

Student Support Policy

PERTH COLLEGE OF BEAUTY THERAPY Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. All enrolling overseas students are provided with an orientation event which includes guidance concerning student support services. This is in accordance with standard 6 of the national code 2007: *Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course and SNR 5.5 and SNR 16.5 of the Standards for NVR Registered Training Organisations 2012.*

Student Support Procedure

The DEPUTY PRINCIPAL shall remain a designated member of staff at PERTH COLLEGE OF BEAUTY THERAPY and provide a contact point for all overseas students. The DEPUTY PRINCIPAL shall ensure that where staff has identified, or enrolled students have indicated their need of support or welfare, the DEPUTY PRINCIPAL shall seek further advice from the student. In the absence of the DEPUTY PRINCIPAL students will be made aware of the availability of the Enrolment Manager, Education Coordinator and the Administrative Assistant as a contact point and for student support.

Equipped with advice from the student the DEPUTY PRINCIPAL shall:

- Respond to questions concerning academic or course progress and refer the student to any relevant training staff for further advice.
- Where an accommodation or general welfare issue arises provide advice on accommodation, Western Australian Public services, counseling assistance with personal, emotional or cultural issues.



- The student should be advised that the support services of PERTH COLLEGE OF BEAUTY THERAPY are at no extra cost.

Student Support Services Review

The Deputy Principal will maintain a log of student support service events and enquiries and:

- Liaise with and maintain advice on current progress with students referred to either training staff.
- Prepare a quarterly report of student support services accessed by students and submit to PERTH COLLEGE OF BEAUTY THERAPY management for review.

The CEO shall ensure that Student support services are reviewed quarterly in PERTH COLLEGE OF BEAUTY THERAPY management meetings and that corrective actions required are applied.