle – Study hard but have fun. Avoiding the feeling of isolation is very important when integrating into a new environment. Avoid too much television, computer games, internet time and go outside and see what the world around has to offer. Find a healthy balance between work, study and play.

Libraries – Make use of the local library. The library is more than just books, it is a great resource with plenty of online resources that can help you with your language and so much more. Visit the library at <https://mnclibrary.org.au> or 32 Grant Street, Port Macquarie.

Remember the Prize – Students should remember why they are here in the first place. What was it that inspired you to become a pilot? The next season of the journey to become a pilot is a short one in comparison to the overall goal and future. Keep the dream alive and keep focused on the goal ahead.

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RTO Compliance Officer		CRICOS Code: 03903C	

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3 Health and Wellbeing

Overview

Australia's health care system is ranked one of the best in the world. It is world class both in its effectiveness and efficiency. Should a student require health care while studying in Australia, they will be very well cared for.

GPs (General Practitioner) - Many patients' first contact with the health system is through a GP. Patients can choose their own GP and are reimbursed for all or part of the GP's fee by Medicare, depending on the GP's billing arrangements. International students may receive rebates from their Health fund. Check your Health fund policy for details.

Public hospitals - Patients can access public hospitals through emergency departments, where they may present on their own initiative, via the ambulance services, or after referral from a doctor. Public hospital emergency and outpatient services are provided free of charge to eligible persons.

Specialised care - For specialised care, patients can be referred to specialists, other health professionals, hospitals or community-based healthcare organisations.

Community-based services - a range of which can be accessed directly by patients. These services can provide care and treatment in areas such as mental health, alcohol and other drugs, and family planning.

Other private sector health professionals - Visits to dentists, physiotherapists, chiropractors and natural therapists are usually either paid for by the patients themselves or subsidised by private health insurance.

In all the examples above, students must take responsibility to seek out the best method of health care for their own situation. International Students must become familiar with their Medical Insurance policies and procedures before approaching any of the above for medical treatment. Even with insurance, an international or domestic student might need to pay extra fees in some situations. It is recommended that the student have a full understanding of what is required before undergoing medical treatment. Detailed information on Australia's Health system can be found at <http://www.doctorconnect.gov.au>.

If you or someone you know is sick, but it is not a life-threatening emergency and you do not require immediate medical attention, consider the following;

- **General Practitioner (GP)** - See a GP for illnesses or injuries that just won't go away and cannot be treated by over-the-counter medication.
- **Pharmacist** - See a pharmacist for common health problems such as coughs, colds, sore throats, skin problems etc.
- **Healthdirect Australia** (www.healthdirect.gov.au) is a 24-hour telephone health advice line staffed by registered nurses to provide fast and simple expert advice on any health issue and what to do next. Healthdirect Australia - 1800 022 222. Healthdirect Australia can be used when:
 - someone is sick and you're not sure what to do
 - you want expert advice about a health issue and what to do next
 - you need to know where to find after-hours health services or pharmacies

3.1 Overseas Student Health Cover

International students will need to familiarise themselves with their OSHC policy and procedure. AIAC can give general advice only.

4 External Support Services

Before contacting any of the below services, it is recommended that the student speak with the Student Contact Officer or an instructor first.


4.1 Calling 000

Australia has an emergency hotline. For all emergencies that are life threatening call 000. This includes Ambulance, Police and Fire services. Refer to the Critical Incidents procedure for more information.

4.2 Ambulance Service

Emergency Ambulance Services vary. States and Territories may have different ownership and procedures to each other. OSHC will generally include ambulance coverage for life threatening emergencies. This should always be confirmed with the OSHC provider. NSW Ambulance is required

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to charge a fee for the service provided in accordance with the scale of fees approved by the NSW Ministry of Health. NSW Ambulance has an obligation to recover payment of accounts due to the considerable costs involved in providing services and follows up payments for outstanding accounts.

4.3 Police

For other matters that may require police assistance, you can call the police assistance line on **131 444**, or the Port Macquarie Police Department on **02 6583 0199**, 24 hours a day or visit police.nsw.gov.au or crimestoppers.com.au

4.4 Counselling or Support Services

The following list can be contacted at any time without assistance from AIAC. They are exceptional agencies specialized in providing care and support for mental health, crisis, tragedy, depression etc.

- **International Student Care;**
 - A 24/7 Hotline and physical response centre for international students
 - <https://.../international-student-care/>
 - email: <https://protectivegroup.com.au/contact/>
 - Ph: +61 (2) 8005 1326
- Interrelate, Port Macquarie - (02) 5525 3200
- Port Macquarie Outreach Counselling - (02) 6581 6800 counselling@catholiccare.org.au
- Lifeline Mid Coast - (02) 6581 2800
- Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- Other referrals on the Hastings McLeay General Practice Network - <https://hmgpn.wordpress.com/22-2/>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800
- <https://headtohealth.gov.au/>
- <https://headspace.org.au/>
- <https://www.beyondblue.org.au/> - Mental health counselling - 1300 22 4636
- <https://www.mentalhealthonline.org.au/>
- <https://au.reachout.com/>
- <https://jeanhailes.org.au/> (for women)

4.5 Community Justice Centre

As part of the company's complaints and appeals policy, AIAC will direct students to the CJC when disputes arise. AIAC may also utilise or direct students to the CJC if the student needs assistance in legal matters.

Disputes can arise in many areas of life - whether it's a misunderstanding with a neighbour over a fence, a disagreement between you and a family member, conflict in your workplace, or a dispute over debt. CJC is (<https://www.cjc.justice.nsw.gov.au>):

- ✓ Free
- ✓ No waiting lists
- ✓ When convenient
- ✓ Making your own decisions.
- ✓ Informal
- ✓ Quick and timely
- ✓ Where convenient
- ✓ Confidential
- ✓ Voluntary
- ✓ Professional
- ✓ People reach agreement in 75% of mediations.

4.6 The Fair Work Ombudsman

The Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace

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complaints and enforces compliance with national workplace laws. Visit <https://www.fairwork.gov.au> for more information.

4.7 Other Emergency Contacts

NSW State Emergency Service - For general help in a flood or storm, call the SES on 132 500.

NSW Rural Fire Service - Bush fire information line - 1800 679 737

Translating and Interpreting Service - If you do not speak English well, you can call the Translating and Interpreting Service on 13 14 50 and ask them to contact any of the numbers to interpret for you. Fees may apply.

4.8 Local Doctors

The following clinics are either open late or have after hours services available. Information accurate as of 2014. AIAC accepts no responsibility for incorrect information. Other options may also be available.

Refer to <https://ncphn.org.au/healthy-north-coast-ltd> or <http://healthynorthcoast.org.au/wp-content/uploads/2014/03/GP-After-Hours-Clinics-20140311.pdf> for more information.

Town	Clinic Name	Address	Phone	Mon-Fri	Saturday	Sunday
Port Macquarie	Five Star Medical Centre	158 Gordon Street	0265841000	8am - 6pm	Closed	Closed
Port Macquarie	Greenmeadows Health Centre	152 Greenmeadows Drive	0255251111	7am - 7pm	7am - 5pm	Closed
Port Macquarie	Hermitage Hastings Medical Centre	Suite 1- 3, 72-80 Lake Road	0265838383	8.30am - 5pm	9am - 12pm	Closed
Port Macquarie	The Good Shepherd Medical Centre	10 Jindalee Road	0265814494	8.30am - 10pm	8.30am - 6pm	8.30am - 6pm
Port Macquarie	Westside Medical Centre	11 Highfields Circuit	0265813007	8am - 6pm	Closed	Closed
Wauchope	Wauchope Family Practice	116 High Street	0265864333	9am - 5pm	9am - 12pm	Closed
Kempsey	Tristar Medical Group - Kempsey	75 Belgrave Street	0265622000	9am - 5pm	9am - 12pm	Closed

5 Student Support Process

Should you require any form of support, often the best place to start is with your instructor. Our instructors are very experienced and trained many cadets over the years. Many have also been trained by AIAC and are very familiar with the processes involved.


Should you feel that approaching your instructor is not possible, there are other avenues for you. Your official point of contact is the Student Contact Officer (SCO). In the absence of the SCO, the RTO Compliance Officer will advise all students and employees of a substitute SCO via email and WeChat. The SCO will meet with you to discuss the problem and work out a plan. That may include things like:

- Assigning a new instructor to you (after consulting with the HOO).
- Arranging extra English Language tuition.
- Consulting with the HOO or Operations manager to arrange further academic tuition.
- Helping you find external support, such as LifeLine or the CJC
- The possibility of deferring your studies
- Helping you integrate into Australian culture through such things as:
 - Joining local sporting groups,
 - Volunteering with various organisations
 - Providing reading material or online material etc.

5.1 Academic support

The AIAC Part 142 Exposition (Vol. 4B3) outlines the procedures for academic support when student progress is not satisfactory. Instructors are to follow this procedure in consultation with the Head of Operations or the Operations Manager. The student intervention policy and procedure may need to be implemented for academic support.

At any time, the student may also approach an instructor if he/she feels that they are falling behind or not understanding certain concepts. The Ground Theory instructor is to arrange extra classroom time and/or learning materials to assist the student. Other options may include scheduling extra self-study

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at college or one-on-one tuition as needed. The ground theory instructor will develop a suitable plan and advise the operations manager. The ground theory instructor will keep the HOO and the OM updated on the student's progress with weekly reports until the student catches up. Any additional ground tuition or support (internal) is to be provided at no cost to the student. Remedial flight training will incur additional charges as per the Schedule of Fees.

5.2 English Support

AIAC will provide English language support as needed through sessions with qualified teachers. In most cases, this will be done in groups. All international students may need extra English tuition leading up to their ICAO test. The OM will arrange tuition if needed at no cost to the student.

5.3 Non-Academic Support

AIAC can direct the student to, or assist the student in finding, external support agencies that specialise in mental health, international student support, legal help, accommodation support and more. Refer to the list above.

5.4 Requesting Support

AIAC will assist students in finding internal or external support at no cost, however the student should be aware that some of the above services may charge a fee.

As far as reasonably possible, confidentiality will be maintained throughout this process. Though it may be necessary to disclose your details to other employees that may be needed to assist or to external agencies if required.

For serious issues that affect the student's ability to continue in his/her studies, the Student Intervention strategy may need to be implemented. This will be assessed and implemented (if need be) by the HOO.

If consulting from your instructor or another employee didn't help, or you felt uncomfortable doing so, you may contact the SCO directly or download the Student Support request form from <https://sharepoint.com/Documents> or you can email the RTO Compliance Officer for a copy at rto@aiacollege.com.

Fill in the form and return it to the SCO at studentsupport@aiacollege.com. Depending on the situation or request, the SCO will consult with the OM, the HOO or Human Resources. The SCO will acknowledge receipt of your request within 1 working day and is to start the support process within 3 working days.

Alternatively, you may contact any of the above agencies yourself. If you choose to do this, we ask that you advise the SCO that you have contacted a support agency.

The SCO will arrange a meeting with the student to discuss possible options. The student may have a support person in attendance. Other employees may also be in attendance if necessary. The SCO will make notes for future reference.

If the student would like to defer or withdraw from his/her studies, the SCO will arrange a meeting with the HOO before following the Deferral/Withdrawal procedure (AIACXXXX).

After the initial meeting with the student, the SCO will arrange a meeting with the relevant department manager within AIAC to discuss the student's support, i.e. the Operations Manager, Head of Ground theory, Accounts Manager, Head of Operations, RTO Compliance Officer etc. The SCO will advise the student who he is meeting with and take minutes of the meeting. A proposed plan is to be established during this meeting. The SCO will then present the plan to the student who can either (a) accept the support plan or (b) request a meeting with the HOO or other senior management to discuss other options. To request a management meeting, advise the SCO as soon as possible.

The support plan (AIAC-RTO-FRM-031_v1) is to include (as a minimum):

- The nature of the support request
- Contact details for any employees designated to help the student
- A comprehensive and easily understood strategy for the student and related employees to follow, including an estimated timeline
- The details of any external agencies the student has been referred to (if applicable)
- Any additional related support agencies that may help the student
- A time and date for a follow up meeting.

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- Visa advice (if applicable)
 - *The support plan must include information for the overseas student advising them that their visa may be affected by any delays in training, that they may need to apply for a new visa, or that their visa could be cancelled. The advice must also include that the student should contact the DoHA for advice.*

Once the support plan has been accepted by the student, a copy will be given to the student and one copy placed in the student file along with copies of any other related notes or documents. The SCO or a delegate will work closely with the student, assisting as needed. The SCO is to monitor the student's progress weekly and submit a report to the HOO.

The student may apply for leave by downloading or requesting a copy of the Student Leave application form; or the Student Deferment application form. Any leave applied for will be forwarded to and assessed by the HOO. Leave may also be suggested by management during the initial meeting. To apply for a course extension, fill in the Student Extension Application form. Note that for international students, the course must still be completed within the timeframe as set out on your eCoE.

The student will be able to access the complaints and appeals process at anytime if needed by contacting the SCO or downloading the appropriate form from the server.

5.5 PRISMS

For any course extension, leave, deferment, cancellation, withdrawal or any other factor that may impact on the student's visa, the SCO is to advise the compliance officer immediately. The RCO (or a delegate) will be required to update the student's details in PRISMS.

6 Confidentiality and Records

Where possible, confidentiality must be maintained. In most cases, if referring the matter to an external agency, the SCO will need to get permission from the student to disclose personal information (use the form AIAC-QHS-FRM-005_V1 - Consent to Disclose Personal Information). Exceptions to this may include advising law enforcement agencies, other emergencies, CASA, ASQA etc.

Copies are to be included in the student file and stored as per AIAC's Quality Data Control policy and procedure for 7 years.

7 Quality improvement

If applicable, any incidents and resolutions may be added to the company's continuous improvement strategy by entering the details into the Quality Improvement Register for review by management.

8 Review of policy and procedures

The Student Support policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the RTO Compliance Officer. The document map and control register (AIAC-QHS-RG-006_V1) will be used to manage the review schedule.

Date implemented	01/04/2021	Review date:	Apr 2023
Authorised by:	D. Murray	New version no.	1.1

8.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created	D. Murray	01/04/2021
1.1	22/2/2022	Edited SCO details	D. Murray	22/02/2022