



## **Student Services Provision**

Services Plan with details for Students at  
Melbourne and Sydney Campuses

21<sup>st</sup> September 2018

Victorian Institute of Technology  
Australia

# Student Services Provisions

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

### Introduction

VIT has made appropriate provisions to service enrolled students with a 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 provides the following:

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

- Every week on Wednesday, two hours session (2.00pm to 4.00pm) will be conducted by a designated English language teacher.
- The workshop will cover various skill enhancement topics on English such as;
  - Vocabulary range and Grammar improvements
  - Academic referencing
  - Writing Essays, Reports and making PowerPoint presentations
  - Accessing reliable resources and its interpretation
  - 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.

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

- Fortnightly on Wednesday, one-hour session (4.00pm to 5.00pm) by appointment will be allocated with a designated English language teacher to provide one-to-one consultation to students who have specific language related issues.

### **1.3 The location of this service**

- Melbourne – Class room, 8<sup>th</sup> floor of 235 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 students on the availability of this service from 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 offers the following support services to students-

### **2.1 Learning advisors**

- One-to-one consultation for students who have specific learning and academic skill related issues
  - **Hospitality students**
    - Wednesday – Friday 9.00am to 5.30 pm Level 10, 123 Queen Street
  - **Diploma IT Networking students**
    - Monday – Friday 9.00am to 5.30 pm Level 10, 123 Queen Street

### **2.2 Learning and Academic skill workshops**

- Every month on week four Thursday, a 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.

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

- Fortnightly on Thursday, 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.

### **2.4 The location of these services**

- Melbourne – 10<sup>th</sup> and 14<sup>th</sup> floor of 123 Queen Street.
- Sydney – Level 5, 333 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	Meeting room 14 <sup>th</sup> floor of 123, Queen Street
	Sydney	Name: Dinesh Shetty  Email: dinesh.shetty@vit.edu.au	Room 515, 333 Kent Street

### **2.5 Process of Student Access**

- Student will be sent mass communication through emails.
- Academic staff will communicate to student on the availability of this services from 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 libraries at each Melbourne campus and at the Sydney campus.
  - Melbourne - Room 6, Level 14 at 123 Queen Street and Room 6.1 at 235 Queen Street
  - Sydney - Room no 505, at 333 Kent Street has been allocated as the Library.
- All libraries are managed by staff who are qualified Librarians.
- Library has print and electronic resources for student's reference
- Librarians conduct Literacy Information Sessions as required, including referencing.

#### **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 service
- Printing, Scanning and photocopying support

## 4. Emergency and Security Information

### 4.1 Emergency Procedures

All campuses have well documented emergency procedures. The details are as follows

### 4.2 First Aid incident

- 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

### 4.3 Security Alarm

- a. 123, 235 and 118 Queen Street, Melbourne VIC (Woop- woop)
- b. 333 Kent Street, NSW (Woop – Woop)

### 4.4 Evacuation process

- If in the event of an emergency it becomes necessary to evacuate personnel from the building:
  - 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 Street and Bank Place
    - 118 Queen St - Corner of Queen Street and Bourke Street
    - 235 Queen St – Corner of Barry Lane and Little Bourke Street
    - 333 Kent Sydney – Corner of Erskine Street and Sussex Street

	Melbourne	Sydney
<b>After-hours access</b>	<p>A. Students can have after-hours access (until 9:00pm) to computer labs on level 6 and 9, 235 Queen Street, VIC 3000.</p> <p>B. Weekend: Saturday (9am-4pm)</p> <p>C. Student must call after hours staff member Marko Savic up to 9:00pm Monday to Saturday (Mobile No: 0410462202 )</p>	<p>A. Students can have afterhours access (until 9:00pm) to computer labs of the building at 333, Level 5, Kent Street facility upon request.</p> <p>B. Weekend: Saturday (9am-2pm)</p> <p>C. Student must call after hour staff member Dinesh Shetty up to 9:00pm Monday to Saturday (Mobile No: 0402185804)</p>

<b>If the students feel unsafe</b>	Contact Marko Savic – 0410462202	Contact building security – 0412888614
<b>First Aid</b>	The first aid officer’s contact details Name: Alex Oomen Ph: 1300 17 17 55	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 needs 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

VIT Melbourne and Sydney campuses provide career support services to help students become job ready graduates.

### 6.1 Career Services

Under these services, VIT provides the following:

- Students can access guidance, resources, workshops and events on career development options.
- VIT can connect them with employers and organisations to support students in their job search.
- Coaching and templates will be available on topics including:
  - Building a professional network
  - Producing a resume and cover letter
  - Job searching
  - Interview preparation and questioning
  - Business etiquette / workplace expectations
  - Required competencies for employable skills

(Note - This will also be done as a part of English Language support and Learning and Academic Skills support)

- Under this service, students can be provided with details on volunteer work opportunities in community.

### **6.2 The location of these services**

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

### **6.3 Process of Student Access**

- Student services staff will communicate on the availability of these services as applicable.
- Details of these services will be placed 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 needs of the student, VIT 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 these services

- Services can be booked at Reception / Student Services or directly with the counsellor.
- 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 should send email to the counselor to book appointment	Contact person: Nazifa Ansari E-mail: nazifa.ansari@vit.edu.au  Student should 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: 1300 17 17 55	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 from time to time.
- Details of these services will be placed on various notice boards.