



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Student Support

Policy & Procedure 13

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DOCUMENT CONTROL

Department	GBCA Student Support	Author(s)	GBCA Student Support and Administration	
Quality Controlled Policy No. & Title Version	Policy 13 Student Support Policy and Procedure V2.3	Approved	GBCA Compliance	
		Authorised	Managing Director	
Standards	Standards for Registered Training Organisations (RTOs) 2025 – Outcome Standard 2 National code - Standard 6	Distribution	Internal	GBCA Manager GBCA Staff
			External	-

REVISION RECORD

Date	Version	Revision description
June 22, 2015	1.0	GBCA creates policies and procedures against Standards for Registered Training Organisations (RTOs) 2015 and The National Code 2007
January 11, 2016	2.0	Update policy to reflect current practices in student support operation and current ESOS amendments in regards to reporting student defaults and refunds, removal of study periods and flexibility in paying tuition fees upfront.
12/10/2016	2.1	Update policy to include 5.7
10 Jan 2017	2.2	Minor update 1.1 to reflect all students Minor update to 3.1 to reflect all experience with GBCA; 3.4: Services provided by GBCA are free of charge, add 3.11, academic supports and career supports. Refer to Policy 28
15 Sep 2017	2.3	Update: titles, address on cover
10 Mar 2026	2.4	Update policy to include Zero Tolerance to racism, discrimination, vilification and antisemitism

1.0 Purpose

- 1.1 The purpose of this procedure is help GBCA students to adjust to study and life in Australia, and to achieve satisfactory academic progress towards meeting the learning outcome of the course.

2.0 Responsibility

- 2.1 The Student Administration and Services Manager is responsible for the implementation of this procedure and to ensure that Student Support Officers, staff and students are aware of its application and that staff implement its requirements.

3.0 Requirements

- 3.1 The College will provide the opportunity for students to participate in services or provide access to services designed to assist students during their experience with GBCA, including meeting course requirements, maintaining their attendance and successfully completing their course of study.
- 3.2 The College designated member of staff to be the official point of contact for students is the Student Support Officer. The role of the Student Support Officer is to direct a student to the appropriate person within the College in the event a student requires support.
- 3.3 Student support officer could access student profile and data after college hours.
- 3.4 The College will provide the opportunity for students to access support services to assist with issues that may arise during their study. All support services provided by GBCA are free of charge. If the College refers the student to external support services, the cost of these services is to be paid by the student.
- 3.5 The Student Support Officer will present a written report on support activities provided, and opportunities identified for improvement, at each Continuous Improvement meeting.
- 3.6 All staff exposed to international students must be trained in ESOS framework and cultural awareness training and include identifying and managing unconscious bias, racism, and discrimination.
- 3.7 The Managing Director is in charge of access and equity issues and recognises that particular groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal educational outcomes.
- 3.8 Our access and equity practices ensure non-discriminatory admittance to courses and the achievement of comparable educational outcomes by all groups in society. Our admission processes are friendly and objective assessment by the Managing Director or their delegate ensures that students are admitted in an appropriate way and based only upon their existing knowledge and experience.
- 3.9 GBCA programs and services are relevant, accessible, fair and inclusive. We promote programs and services in a manner that includes and reflects the diverse population.
- 3.10 GBCA invests in creating a learning environment that is safe, accessible, welcoming of all students, and strictly free from racism, discrimination, vilification, and antisemitism
- 3.11 All prospective students are well informed of the options available to meet their individual training needs and the development of their skills base by providing training that is industry focussed.
- 3.12 GBCA will:
 - provide appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
 - maintain and deliver up-to-date and correct information to students in relation to support services, study issues, emergency, legal and health service and facilities and resources.
 - make accessible to students information on how to lodge complaints and appeals
 - regularly review the student support services at least annually as part of its ongoing continuous improvement process.

4.0 Definitions

4.1 N/A

5.0 **Method**

Welfare supports to international students under 18 years of age

- 5.1. GBCA provides welfare supports to international students under 18 years of age. Details of the welfare support are specified in Policy 28 Welfare Arrangements for Under 18 year of age International Students.
- 5.2. GBCA can arrange the homestay accommodation service and the airport pick up service. The student needs to indicate that they want this service when submitting the application form.

Student Induction and Orientation Program

- 5.3 New students will be inducted during the orientation before commencing their course/s.
- 5.4 Students are required to sign the Student Acceptance Agreement form SA002 and payment plan (if any) and a copy is placed in their student file. (The scanned copied of the Student Acceptance Agreement will be signed by student at orientation and countersigned by a college staff)
- 5.5 Students are inducted into the course on the first day that the course commences, and discussion of the contents of the Student Handbook (Form SR010), with an acknowledgement signed off by the student and placed in their student file. Refer to orientation checklist (Forms SA037 and SA045)
- 5.6 The inducting staff member invites students to provide feedback on their enrolment and induction experience.

ORIENTATION PROCEDURE

- The staff conducting the orientation will prepare the following before the orientation:
 - Extract from PRISM and product the list of students coming for orientation
 - Obtain the Student Acceptance Agreement from student's file (the one that student signed before paying the deposit)
 - Prepare the student file and student file checklist
 - Prepare Form F003 Fee Payment Schedule Agreement for each student
 - Form SA020, SR005, SA037 and SA045
 - At orientation, the staff will conduct the orientation as following:
 - Collect information from students coming for orientation and photocopy the visa, passport and OHSC; sight and verify the academic record, evidence of English proficiency.
 - Obtain student's original signature in the Student Acceptance Agreement and countersign on the agreement.
 - Explain student payment plan and obtain student's signature on the F003, then countersign on the form.
 - Conduct orientation session, according to the SA037
- 5.7 The orientation session will be conducted by College staff (generally Student Support Officer) prior to any student commencing training in the College programs. The orientation session will cover the following:

Prior to commencement of class

Students will be given access to the electronic version of student handbook and will be guided through the following:

- A tour of the College
- Details of the course, timetable, key staff members' contact details
- Welfare and academic issues
- Details of Student Services which are available in the Student handbook
- Information on other support services available e.g. legal, emergency and health services
- Visa requirements and student safety for international students
- College facilities and resources
- Keeping addressing and contact details up to date
- Recognition of prior learning
- Student RPL application form
- Student code of behaviour
- Plagiarism and cheating

- Attendance expectations
- Assessment
- Student deferral, suspension or cancellation application form
- Complaints and Appeals
- Student refund application form
- Medical centre
- Legal Service
- Nearby police station and necessary services
- Critical incident policy and procedure and application form
- Student visa condition must meet attendance expectations and working hours limitation during study period
- WH&S

In the first class

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

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

Student support services

- 5.8 The College has a Student Services team designated to support students. Reception is open daily from 9.00am – 5.00pm Monday to Friday. Students can approach any of the College staff members for help of a general nature, for example, directions, public transport and other day-to-day needs.
- 5.9 The official point of contact for students is the Student Support Officer who has access to up-to-date details of the College's support services. GBCA maintains an emergency contact number 0478 151 051.
- 5.10 There are also other staff members available to support students. Their contact details will be made available around the College and on the student notice board.

Academic support services

- 5.11 Academic support is the responsibility of the teaching staff. Students are advised to approach their trainers/tutors, or the Student Support Officer if they need assistance in meeting course requirements.
- 5.12 GBCA organises academic skills classes to assist students in their academic leaning skills
- 5.13 Students who have English difficulties can attend English language assistance classes.
- 5.14 Students are provided with access to a range of learning support services and facilities including: Collections of books, audios, journals in College library, computers in the library and printing facilities at each level.
- 5.15 Every ten (10) weeks, trainers are required to complete a Trainer Feedback Form (TL30). This form will be given to student. One copy of the TL30 will be given to the student support staff to identify and facilitate any learning support need.
- 5.16 GBCA must provide the opportunity for students to access welfare-related and LLN support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If GBCA refers the student to external support services, the registered provider must not charge for the referral.
- 5.17 Students requiring additional assistance will be referred to the appropriate College staff, e.g. Student Administration Officer, Training Manager, Trainers, Finance Manager or to an appropriate external support provider if this is considered appropriate.
- 5.18 Before a student is referred to an appropriate external support provider the Student Support Officer must seek approval from the Managing Director.

Career support services

- 5.19 The College provides all students with a range of services and resources to help build their careers. GBCA Career Support contains a variety of resources for interview preparation, work experience, graduate and vacation employment and how to write and prepare resumes and address selection criteria. GBCA also provide opportunities for students to access internship opportunities with GBCA's industry partners.
- 5.20 GBCA will organize seminars throughout the year. These free-to-student events will provide students with an opportunity to meet with speakers from different industries to understand more about the industry labour needs.

Student welfare services

- 5.21 GBCA Student Support Officer will provide basic consultation to all students. This basic consultation will provide assistance to students experiencing difficulties in any aspect of their lives, including issues of academic, accommodation, employment disputes, abuse, harassment, vilification, or violence. If after the basic consultation with GBCA student support officer, a student still requires counselling services. GBCA will arrange a professional counsellor to provide counselling services to the student. This service is free of charge to GBCA students.
- 5.22 The Student Support Officer will be the first point of contact for students and will provide initial consultation. If an issue is beyond the scope of the SSO, the college can refer the student to an external service. GBCA will not charge students for a referral of services. However, the student must bear all the costs charged by the external service provider (if any).
- 5.23 The College also has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken. (Refer to the Critical Incident Policy and Procedure 9.)
- 5.24 The College will employ one full time (40 hours per week) support staff per 100 full-time equivalent students (one full-time students will be present at the college 20 hours per week). The staff-to-student ratio for the teaching of ELICOS will not exceed 1:18 per class.
- 5.25 Student support services also include the following procedures:
- Credit Transfer (Policy & Procedure 6)
 - Recognition of Prior Learning (Policy & Procedure 2)
 - Student Complaints and Appeals Policy and Procedure (Policy & Procedure 7)
 - Course Progress and Intervention Strategy Policy and Procedure (Policy & Procedure 15)
 - Defer, Suspend or Cancel study (Policy and Procedure 18)
 - Student Transfer (Policy and Procedure 19)
 - Refund Policy (Policy and Procedure 20)

Relevant files

- Student File Checklist (Form SR009)
- Student Application Form (Form SR008a for Domestic students or SR008b for International Students)
- Student Handbook (Form SR010)
- Orientation Checklist (Form SA037 for Domestic students and SA045 for International students)
- Student Acceptance Agreement Form (Form SA002)
- Student Enrolment and Induction Feedback (Form SA012)
- Trainer Feedback Form (Form TL30)
- Procedure: Identify and provide LLN support (P13.3)