



Student support services

During your enrolment, ANIE will engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

ANIE will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Pre- Enrolment Support (communication channels to Student Support Manager)
- Language, Literacy and Numeracy Support
- Academic Support
- Counselling Referral
- Disability Access
- Emergency & Medical Services Referral
- Legal Services Referral
- USI Help
- Housing / Accommodation Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Director of Studies. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. ANIE is committed to our student’s welfare both during and after hours of study.

All Support and Referral services are Free of Cost.



Individual need	Support Service
For Overseas students	<p>Close student liaison is to be maintained by the Student Support Manager (SSM) who will act as a central point of contact. The SSM will provide advise and assist students with:</p> <ul style="list-style-type: none">• transition to life and study in a new environment https://www.service.nsw.gov.au/transaction/support-international-students• Accommodation options information: https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation• legal services https://rlc.org.au/our-services/international-students http://www.ombudsman.gov.au/about/overseas-students• emergency and health services<ul style="list-style-type: none">○ Call: 000○ For other services http://www.health.nsw.gov.au/pages/emergency.aspx http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html http://www.health.nsw.gov.au/pts/Pages/default.aspx• facilities and resources:<ul style="list-style-type: none">○ Library○ Computers• complaints and appeals processes; and• any student visa condition relating to course progress and/or attendance as appropriate.



Individual need	Support Service
English skill levels	<p>Student may first consult</p> <p>BBC Learning English: http://www.bbc.co.uk/learningenglish</p> <p>Mobile App: https://www.duolingo.com/</p> <p>There are lots of MeetUp groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.</p> <p>ANIE does not have scope to offer recognized English training. If the student needs further support on English, ANIE has a paid subscription with English teaching website https://www.fluentu.com/. It has step-by-step English exercises with video content. The trainer and assessor will guide the student into this website so that the student learns how English is used into different contexts.</p> <p>If a student's English skills are still not at the required level, the student will be referred to an ELICOS college to achieve the required standard before being enrolled in ANIE's programs. It will be reflected in new CoE. <u>ELICOS Course fee will be borne by student.</u></p>
Language, Literacy and Numeracy Support	<p>ANIE does not have any scope to offer nationally recognized training on LLN. However, an individual support plan may be developed to outline the support required for the student. It can be providing referral to http://www.bbc.co.uk/skillswise/english. This website has resources for developing skills like reading, writing, spelling, speaking and listening. The trainer and assessor can also use LLN resources available in www.readingwritinghotline.edu.au. You may also be referred to external services e.g. TAFE to further develop LLN skills.</p>
Pre-enrolment support to understand rights and obligations,	<p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and prospectus and the</p>



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fees and payment arrangements, and the services to be provided	summary of fees and charges. It is preferable that these sessions are conducted face-to-face with ANIE agents/ representatives.
Recognised difficulties in studying and learning	<p>Where appropriate to the program students identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of student life. www.studyqs.net</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam</p>



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	<p>preparation.</p> <p>www.ucc.vt.edu/stdysk/stdyhlp.html</p>
<p>Monthly Support Services presentation</p>	<p>To assist students with their academic and other issues, there will be monthly presentations on effective study techniques, mental health & stress management, employment and savings issues, plagiarism etc. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.</p>
<p>Individual Support Plan</p>	<p>For students who have individual support requirements identified by trainer & assessor, an Individual Support Plan will be developed which will outline the strategies used to provide the student with additional support over and above what is normally offered in the course. This may include:</p> <ul style="list-style-type: none"> • Placing the student in a tutorial class with students having similar problem. • Additional one-on-one support from the trainer/assessor. • Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor. • Adjustments to the way training resources are accessed or provided. • Adjustments to the way assessments are to be conducted or extra time for assessments. • Linking with additional resources <p>Students who have similar individual requirements may be placed in a group-based support environment.</p>
<p>Financial difficulties that prevent the full payment of fees in advance.</p>	<p>Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly/monthly payments as a direct debit.</p>



Individual need	Support Service
<p>Student required counselling support and advice about their personal situation</p>	<p>The student counselling service is designed to assist overseas students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.</p> <p><i>The Student Support Manager at ANIE is not professional counsellor, however can assist students as a first point of contact</i></p> <p>Student may be referred to:</p> <ul style="list-style-type: none"> – Lifeline 13 11 14 – Beyond Blue 1300 22 4636 – Salvation Army Family Welfare Centres – CatholicCare, Family Support Service <p>Nearby Mental Counsellor:</p> <p>LikeMind</p> <p>Unit 4, 197 Prospect Highway, Seven Hills NSW 2147</p> <p>Phone: (02) 8806 3800</p>
<p>USI Help</p>	<p>The USI system generates a unique student number, which students can use though out their studies in Australia. The USI allows access to a full range of study information fast and easy.</p> <p>ANIE Administration staff will request consent from the student to generate a USI for them and record the students generated USI into RTO Manager (ANIE Student Management System).</p>
<p>Students with a disability</p>	<p>All possible allowances may be provided to persons with disabilities.</p> <p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner. It will be judged on a case-to-case basis.</p>



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Students with visual impairment	<p>Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>Students can also be supplied with audio recordings of learning sessions where available.</p>
Rights of International Students as employees	<p>When students will be working in a workplace as permitted in student visa condition, it is critical to know about their rights as employees in a workplace. Students should consult the following link</p> <p>https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students</p>
Clubs	<p>Student may consider joining student clubs for social and professional reasons</p> <p>Council of International Students Australia (CISA)</p> <p>http://www.cisa.edu.au/</p> <p>Australian Federation of International Students (AFIS)</p> <p>https://www.afis.org.au/</p>
General information on safety and awareness e.g. road safety, crime prevention, smoking in public place.	<p>While Sydney is a safe place to live, work and study, ANIE provides source of information to increase and enhance health and safety.</p> <p>http://www.cityofsydney.nsw.gov.au/community/health-and-safety</p>
Critical Incident	<p>These are events which significantly impact a student's or someone else's wellbeing, psychological state or ability to study/work. For example, an earthquake in a student's home country which caused death of a family</p>



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	member. If you, any student or any other member of ANIE is a victim of critical incident, please inform it to ANIE. You may use the Incident Report provided in website. ANIE will investigate the issue and take necessary steps to support the affected.

Students will be informed about major changes in ANIE e.g. relocation of campus before 20 days of such changes.

ANIE does not guarantee successful outcome of any assessment or does not ensure any migration or employment outcome.