

1. Purpose

This policy supports the ESOS National Code & SRTO 2015, which requires the Registered providers to support students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme.

To maximise the chance of students successfully completing their training and to provide students with the excellent student journey experience, Mars Institute (MARS) will determine the support needs of individual students and where possible provide them access to the educational and support services necessary for the individual to meet the requirements of the training product as specified in training packages or VET accredited courses.

This policy ensures that all students have access to support services for individual academic or non-academic issues during the entire period of enrolment at Mars Institute.

2. Scope

This policy applies to:

- Students enrolled at Mars Institute
- Mars Institute Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through consistent meetings, staff updates and continuous improvement practices.

Students are made aware of this policy through the Student Handbook, throughout the orientation process and during their course.

3. Policy

Mars Institute (MARS) assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:

- Student support services available to students in the transition to life and study in a new environment
- LLN support
- Tutorials
- ICT services
- Legal services
- Emergency and health services
- Facilities and resources
- Access and equity policy
- Counselling services
- Complaints and appeals processes, and
- Any student visa condition relating to course progress and/or attendance as appropriate.

4. Procedure

Whilst all staff employed at Mars Institute has the shared obligation of providing support to all students, Mars Institute has designated 'Student Support Officers/Coordinator' who are mainly the first point of contact.

Student Support Team is responsible for establishing the needs of students, organizing appropriate services in order to assist with student support topic and are always accessible on campus throughout Mars Institute standard operation hours. Students can contact the student support officers directly at reception or via general request system and a meeting will be organised as soon as practical where applicable. To provide excellent level of support to our students, Mars Institute has Student Support Officer to Student Ratio of 1:125

To assist our students better and to provide them with excellent student journey experience at Mars Institute, the General Request System has been implemented by the college. The General Request System (web-based system) is an excellent platform that allows student to electronically submit requests to for multiple categories relating to the Student Lifecycle and receive quick response.



Student support policy

All requests are raised through the Online portals located on Mars Institute Website and then go through an approval process. The information/data from the system is used to develop, assess, and revise Appropriate Student Support Services as well as to track the evolution of over time.

- All students will have access to our student support services through our Student Services Team. The Student Services Team will have access to available student welfare services available locally.
- Where the nature of the concern is beyond the Student Services Team experience and abilities, the student will be referred to an appropriate person for professional assistance
- The Student Services Team will respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, Deferment, Suspension and Cancellation, Certificate Issuance Requests, Fees Extension Requests, Intake Break Letter, Bring Your Own Device Policy (BYOD), Google Classroom & Learners App Access etc. Where need Student Services Team will refer the student to other staff members as appropriate.
- The Student Services Team will assist with accommodation or general welfare issues, through providing appropriate advice and direction. The Student Services Team is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.
- MARS will refer students to the external counselling organisations for external counselling services and ensure they are readily accessible.

Some services provided by Student Service Team may incur fees and charges to the student, for more information please click on the Fees and Charges link: <https://mars.edu.au/wp-content/uploads/pdf/novacore/Fees%20&%20Charges.pdf>



5. Student Support Services

The following support services are available and accessible for all students studying with Mars Institute (MARS). Mars Institute (MARS) will provide students with contact details to refer any matters that require further follow up with relevant Professionals.

Fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of Mars Institute (MARS). Where this support attracts an additional cost to the student, Mars Institute (MARS) will make this clear to the student.

To maximise the chance of students successfully completing their training, Mars Institute (MARS) will identify any support individual students need prior to their enrolment and provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support;
- Assistive Technology
- Vocational/Work Placement
- Additional Tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components.
- Providing student, IT related assistance e.g joining google classroom, zoom sessions, accessing MARS email and learners app.
- Personal Counselling

The Student Support Officer will detail the student support services provided to each student and ensure details of services provided are placed on the students electronic file.

- The General Manager of Mars Institute (MARS) will ensure that the Student Support Services are reviewed regularly in Governance Panel of Management Meetings, and corrective actions are applied as appropriate

Mars Institute (MARS) has LLN support sessions, however where Mars Institute (MARS) identifies required support that it cannot provide support directly, it will refer the student to a third party (eg: student counselling by professional).

Where Mars Institute (MARS) is not capable of offering an environment suitable for the needs of a student with specific identified needs as per the information provided during the enrolment process using application/enrolment form, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

Refer to Student Support Services Referral List for further information listed on the website. (<https://mars.edu.au/information/support-services/>)

At Mars Institute, Student Services Team's has ultimate goal is to provide Support to the students wherever they seek assistance and to ensure that student's receive excellent experience throughout the key phases of their journey with the Mars Institute.