



STUDENT SUPPORT SERVICES

Regulation and Standards	National Code 2018 Standard 6
Policy	<p>Pollard English is committed to providing a supportive learning environment. One that encourages positive personal development as well as academic excellence. Support Services are available to all students include library resources, online computer-based resources, counselling, tutoring and mentoring.</p> <p>All special needs of students noted on the application form are noted in the SMS. The Student Services Officer (SSO) then informs the DOS. The DOS informs the teachers and develops an action plan which is later given to the responsible teacher. Thereafter teachers will develop academic plans to meet these special needs.</p> <p>On arrival students attend an <i>Orientation</i> session where they are provided with advice on health and safety matters, attendance and academic progress obligations, counselling and grievance resolution procedures.</p> <p><i>Student Services Officer / Counsellor</i></p> <p>Pollard English employs a Student Services Officer (SSO) responsible for the personal counselling of students.</p> <p>Other duties include: guidance on goals, resume writing, websites to browse for jobs etc. the SSO will assist with the successful adjustment to life and study in Australia and will help students to resolve problems (where possible) which could impede successful completion of their studies, advise on medical and dental options for students, assist with language support where appointments have to made, assist with language difficulties where bookings are required, the counsellor also guides them with problems that require expert external support i.e. external counselling services available and the cost to be incurred, support with grievances and appeals</p> <p><i>Mentoring</i></p> <p>Teachers also offer additional support to students as required.</p>
Procedure	<p><i>Orientation</i></p> <p>New students are welcomed and introduced to support staff</p> <p>The Student Contact Details form and College Rules agreement is explained, completed and signed</p> <p>Photos are taken so that student ID cards can be processed</p> <p>The Oxford Quick Placement Test is administered, tests are marked, class level determined and timetables are handed to the students.</p> <p>PowerPoint presentation with relevant information (i.e. studying at Pollard English and living in Australia) with content of Student Handbook explained as well as being shown the link to the Handbook on the website.</p> <p>Tour of school facilities and group photo.</p> <p><i>Welfare Counselling</i></p> <p>Student requires assistance and contacts the SSO</p> <p>SSO records request in writing</p>



	<p>SSO arranges appropriate assistance</p> <p>SSO contacts student and gives advice and continues with assistance where necessary</p> <p>SSO monitors the student</p> <p>SSO records response to request and outcome of the request</p> <p>All documents are filed in the student's file.</p> <p><i>Academic Mentoring</i></p> <p>Teacher consults with the student and determines the problem, a suitable intervention program to address the concern is developed.</p> <p>The program is approved by the DOS and implemented by the teacher.</p> <p>The teacher then monitors the student's progress, the academic progress is diarized.</p>
Reviewed	Annually
Version	0.1