



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Purpose

This policy and procedure describes the commitment of ACE to provide students with access to student support services to ensure their mental and physical well-being, and to enable them to achieve expected learning outcomes.

This policy and procedure is designed to ensure ACE complies with the 2021 Standard Skills First Contract - Skills First Program, Skills Quality Charter, 2021 Guidelines about Apprenticeship / Traineeship Training Delivery - Skills First Program; National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“Supporting and informing learners” - Clauses 1.7 - Standards for Registered Training Organisations (RTOs) 2015

“The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about support which helps them to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.” - Standard 6 - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (International students only)

This policy is to be read in conjunction with the following policies and procedures:

- Access and Equity Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Code of Conduct Policy and Procedure
- Plagiarism and Cheating Policy and Procedure
- Deferring, Suspending or Cancelling a Student’s Enrolment (International students)
- Monitoring Course Progress and Attendance Policy and Procedures (International students)
- Monitoring Course Progress Policy and Procedures (Domestic students)
- Critical Incident Policy and Procedure

Scope

This policy and procedure applies to all students (International and Domestic) enrolled in ACE and relevant staff involved in providing student support services.

Definitions

Academic Counselling	Study skills, time management and other information relevant to enhancing academic performance for enrolled students.
Course Advice	Provision of advice by ACE staff to students on how to make an appropriate program and/or career choice.
Currently Enrolled Student	A person, who has been admitted to an accredited program of study, has not completed that program and has registered into classes, which occur in the current term.
Personal Counselling	Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.
Program Information	This includes details of programs, student services and educational services.
VET	Vocational Education and Training

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 1 of 9



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Policy

1.0 General

- 1.1 ACE shall determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses. Educational and support services may include but are not limited to:
- pre-enrolment materials
 - study support and study skills programs
 - language, literacy and numeracy (LLN) programs or referrals to these programs
 - equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
 - learning resource centres
 - mediation services or referrals to these services
 - flexible scheduling and delivery of training and assessment
 - counselling services or referrals to these services
 - information and communications technology (ICT) support
 - learning materials in alternative formats, for example, in large print
 - learning and assessment programs contextualised to the workplace
 - any other services that ACE considers necessary to support learners to achieve competency.
- 1.2 ACE shall give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia.
- 1.3 ACE shall develop strategies to make educational support available where gaps are identified.
- 1.4 ACE shall offer reasonable support to students, irrespective of their place or mode of study, at no additional cost to the student.
- 1.5 If this support attracts an additional cost to the student, ACE shall make this clear in the pre-enrolment information. Otherwise, students shall have access to education support services at no additional cost.
- 1.6 If there are limitations to the support ACE is able to provide, ACE shall clearly state these limitations in information provided to potential students before they enrol or commence the course (whichever is earliest).
- 1.7 ACE has a critical incident management policy and ensure there are sufficient staff, in addition to academic staff, to support and advise students who request assistance.
- 1.8 ACE shall make referrals for the students on matters that require further follow up with relevant professionals external to ACE. Any such referrals made by ACE shall be at no cost to the student, but fees and charges may apply where an external service is used. This shall be clarified with the student prior to making a referral.

2.0 Student Orientation Program

- 2.1 ACE shall conduct a thorough and appropriate Student Orientation Program to all enrolled students, bearing in mind the difference in cultural backgrounds and different levels of language of the students. Cultural sensitivities shall be considered to prevent offence to the students, their families or any of their representatives.
- 2.2 ACE shall remain conscious of the student's privacy and confidentiality in accordance with the Privacy Act.

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 2 of 9



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

- 2.3 Through the Orientation Program, ACE shall provide the students with, but not limited to, the following information:
- a. About living and studying in Australia
 - b. About ACE and its campus facilities, resources, fire exits and toilets, evacuation plan, general safety and security guidelines
 - c. Transportation options for travelling to and from the campus, work-based training location (if applicable) and Head Office
 - d. Information on Beyond Blue Support Service
 - e. Student Rights and Obligations / Student Code of Conduct
 - f. ACE's rights and obligation
 - g. Program information
 - h. Academic requirements of the enrolled course(s) such as attendance, absence notification requirements, course progress, mode of delivery, assessment methods, and delivery location.
 - i. English language and study assistance programs
 - j. Assessments and reassessments
 - k. Learning resources and timetables
 - l. AQF Qualifications, testamurs, Statement of Attainment
 - m. Student Support Services available
 - n. Unique Student Identifier (USI)
 - o. Overseas Student Health cover (OSHC) – International students only
 - p. Any relevant legal services
 - q. Key staff contact details and emergency contacts (how they are accessible to students)
 - r. Special Needs and Reasonable Adjustments to support learning and/or physical disabilities
 - s. Information on student visa conditions relating to course progress and attendance and other mandatory student visa conditions (e.g. student work rights) - International students only
 - t. Relevant Policies and Procedures (e.g. Complaints and Appeals)

3.0 Student Support Personnel

- 3.1 ACE shall ensure that its staff members who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations. Up-to-date information shall be obtained by the staff through:
- 3.1.1 Staff induction
 - 3.1.2 Staff meetings and internal staff communications (written or e-mail)
 - 3.1.3 Online tutorial program from ISANA International Education Association
<http://www.isana.org.au/national-code-tutorial/> - related to International students only
- 3.2 While all staff employed by ACE are responsible in providing educational support to students, ACE shall nominate a 'Student Support Officer' who shall be available to all students within normal business hours (9:00am to 5:00pm, Monday to Friday) on an appointment basis. The students shall be advised that the Head Office is open on Saturdays, and so they can seek educational support from the available staff if needed.
- 3.3 Other than face-to-face appointment, the students can also reach the Student Support Officer via email or by phone.

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 3 of 9



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

3.4 The assigned Student Support Officers of ACE are:

Name: Bernadette Ghattas Position: Student Support Officer Professional Background: Psychology Ph: 03 9380 1414 Email: Bernadette@ace.vic.edu.au	Name: Barbara Mattar Position: Student Support Officer Professional Background: Secondary Teacher / Academic Ph: 03 9380 1414 Email: Barbara@ace.vic.edu.au
--	---

3.5 In cases of emergency (non-life threatening), the person to be contacted is the CEO, Garry Ghattas on 0405-546-581 (available 24 hours / 7 days per week).

4.0 Student Support Services

4.1 Learning Support

4.1.1 ACE shall address reasonable Learning Support needs of students associated with:

- a. English language
- b. Literacy and Numeracy
- c. Study techniques
- d. Time management
- e. Organisational skills
- f. Working with others
- g. I.T.
- h. The requirements of the course

4.1.2 To address the student's learning support needs, ACE shall provide support in:

- a. Understanding course content
- b. Assignment writing
- c. Preparing for tests
- d. Computer assistance
- e. Note taking skills
- f. Reading, writing and listening skills
- g. Oral presentations
- h. Literacy and numeracy assistance

4.2 Course Progress / Attendance Support

4.2.1 ACE shall give welfare related support services or advice to students to assist with issues that may arise during their course of study, including issues with meeting course attendance requirements and difficulties in maintaining satisfactory course progress.

4.2.2 ACE shall monitor and keep the students informed of their course progress and attendance under its Monitoring Course Progress and Attendance Policy and Procedures.

4.2.3 ACE shall activate intervention strategies when a student is identified as being at risk of not meeting course requirements. ACE shall give the student access to the relevant educational support services according to the intervention strategies formulated.

4.3 Personal / Social Welfare

4.3.1 ACE shall address a student's personal or social welfare related issues as much as practicable.

4.3.2 Where ACE establishes that further support is needed from relevant professionals or organisations external to ACE, ACE shall organise a referral to an appropriate support service.

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 4 of 9



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

4.4 Accommodation

- 4.4.1 While ACE does not offer accommodation services or take any responsibility for accommodation arrangements, ACE shall refer students to appropriate accommodation services and discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia. – International students

4.5 Medical Issues Support

- 4.5.1 ACE shall maintain an up-to-date list of medical professionals within access from ACE location. Students with medical concerns shall inform the Student Support Officer, who will assist them in finding an appropriate medical professional.

4.6 Legal Services

- 4.6.1 ACE shall provide some guidance in a limited range of situations. Where the Student Support Officer establishes that it is appropriate for a student to gain professional legal advice, the student will be referred to an appropriate legal professional. A range of situation where a student may need legal help may include, but not limited to, the following:
- Visa matters – International students
 - Accommodation crisis (issues with the landlord, etc)
 - Trouble with the law (e.g. shop-lifting, underage drinking etc.)
 - Fines

4.7 Critical Incidents

- 4.7.1 ACE has a documented Critical Incident Policy and Procedures that covers:
- action to be taken in the event of a critical incident
 - required follow-up to the incident
 - recording of the incident and the action taken
- 4.7.2 Critical incidents include, but are not limited to:
- Missing students
 - Severe verbal or psychological aggression
 - Death, serious injury or any threat of these
 - Natural disaster; and
 - Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse
 - Non-life threatening events

4.8 Complaints and Appeals process

- 4.8.1 ACE shall provide students with access to a fair and equitable Complaints and Appeals process duly covered by its Complaints and Appeals Policy and Procedure.
- 4.8.2 Any areas for improvement to the process, which may become apparent while handling a complaint, shall be taken into consideration and acted upon accordingly.

5.0 External Student Support Services Referral List

- 5.1 While all students will have free and unlimited access to ACE's Student Support Services, it is acknowledged that in some instances, the support required by the student is beyond the capability of ACE's Student Support Services and more specialized external services are required. In such instances, ACE shall provide a list / link of external sources of support.
- 5.2 All preferred / suitable external links shall be listed on the Student Support Services Referral List, which is maintained by the SSO. Referral to the external services shall be free of cost to the student.

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 5 of 9



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

However, students shall be advised, prior to engaging external support services, that the use of the external services may attract costs on them.

5.3 Student Support Services Referral List:

Problem	Website	Phone no.
Emergency services (police, fire, ambulance)	www.emergency.vic.gov.au/respond/ www.info.australia.gov.au/information-and-	000
Alcoholics Anonymous	www.aa.org.au	1300 222 222
Anxiety	www.beyondblue.org.au/the-facts/anxiety/types-of-anxiety	1300 224 636
Accommodation	www.gumtree.com.au www.domain.com.au www.realestate.com.au www.hostelworld.com www.reiv.com.au	
Asthma	www.asthma.org.au	1800 278 462
Abortion & Grief Counselling	www.abortiongrief.asn.au	1300 363 550
Consumer credit and debt	www.moneysmart.gov.au/student-life-and-money/credit-and-debt	1800 555 660
Consular Services	www.smartraveller.gov.au	1300 555 135
Australian Search and Rescue	www.amsa.gov.au/safety-navigation/search-and-rescue/search-and-rescue-arrangements-australia	1800 627 484
Crime stoppers (report crime anonymously)	www.crimestoppers.com.au/	1800 333 000
Crisis counselling	www.lifeline.org.au	13 11 14
Depression (National Initiative)	www.beyondblue.org.au	1300 224 636
Department of Health and Human Services (Melbourne CBD Office)	www.dhhs.vic.gov.au/contact-us	1800 675 398
Department of Home affairs	www.homeaffairs.gov.au	131 881
Disabilities (National Disability services)	www.nds.org.au	1800 800 110
Domestic Violence	www.whiteribbon.org.au/Find-Help/Help-Lines	1800 737 732 1800 RESPECT
Domestic Violence Resource Centre Victoria	www.dvrcv.org.au/	03 8346 5200
Drug addiction (Narcotics Anonymous Australia)	www.na.org.au/multi/contact-na/	1300 652 820
Drug addiction (Lifeline)	www.lifeline.org.au/get-help/information-and-support/substance-misuse-and-addiction/	13 11 14
Families & friends with mental illness	www.betterhealth.vic.gov.au/health/ConditionsAndTreatments/mental-illness-family-and-friends www.sane.org/	
Eating disorders	www.eatingdisorders.org.au/	1300 550 236

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 6 of 9



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Problem	Website	Phone no.
Eczema (Eczema Association Australasia)	www.eczema.org.au/	1300 300 182
Epilepsy (Epilepsy Action Australia)	www.epilepsy.org.au/	1300 374 537
Family planning Victoria	www.fpv.org.au/	03 9257 0100
Gambling Counselling	www.gamblinghelponline.org.au/services-in-your-state/victoria	1800 858 858
Gay & Lesbian counselling line	www.switchboard.org.au/ au.reachout.com/articles/lgbtqi-support-services	1800 729 367 1800 184 527
Grief support (Australian centre for grief and bereavement)	www.grief.org.au	1800 642 066
Hepatitis C (Hepatitis Australia)	www.hepatitisaustralia.com	1800 437 222
Homicide Victims' Support Group	www.vhvsq.websyte.com.au/	0459 430 946 or 0422 444 841
HIV/AIDS	www2.health.vic.gov.au/public-health/infectious-diseases/disease-information-advice/hiv-and-aids	1300 651 160
Lifeline	www.lifeline.org.au	13 11 14
Legal information and advice	www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/get-help-over-phone#:~:text=Get%20help%20over%20the%20phone%20by%20calling%20Legal%20Help%20on,who%20meet%20our%20priority%20guidelines.	1300 792 387
Mental health advice (Mental Health Victoria)	www.mhvic.org.au/getting-help	1800 595 212
Maternal and Child Health Line	www.rch.org.au/kidsinfo/fact_sheets/Maternal_and_Child_Health_Services/#:~:text=The%20Maternal%20and%20Child%20Health%20Line%20is%20a%2024%2Dhour,all%20families%20with%20young%20children.	13 22 29
Melbourne Water	www.melbournewater.com.au	131 722
Overseas Students Ombudsman	www.ombudsman.gov.au/How-we-can-help/overseas-students	1300 362 072
Poison Information Centre	www.austin.org.au/poisons/	131 126
Police (Local, Brunswick)	www.police.vic.gov.au/location?q=brunswick	03 8378 6000
Pregnancy counselling	www.pregnancycounselling.com.au/	1300 737 732
Psychology Melbourne	www.psychologymelbourne.com.au/	03 9629 1001
Rape Crisis Centre (Rape & Domestic Violence Services Australia)	www.rape-dvservices.org.au/	1800 424 017 1800 211 028



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Problem	Website	Phone no.
Relationship counselling	www.relationships.org.au/services/counselling	1300 364 277
Schizophrenia (SANE Australia)	www.sane.org/information-stories/facts-and-guides/schizophrenia	1800 187 263
Smoking - Quitline	www.quit.org.au/	13 78 48
Student organisation and Community Groups	headspace.org.au/young-people/list-of-australian-student-unions-and-associations/	03 9027 0100
	www.melbourne.vic.gov.au/community/strong-communities/Pages/strong-communities-organisations.aspx	03 9658 9658
Suicide Prevention	www.suicidepreventionaust.org/ www.lifeline.org.au/ www.beyondblue.org.au/the-facts/suicide-prevention	02 9262 1130 13 11 14 1300 224 636
Suicide Helpline (Victoria)	www.suicideline.org.au/	1300 651 251
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre	1800 056 449
Translating and Interpreting Service	www.tisnational.gov.au/	131 450
Melbourne Project 614 (Salvation Army)	www.salvationarmy.org.au/melbourne614/	03 9653 3299
	Emergency contact (24hrs)	1800 266 686
	Accommodation enquiries	1800 825 955
	Donation of goods to Salvos stores	137 258
<u>Victims of crime</u> Victorian Government support for victims	www.victimsofcrime.vic.gov.au/	1800 819 817
Victims of Crime Assistance Tribunal	www.vocat.vic.gov.au/	1800 882 752
Victims of Crime Assistance – Rigby & Bear	www.rigbybear.com.au/	0450 097 889
<u>Women’s refuge referral service</u> Safe Steps – Family Violence Response Centre	www.safesteps.org.au/	1800 015 188
Domestic Violence Resource Centre Victoria	www.dvrcv.org.au/womens-refuges	03 9928 9600
WIRE	www.wire.org.au/	1300 134 130



STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Procedures

1.0 Student Orientation

- 1.1 ACE will conduct a thorough and (age and culturally) appropriate compulsory Student Orientation Program to all currently enrolled students.
- 1.2 ACE will make the orientation program accessible to all students. This will be conducted on the day the course commences and will allow for late arrivals and students who begin at different entry points. If, for some valid reasons, a student cannot attend the orientation on a specified date, a new date will be set for that student to access orientation information from a designated ACE staff member within one month from the date of course commencement.
- 1.3 For domestic students the orientation will be conducted by the Trainer/Assessor at the employer workplace.
- 1.4 ACE will maintain an updated Student Orientation information in the Student Handbook, which the students can refer to at a later time.

2.0 Provision of Student Support Services

- 2.1 The student will contact the Student Support Officer by phone or e-mail if he or she intends to avail of any Student Support service.
- 2.2 If the student prefers a face-to-face discussion with the SSO, he/she will have to set an appointment with the SSO and come on the agreed schedule.
- 2.3 The SSO will accommodate the student in the designated conference/board room in every campus to discuss the student's support requirements and provide personal or academic counselling.
- 2.4 The student will have to provide his/her updated contact details so that the SSO can communicate with him/her throughout the provision of educational support.

3.0 Student Handbook

- 3.1 ACE will maintain an up-to-date copy of the Student Handbook in its website, which is accessible to the students.
- 3.2 Students are expected to have read the Student Handbook before raising an enquiry in relation to available Student Support Services.

Legislative Context

- Standards for RTOs 2015, Clause 1.7 - Supporting and informing learners
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6 – Student Support Services
- Skills Quality Charter
- 2021 Standard VET Funding Contract Skills First Program
- 2021 Guidelines about Apprenticeship / Traineeship Training Delivery - Skills First Program

Related Forms / Documentation

- Student Support Services Guide
- Student Handbook

Responsible Parties

The CEO, Compliance Manager, staff, third-party/contractors and students of ACE are responsible for the use and implementation of this policy.

Student Support Services Policy and Procedures	Version 6.0	Updated: April 2021
Authorised by CEO	CRICOS# 03219A	RTO# 22424
Australian Careers Education Pty Ltd		Page 9 of 9