

Student Support Services

An initial interview is conducted with all prospective students by New Era Institute representative/Agent during the enrolment process. The information from the interview and the completed enrolment form assist New Era Institute to determine if:

- The student's language, literacy and numeracy skill levels are adequate to meet the requirements of the course;
- The student has any need for individual support services or consideration of reasonable adjustment at the point of enrolment to allow courses to be suitably adjusted.
- In the interview, other questions related to educational needs, dietary, physical needs such as a disability, medical needs, language needs are asked to cater for the individual needs of the student.
- Student Services particularly the Student Support Officer (welfare) will manage the individual needs of the student.
- External support services are available to the Student Support Officer, Welfare to support students who have needs best served by the experts e.g. legal services, medical services.

If support services are identified, the following is a guide to support that can be provided:

Individual need	Support Service
For International Students	<p>Close student liaison is to be maintained by the student support Officer who will act as a central point of contact. The student support Officer will provide advise and assist students with:</p> <p>Transition to life and study in a new environment;</p> <p>Free Legal services</p> <p>International students in NSW can get advice about housing problems, fines, debts, car accidents, employment, discrimination, family law, domestic violence, and complaints about colleges or universities at Redfern Legal Centre. The student can also be advised on how these problems affect student visas.</p> <p>Redfern Legal Centre is found at</p> <p>www.rlc.org.au/our-services/international-students</p>

Individual need	Support Service
	<p>This service can also be accessed via the following phone number: 02 9698 7645. Advice is by appointment on a Wednesday evening, either in person, by phone or using video-link up.</p> <p>Using a free telephone interpreter, call the Translating and Interpreting Service on 131 450.</p> <p>Emergency and health services</p> <p>A list of public hospitals can be found at www.healthengine.com.au/find/Public-Hospital/Sydney/</p> <p>Students can go directly to a hospital if the situation is urgent. However, there may be long waiting periods. The following link will guide you on the waiting period in the hospitals: http://www.emergencywait.health.nsw.gov.au/hospitals/rtd/details.asp</p> <p>It is compulsory for all students to take out an overseas healthcare insurance (OSHC). Overseas students undertaking formal studies in Australia and their dependents MUST hold OSHC. The Department of Immigration and Border Protection requires overseas students to maintain OSHC for the duration of time they are in Australia. https://www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students</p> <p>NSW Health contact numbers</p> <ul style="list-style-type: none"> • Alcohol and Drug Information Service Sydney 02 9361 8000 or 1800 422 599. • Mental health 24-hour contacts • NSW Poisons Information Centre 131 126. • Public Health Units <p>Other useful numbers</p> <ul style="list-style-type: none"> • DoCS Helpline - 132 111 • Domestic Violence and Sexual Assault Helpline - 1800 200 526 • healthdirect Australia - 1800 022 222 • Kids Helpline - 1800 55 1800 • Lifeline - 131 114 • NSW Rape Crisis Centre - 02 9819 7357 or 24/7 Counselling 1800 424 017 • Surgery Access Line - 1800 053 456 • Victims Support Line - 1800 633 063 • Youthline - 02 9633 3666 <p>Student may be referred to:</p>

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	<p>Lifeline</p> <p>13 11 14</p> <p>https://www.lifeline.org.au/</p> <p>They have Free Translating and Interpreting Service (TIS)</p> <p>Beyond Blue</p> <p>1300 22 4636</p> <p>https://www.beyondblue.org.au/</p> <p>They have a language service for multicultural people.</p> <p>https://www.beyondblue.org.au/who-does-it-affect/multicultural-people</p> <p>Salvation Army Family Welfare Centres</p> <p>13 72 58</p> <p>http://salvos.org.au/about-us/our-story/our-australian-work/</p> <p>CatholicCare, Family Support Service</p> <p>(02) 9307 8100</p> <p>http://www.catholiccare.org/families</p> <p>They have a multicultural service for non - English speakers.</p> <p>http://www.catholiccare.org/community/multicultural-services</p> <p>A list of government websites providing information for overseas students in Australia can be found at:</p> <p>www.australia.gov.au/information-and-services/education-and-training/international-students</p> <p>On Campus:</p> <p>Computer Labs</p> <p>There is a high speed computer lab for training purposes as well as after class work for the students. The computers are available for student</p>

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	<p>assessment purposes and connected to printers and are equipped with the latest software for training and assessment.</p> <p>Student Learning Support Services</p> <p>New Era Institute Students are offered Learning Support sessions. Appointments can be arranged as individuals and small groups with the Student Support Service.</p> <p>More information on Student Learning Support Services can be found on the New Era Institute website www.newerainstitute.edu.au under the Student Services.</p> <p>Printing and Photocopying Facilities</p> <p>All students have access to printing and photocopying facilities for course related materials and assessments. These facilities are available on a user pays basis. Students can contact Student Services through the reception for further information.</p> <p>Wireless Campus</p> <p>Classrooms and open study areas provide wireless connections to all students and we strongly recommend each student to acquire a device of their own, to increase their study effectiveness.</p> <p>Classrooms</p> <p>Classrooms are fully equipped with whiteboards, data projectors, and Wireless Internet connections. All classrooms are well furnished with study tables and chairs.</p> <p>Simulated work spaces</p> <p>Early Childhood students have simulated work placement in their classrooms.</p> <p>Leadership and Management students will use the engagement area for variety of work place simulations such as team meetings, computing scenarios and document management.</p>



Financial difficulties that prevent the full payment of tuition fees in advance.	A payment plan is available according to individual need when requested by writing to Student Services.
Language, literacy and numeracy skill levels	If a student's language, literacy and numeracy skills are not at the required level the student will be referred to an ELICOS college to achieve the required standard before being enrolled in New Era Institute's programs.
Students with a disability or medical condition	Reasonable adjustments to assessments will be provided to persons with disabilities according to their individual needs so as to assist the student achieve their study goals. Students needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.