ANC Student Support Policy & Procedure

The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires ANC to demonstrate its compliance with the National Code 2007 at the point of CRICOS registration and throughout its CRICOS registration period.

As per the Standard 6 of the National Code 2007 ANC must support students to adjust to study and live in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

In order to comply with Standard 6 ANC must:
1. Assist student 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 student in the transition to life and study in a new environment;
   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

2. Provide the opportunity for students to participate in services or provide access to services designed to assist student in meeting course requirements and maintaining their attendance.

3. Provide 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 ANC refers a student to external support services, ANC must not charge for the referral.

4. Designate a member of staff or members of staff to be the official point of contact for students. The student contact officers or officers must have access to up-to-date details of ANC’s support services.

5. Have sufficient student support personnel to meet the needs of the students enrolled on campus at ANC.

6. Ensure that its staff members who interact directly with students are aware of ANC’S obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.
Procedure

1. All future students have access to ANC Pre-Departure guide from the ANC website (www.anc.vic.edu.au).
2. ANC holds an age and culturally appropriate Orientation Program prior to the commencement of each semester. A schedule for the orientation program and its content is available on the ANC website.
   2.1 Any student who can’t come to the ANC orientation as a result of visa delay or late enrolment is asked to meet the Campus Officer for an Orientation Session. During this session the student is also required to sign an orientation checklist to confirm that he/she has received all information and resources relevant to orientation including orientation pack and student handbook.
3. The ANC Campus Officer provides Information and assistance, as appropriate, to international students needing access to ANC services for academic and personal needs (including information on course progress and attendance requirements and accommodation issues).
4. ANC Staff will refer to the International Critical Incident Policy and Procedures in the event of a critical incident.
5. Student with concerns are advised to contact the ANC Campus Officer as the official point of contact for International students, who has access to up-to-date details if the Institute’s support services. The students can also contact Student Support Services officer if they have concerns.
6. In order to determine if the support staff personnel employed by ANC are sufficient to meet the needs of existing student base the CEO will do an annual review of staff and resources. In addition, the annual student survey will ask students to provide feedback on existing student support staff sufficiency and resources.
7. All Student Support Staff will undergo training sessions on ANC’s obligations under the ESOS Act and National Code. The training is also aimed at making such staff aware of the potential implications for students arising from the exercise of these obligations. ANC has a PowerPoint presentation prepared for this purpose. Also all such staff will be given a copy of the National Code and ESOS Act for further reference.