

	<h2>STUDENT SUPPORT SERVICES POLICY AND PROCEDURE</h2>
Relevant Legislation	<ul style="list-style-type: none"> • The National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas students 2018, Standard 6 Student Support Services • Standards for Registered Training Organisations 2015 – Standard 5.2

Purpose

This policy/procedure supports ‘Standard 6 – Student Support Services’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’ which states, *“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”*

This policy ensures that all students are given support while studying with ACE. This support includes both academic support and personal support.

This policy is to be read in conjunction with:

- Access and Equity Policy and Procedure
- Critical Incident Policy and Procedure
- Monitoring Course Progression Policy and Procedure (International Students)

Scope

This policy / procedure applies to all international students of Australian Careers Education Pty Ltd (ACE).

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.

1. POLICY

1.1 ACE assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- a. student support services available to students in the transition to life and study in a new environment

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- b. legal services
 - c. emergency and health services
 - d. facilities and resources
 - e. complaints and appeals processes; and
 - f. any student visa condition relating to course progress and/or attendance as appropriate
- 1.2 ACE provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
 - 1.3 ACE provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If ACE refers the student to external support services, ACE must not charge for the referral. However, the student must be made aware that accessing services outside ACE, such as external support services, may incur costs on the student.
 - 1.4 ACE maintains a critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.
 - 1.5 ACE designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers have access to up-to-date details of the ACE's support services.
 - 1.6 ACE has sufficient student support personnel to meet the needs of the enrolled students.
 - 1.7 ACE ensures that its staff members who interact directly with students are aware of the ACE's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.
 - 1.8 ACE conducts a thorough and appropriate (age and culturally sensitive) compulsory Student Orientation Program to all enrolled students, in consideration of the following:
 - a. ACE remains conscious of the student's privacy and confidentiality in order to satisfy the Privacy Act.
 - b. Cultural sensitivities must be considered to prevent offence to the students, their families or any of their representatives, for example agents.

2. PROCEDURES

2.1 Orientation Program

This section of the policy is to be read in conjunction with the 'Orientation' section in the Formalisation of Enrolment and Written Agreement policy.

ACE conducts Student Orientation Program to all newly enrolled students. This is conducted on the first day of course commencement. 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.

- a) The orientation program is designed to provide them with, but not limited to, the following information:
 1. About ACE
 2. Client Feedback (what feedback is required, how they are obtained, by who and when they are obtained)
 3. Training products within its scope
 4. Academic requirements of the enrolled course(s) such as attendance, absence notification requirements, course progress, academic progress, mode of delivery, assessment methods, delivery location)

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5. Assessments and re-assessments
6. Student Support services available to assist student in their transition into life and study in Australia, such as:
7. Key staff contact details and emergency contacts (how they are accessible to students)
8. Training facilities and resources (delivery location, equipment, materials, etc. that are to be accessed by the learner to help him/her achieve a successful outcome of his course)
9. Learning resources and timetables
10. Special Needs and Reasonable Adjustments to support learning and/or physical disabilities
11. information on visa conditions relating to course progress
12. ACE's relevant policy and procedures including but not limited to:
 - Monitoring Course Progress policy
 - Critical Incident policy
 - Transfer between Providers policy
 - Deferring, Suspending and Cancelling course enrolments
 - Complaints and Appeals (and Intervention programs)
 - Deferring, Suspending or Cancelling Student's Enrolment
 - Refunds
 - Fees and Charges
 - Completion within expected duration
 - Course Credit / RPL
 - Complaints and Appeals
 - Access and Equity
13. Student visa conditions relating to attendance and course progress
14. Other mandatory student visa conditions (as attached)
15. Student's rights and obligations / Code of Conduct
16. ACE's rights and obligations
17. AQF Qualifications, testamurs, Statement of Attainment
18. Unique Student Identifier (USI)
19. Working under a student visa
20. Overseas Student Health cover (OSHC)
21. Money matters - Tax filing; Opening bank account
22. Legal services / emergency and health services / accommodation / transport information / social and support groups
23. All information contained in the Student Handbook (copy to be provided to them during the orientation program or to refer them to ACE's website).
24. Student's accessibility to the nominated/assigned Student Support Officers (names and contact numbers)
25. Brief information on the following government bodies that govern international students and referral to electronic copies/websites, such as:
 - ESOS Framework
 - The National Code 2018
 - Standards for Registered Training Organisations 2015
 - Tuition Protection Service
 - Department of Home affairs
 - The International students Ombudsman
 Additional information on:
 - Australian Tax Office
 - Fair Works Australia
26. Student's obligation to provide ACE with new contact numbers and address within 7 working days when the change occurs and to ensure their emergency contact information is current at all times during their enrolment.

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27. The orientation program will be accessible to all overseas students and allow for late arrivals and students who begin at different entry points. If students are unable to attend the orientation program, the Administration Officer will invite student/s to attend another orientation program on an agreed date, but within one month from the date of course commencement.
 28. The relevant information is presented orally at the orientation session, bearing in mind the difference cultural background and different levels of language of the students.
 29. ACE remains conscious of the student's privacy and confidentiality in order to satisfy the Privacy Act.
 30. Cultural sensitivities must be considered to prevent offence to the students, their families or any of their representatives.
- b) ACE's provides the students access to the above information by showing the student on the ACE website or in printed format (such as hard-copy Student Handbook and policies) and discussing the information to the students during the orientation program which is usually delivered orally to the students.
 - c) During the orientation program, students are given an Induction kit consisting of the following items:
 - o Student Handbook
 - o Course Timetable
 - o Student Support Services Guide
 - o Student Support Quick Reference Guide
 - d) Students are also provided their Student ID Card and provided a copy of their course timetable.
 - e) Students are provided an Agent Appraisal Form to provide information about the student's experience in dealing with the Agent.
 - f) If there are a considerable number of students who require specific facilities (eg. Access to a prayer room), ACE will consider allocating a space or inform students where the closest external facility is.

2.2 Nominated/assigned Student Support Officers

Whilst all staff employed by ACE are responsible in providing educational support to students, ACE shall nominate 'Student Support Service Officers' who shall be available to all students, on an appointment basis, during ACE's standard hours of business (9:00am to 5:00pm, Monday to Friday). Students are advised that Head Office is open on Saturdays also and students can seek educational support from the staff if required.

Students can access the Student Support Officers directly or via Student Administration and an appointment will be organised as soon as practical. Students may also approach student support officers via email or phone contact.

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).

The assigned Student Support Officers are:

Name: Bernadette Ghattas
 Position: Student Support Services Coordinator (secondary Compliance role)
 Professional Background: Psychology
 Ph: 03 9380 1414
 Email: Bernadette@ace.vic.edu.au

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

The role and responsibilities of 'Student Support Services Officers' are maintained by designated persons as listed in the Student Support Services Guide and Student Handbook.

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As part of their responsibility they are to ensure up-to-date information is available for the below listed services provided and the contacts listed are current. This information is given to students during their orientation program as outlined in this policy and as informed via informative posters displayed around the campuses.

ACE'S Student Support Officers, in collaboration with trainers and other staff (administration) will assist all students with study related issues. This may include study skills, time management, exam preparation, students with special needs, inspiration and stress management.

Students can access the Office Administrator directly or via nominated Student Support Officers and an appointment will be organised as soon as practical.

The Office Administrator is able to refer students on to external sources of support where they deem that they are not qualified or it is in the student's best interests to seek professional advice. All preferred/suitable external links will be listed on the Student Support Services Referral List, which is maintained by the Student Support Services Officers.

Where the Student Support Officer or Office Administrator feels further support should be gained, a referral to an appropriate external support service will be organised. Organising referrals to external support agencies will be done so at no cost to the student. However, the student will be informed of any costs associated with accessing the suggested services.

2.3 Student Support Services

- a. The following support services are to be available and accessible for all students studying with ACE. There is no cost to the student to access these services. ACE will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by ACE at no cost to the student but fees and charges may apply where the student uses an external service and prior to using such services outside of ACE, this should be clarified by the student
- b. Services are available to help students meet course requirements and maintain attendance. Examples of such services include: supervised study groups and tutorial support assistance.
- c. Students are to be made aware of their course progression and academic responsibilities. ACE's intervention strategy must be activated when the student is identified as being at risk of not meeting course requirements. Students who are identified as at risk may have access to the provider's support services in accordance with the provider's intervention strategy.

i) Attendance / Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

Students may access welfare related support services to assist with issues that may arise during their study, including (but not limited to) issues with meeting their course attendance requirements, difficulties in maintaining satisfactory course progress, LLN and accommodation issues. These services are suggested to the student at no additional cost to the student.

Academic support assistance, which may include, if required:

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- Understanding course content;
- Assignment writing;
- Preparing for tests;
- Computer assistance;
- Note taking skills;
- Reading, writing and listening skills; and
- Oral presentations;
- Literacy and numeracy assistance.

All students' progress is monitored and guidance and support is provided where non-satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at ACE at any time during ACE business hours. The Office Administrator will also be able to provide advice and guidance, or referral, where required.

ii) Personal / Social / Welfare issues

There are many issues that may affect a student's social or personal life. Students have access to the Student Support Services Officer during standard business hours to seek support regarding personal issues, accommodation, or family / friend issues, course progress and attendance requirements among others. Where the Office Administrator feels further support should be gained, a referral to an appropriate support service will be organised.

iii) Critical Incident

ACE has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

iv) Complaints and appeals processes

Students have access to Complaints and Appeals Policy. When ACE receives a complaint it is dealt with under the Complaints and Appeals Policy and Procedure. Any areas for improvement, which become apparent whilst handling a complaint, are raised with the relevant area and actioned accordingly.

v) Accommodation

While ACE does not offer accommodation services or take any responsibility for accommodation arrangements, ACE is able to refer students to appropriate accommodation services and are always available to 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.

vi) Medical Issues

Student Administration will always have an up to date list of medical professionals within access from ACE location and any student with medical concerns should inform the Office Administrator, who will assist them in finding an appropriate medical professional. A list of local medical services can be gained from the Office Administrator.

vii) Legal Services

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ACE is able to provide some guidance in a limited range of situations. Where the Office Administrator feels it appropriate for a student to gain professional legal advice they will refer the student on 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
- Accommodation crisis (issues with the landlord, etc)
- Trouble with the law (e.g. shop-lifting, underage drinking etc.)
- Fines

viii) Student Handbook & Student Support Services Guide

- a) An up-to-date copy of the Student Handbook and Student Support Services Guide is maintained in ACE’s website which is accessible to students.
- b) On receipt of enquiry from students, they will be directed to ACE’s website or a copy of the Student Information Handbook will be provided to them by post or email.
- c) ACE has a separate designated conference/board room in every campus and in head office to provide counselling and/or accommodate every student’s support requirements that may occur during study.
- d) At Victoria Street, there are 3 designated student support services rooms dedicated for the provision of student support services.

2.4 External Student Support Services Referral List

While all students will have free and unlimited access to student support services, it is acknowledged that in some instances, the support required by the student is beyond the capability of the SSSO and more specialized external services are required.

The SSSO is able to provide links to external sources of support where staff at ACE is not qualified, or it is in the student’s best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the SSSO. Referral to the external services is free of cost to the student. However, students will be advised, prior to engaging external support services, that the use of the external services may attract costs on them.

Problem	Website	Phone no.
Emergency		000
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Accommodation	http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au http://www.hostelworld.com http://www.reiv.com.au	
Asthma	www.asthmansw.org.au/	1800 645 130
Abortion & Grief Counselling		1300 363 550
Consumer credit and debt	www.cclcnsw.org.au	1800 808 488
Consular Services	http://dfat.gov.au	
Australian Search and Rescue		
Crime stoppers (report crime anonymously)		1800 333 000

Crisis counselling (Wesley Mission)	www.lifelinesydney.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Depression (National Initiative)	http://www.beyondblue.org.au	1300 22 4636
Department of Human Services (Melbourne CBD Office)		1300 650 172
Department of Home affairs	www.homeaffairs.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au	9856 7090
Family planning information	www.fpahealth.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvsq.org.au	1800774744
HIV/AIDS	www.sesiahs.health.nsw.gov.au	9332 9700
Lifeline	www.lifeline.org.au or www.crosscultural.net.au	9391 2244
Legal information and advice	www.lawaccess.nsw.gov.au	1300 888 529
Mental health advice	www.mentalhealth.asn.au	9816 5688
Maternal and Child Health Line		132229
Melbourne Water	www.melbournewater.com.au	131 722
Overseas Students Ombudsman	http://www.oso.gov.au/	1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
Poison Information Centre		131 126
Police (Local, Brunswick)		03 8378 6000
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Psychology Melbourne	http://www.psychologymelbourne.com.au/contact-us	9269 1001
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfnsw.org.au	9879 2600
Serious illness (sufferers &	www.can-survive.org	1300 364 673

families)		
Smoking - Quitline		13 18 48 /137848
Student organisation and Community Groups	http://www.studymelbourne.vic.gov.au	
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	http://www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

External Student Support Services

Although referral to external welfare services is of no cost to the student, the student will be reminded of their responsibility to fund such external counselling services, which has to be paid directly by the student to the external welfare service provider. The SSSO will assist the student in arranging appointments.

2.5 Student's up-to-date information

Students will be provided with the Change of Personal Details form, which is also available at the Reception. This will enable ACE contact the student, when required, in order to provide relevant support services.

2.6 Awareness of staff (who interact directly with international students) of ACE's obligations under the ESOS framework by:

- a. Provide staff induction to develop their knowledge of the following, but not limited to, regulations, policies and information which are available in ACE's public/shared drive.
 - i. ESOS Framework and The National Code 2018
 - ii. Standards for the Registered Training Organisation 2015
 - iii. ACE's policies and Procedures
 - iv. Staff Handbook
 - v. Pre-Enrolment Brochure (prior to enrolment)
 - vi. Student Handbook (after enrolment and while currently enrolled at ACE)
 - vii. Overseas Student Ombudsman
 - viii. Other relevant documentation
 - ix. Updated policies and procedures of ACE
- b. Inclusion of relevant and up-to-date information during staff meetings and sending out emails to staff from time to time.
- c. Requiring relevant staff to complete the National Code online tutorial program - ISANA (International Education Association) and complete the evaluation overall activity; once

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completed, a Certification of Completion will be issued to add to the staff's professional development portfolio.

The online tutorial can be accessed on the following:

<http://www.isana.org.au/mi-nc2007evaluation>
<http://www.isana.org.au/nc2007-tutorialhome>

A key focus of this tutorial is to:

1. Function as a staff training tool to enable staff to understand and engage with the National Code 2018.
2. Provide an opportunity for experienced practitioners to contribute advice and further insights into the industry.
3. Promote general and specific awareness of the revised content of the 2018 National Code across all sectors and experience levels.

2.7 Critical Incidents

ACE implements a Critical Incident Policy and Procedures that cover the following:

- a. action to be taken in the event of a critical incident
- b. required follow-up to the incident
- c. recording of the incident and the action taken
- d. Critical incidents includes but 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

3 Continuous Improvement

This policy and procedures will be reviewed by the following staff each year to improve the orientation package to ensure its accuracy and that it will meet the needs and expectation of overseas students.

- CEO
- Compliance Manager
- Student Support Service Officers

The next review date is scheduled on April 2019.

4. Primary Documents / Policies (Related to this Policy)

- Orientation Checklist
- Formalisation of Enrolment and written agreements Policy and Procedure

Secondary Documents (Impacted by this Policy)

- Student Handbook
- Student Engagement Prior to Enrolment Policy And Procedure
- Student Support Service Guide
- Critical Incident Policy And Procedure
- Student Induction Kit

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Attachment: Mandatory Student Visa Conditions

CONDITIONS THAT APPLY TO ALL STUDENT VISA HOLDERS

Condition number	Who this applies to	Description
8105	All students	<p>You cannot work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course). A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.</p> <p>You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider.</p> <p>You cannot start paid work until you have started your course in Australia.</p> <p>No work limits apply if you are studying a Masters by research or Doctorate course in Australia.</p>
8202	All students	<p>You must remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).</p> <p>Note: A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).</p> <p>You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa. See: Changing courses</p> <p>You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.</p>
8501	All students	<p>You must maintain adequate arrangements for health insurance during your stay in Australia.</p> <p>Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).</p>
8516	All students	<p>You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.</p>

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8517	All students	You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application.
8532	All students	<p>If you are younger than 18 years of age, you must have accommodation and support, and your general welfare must be maintained for the duration of your stay in Australia.</p> <p>To maintain your welfare, you must stay in Australia with:</p> <ul style="list-style-type: none"> • your parent or legal custodian or • a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or • have accommodation, support and general welfare arrangements in place that have been approved by your education provider. <p>You must not change your arrangements without the written approval of your education provider.</p> <p>If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements start.</p>
8533	All students	<p>You must tell your education provider:</p> <ul style="list-style-type: none"> • the address where you live in Australia within seven days of arriving in Australia • if you change the address where you live within seven days of the change • if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.
8535	DFAT/Defence sponsored students	<p>While you remain in Australia, you are not entitled to be granted a further substantive visa, other than:</p> <ul style="list-style-type: none"> • a protection visa • a Student visa (subclass 500) granted on the basis of support from the Commonwealth government or a foreign government. <p>Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.</p>

8203	All Iranian citizens studying higher education or postgraduate courses	You must not change your course of study, or your thesis or research topic, unless approval is given by the Department after it has obtained an assessment from the competent Australian authorities. If you are considering changing your thesis, major or research topic you must complete Form 1221 - Additional personal particulars information (PDF 290KB) and submit to Adelaide.student.centre@border.gov.au . Your subject line must be '8203/8204 assessment'.
8204	All Iranian citizens studying higher education or postgraduate courses	<p>We must grant approval for you to start or change a:</p> <ul style="list-style-type: none"> • graduate certificate • graduate diploma • master’s degree • doctorate • a bridging course that is a prerequisite to a course of study or research for a master degree or a doctorate. <p>You must not start or change course unless we have given approval and we have obtained an assessment from competent Australian authorities. If you are considering changing your course, you must complete Form 1221 - Additional personal particulars information (PDF 290KB) and submit to Adelaide.student.centre@border.gov.au. Your subject line must be 8203/8204 assessment.</p>