



## **Student Services Provision**

Services Plan with details  
for Students at Melbourne and Sydney Campus

21<sup>st</sup> December 2017

Victorian Institute of Technology  
Australia

## Student Services Provisions

### Services Plan with details for Students at Melbourne and Sydney Campus

#### Introduction

VIT has made appropriate provisions to service enrolled students with range of Student Service Support. This document provides details on the following area of the student services provisions.

1. English language Support
2. Learning and Academic Skills Support
3. Library Services
4. Emergency and Security Information
5. Arrival Information
6. Career Services
7. Counselling and Other Services

#### 1. English Language Support

VIT's English Language Proficiency Strategy will assist all the students with agreed levels of English language proficiency, with focus on writing skills. To support English Language Proficiency strategy, VIT has made following plans.

##### **1.1 Language skill development support workshops**

- Every month on week two, Wednesday, two hours session (5.00pm to 7.00pm) will be conducted by designated English language teacher.
- The workshop will cover various skill enhancement topics on English such as;
  - Academic writing
  - Vocabulary range and Grammar improvements
  - Academic referencing
  - Writing Essay, Reports and making power point presentations
  - Accessing reliable resources and its interpretation
  - Understanding plagiarism and how to deal with it
  - Writing layout convention including guidelines for fonts, spacing, etc

- Understanding specific course related assessment tools such as how to make assignments, reports etc as required in assessment.
- Periodically assessing proficiency level of students against set minimum standard.

### **1.2 Language skill development consultation**

- Every fortnightly, Wednesday, one-hour session (5.00pm to 6.00pm) by appointment will be allocated with a designated English language teacher to provide one-to-one consultation to students who has specific language related issues.

### **1.3 The location of this services**

- Melbourne – Class Room 1, 10<sup>th</sup> floor of 123, Queen Street.
- Sydney – Room No 508, 333, Level 5, Kent street.

### **1.4 Process of Student Access**

- Student will be sent mass communication through emails.
- Academic staff will continuously communicate to student on the availability of this services time to time during their academic sessions.
- Details of this service will be places on various notice boards.
- Booking: Through VIT reception, students need to come to the reception to register their name for the workshop or to make an appointment.

## **2. Learning and Academic Skills Support**

To support learning and academic skill development, VIT will offer following support to students

### **2.1 Learning and Academic skill workshops**

- Every month on week four, Wednesday, two hours session (5.00pm to 7.00pm) will be conducted by designated academic staff.
- The workshop will cover various learning and academic skill enhancement topics such as;
  - Professional Communications
  - Critical Thinking
  - Presentation skills
  - Informational Literacy and numeracy
  - Digital Literacy
  - Web software tools and accessing LMS and other software.

- A yearly time table of this workshop will be published.

### **2.2 Learning and Academic skill development consultation**

- Every fortnightly, Wednesday, one-hour session (5.00pm to 6.00pm) will be allocated with a designated academic staff / lecturer to provide one-to-one consultation to students who has specific learning and academic skill related issues.

### **2.3 The location of this services**

- Melbourne – 10<sup>th</sup> floor of 123, Queen Street.
- Sydney – 333, Level 5, Kent street

Options	Location	Mentor	Room No:
One to one session  Require booking appointment with the mentor. Please send email to your Mentor	Melbourne	Name: Chanaka S Rupasinghe  chanakas.rupasinghe@vit.edu.au	107, 10 <sup>th</sup> floor of 123, Queen Street
	Sydney	Name: Dinesh Shetty  Email: dinesh.shetty@vit.edu.au	515, 333, Kent street, Sydney

### **2.4 Process of Student Access**

- Student will be sent mass communication through emails.
- Academic staff will communicate to student on the availability of this services time to time during their academic sessions.
- Details of this services will be places on various notice boards.

## 3. Library Services

Library and Student learning resources services is available to students at both the campus. VIT will facilitate students on how this service can be availed.

### 3.1 Library Services

- VIT operates two libraries at Melbourne campus and Sydney campus. Room number 6 at 123, Level 14, Queen Street, Melbourne and Room no 505, at 333, Level 5, Kent street, Sydney has been allocated to Library.
- Both libraries are managed by staff who are qualified Librarians.
- Librarians conduct Literacy Information Sessions as required, including referencing and past exam papers.

### 3.2 Hours of operation –

- Monday to Friday - 9:00AM to 5:30PM
- Saturday - 9:00 AM to 2:00PM

### 3.3 Physical Spaces

- Desk space for up to 32 students in each campus.

### 3.4 Physical Resources

- Library provides a free Wi-Fi
- Printing, Scanning and photocopying support

## 4. Emergency and Security Information

### 4.1 Emergency Procedures

Both the campus has well documented emergency procedures. The details are as follows.

- a. Check for any threatening situation and remove or control it (if it is safe to do so)
- b. Remain with the casualty and provide appropriate support
- c. Direct someone to call the first aid officer
- d. Call 000 if ambulance assistance is required
- e. Designate someone to meet the ambulance and direct it to the location of the casualty
- f. Call the first aid officers and security

### 4.2 Security Alarm

- a. 123 Queen street and 118 Queen street, VIC (Woop- woop)
- b. 333 Kent Street, NSW 2000 (Woop – Woop)

### 4.3 Evacuation process

- If in the event of an emergency it becomes necessary to evacuate personnel from the building, procedures should be as such
  - a. Floor wardens will direct the students to the designated assembly areas
  - b. Assembly areas for different buildings are
    - 123 Queen St- Corner Little Collins St and Bank Place
    - 118 Queen St,- Corner of Queen St and Bourke St
    - 333 Kent Sydney – Corner of Erskine Street and Sussex Street

	Melbourne	Sydney
<b>After-hours access</b>	A. Students can have afterhours access (until 9:00pm) to computer labs on level 10, 123 Queen street, VIC 3000. The entry is via Little Collin street. B. Weekend: Saturday (9am-2pm) C. Student must call after hour staff member Dinesh Shetty up to 9:00pm Monday to Saturday (Mobile Mo: 0408 306 795)	A. Students can have afterhours access (until 9:00pm) to computer labs of the building at 333, Level 5, Kent Street facility upon request. B. Weekend: Saturday (9am-2pm) C. Student must call after hour staff member Dinesh Shetty up to 9:00pm Monday to Saturday (Mobile Mo: 0402185804)
<b>If the students feel unsafe</b>	Contact building security – 0408 306 795	Contact building security – 0412888614
<b>First Aid</b>	The first aid officer’s contact details Name: Damien Donehue or Richard O’Connor Ph: 96707848 and 0449800676	The first aid officer’s contact details Name: Surender R Etikala Ph: 0450057710

## 5. Arrival Information

Both the campuses provide support to students on their first arrival to Australia. Under this service, VIT will provide the following.

- If student is relocating to Melbourne & Sydney to study they can register for Arrival Reception Service. This service will arrange for someone to meet them at the airport and take them to their accommodation when they arrive.
- A student need to book this service during the application process.
- This will be chargeable services.
- Student will be provided with all other information on using public transport and their specific information will be shared in the orientation guideline.

## 6. Career Services

Both the campus will provide career service to students with a broad range of resources and services to help student become a job ready graduate.

### 6.1 Career Services

Under this service, VIT student service officer will provide the following.

- Students will be guided for career resources, available workshops, events to learn more about career developments.
- VIT will connect them with employers and organisations for supporting students for job search.
- Understanding and support will be provided on how to make resume, how to search job, how to prepare for interview and discussions, etiquettes and decorum for interview and requires competencies for employability skills, etc.  
(Note - This will also be done as a part of English Language support and Learning and Academic Skills support)
- Under this service, students will also be provided details on broad range of volunteer work opportunities in community.
- Information will be provided for opportunity on how to build professional network and stay connected.

### 6.2 The location of this services

- Services to be booked at reception / student Services.
- Melbourne – Meeting Room 3, 14<sup>th</sup> floor of 123, Queen Street.
- Sydney – Consultation Room, 514, 333, Level 5, Kent street.

### 6.3 Process of Student Access

- Student service Support Staff will communicate to student on the availability of this services time to time.
- Details of this services will be places on various notice boards.

## 7. Counselling and other Services

The Counselling Service at VIT will be offered to help address any academic and personal issues that the student will be confronted with. Usually, this will be a professional and confidential service which will be made available to all students without charge for consultation. For this service, VIT engages professional counsellors.

For specific counselling need of the student, both the campus will provide support to students as follows.

### 7.1 Counselling services

- Provide solutions to a wide range of personal, psychological and study-related difficulties.
- A student can talk to a counsellor about anything that is causing them to feel worried or distressed.
- The issues such as;
  - balancing study, life and work;
  - time management;
  - cultural adjustment and living away from home,
  - anxiety and depression;
  - difficulty studying, worrying about achievement, doing presentations and exams, and
  - problems in relationships with family, friends and partners

### 7.2 The location of this services

- Services to be booked at reception / student Services.
- Melbourne – Meeting Room 3, 14<sup>th</sup> floor of 123, Queen Street.
- Sydney – Consultation Room, 333, Kent street

	Melbourne	Sydney
<b>Counseling service</b>	Contact person: Heather. Bunting Email: Heather.Bunting@vit.edu.au  Student can send Email to the counselor to book appointment	Contact person: Nazifa Ansari E-mail: nazifa.ansari@vit.edu.au  Student can send Email to the counselor to book appointment



	The counselor would Book the meeting room from VIT reception	The counselor would Book the Consultation room from VIT reception
<b>IT Support</b>	Contact student services (reception) for IT support Email: <a href="mailto:it-support@vit.edu.au">it-support@vit.edu.au</a> Ph No: 03 96707848	Contact student services (reception) for IT support, Room 501 Email: it-support@vit.edu.au No: 0402185804
<b>Meeting rooms</b>	The learning room can be used as student meeting room if required. However, it needs to be booked through VIT student service desk. Room no: Meeting Room 2, Level 14, 123 Queen Street, VIC 3000	The learning room can be used as student meeting room if required. However, it needs to be booked through VIT student service desk. Reception Room no: 517, 333, Level5, Kent street, Sydney

### 7.3 Process of Student Access

- Student Service Support Staff will communicate to student on the availability of this services time to time.
- Details of this services will be places on various notice boards.

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