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1 POLICY

PURPOSE:

ANC is committed to providing continuous support to all its students so that they can adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. For this purpose, ANC determines the support needs of individual learners and provides 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.

This policy ensures that all students have access to support services for individual academic or non-academic issues during the entire period of enrolment at ANC.

REQUIREMENTS

Standard 6-Overseas student support services (ESOS National Code 2018)

- 6.1 *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:*
 - 6.1.1 *Support services available to assist overseas students to help them adjust to study and life in Australia*
 - 6.1.2 *English language and study assistance programs*
 - 6.1.3 *Any relevant legal services*
 - 6.1.4 *Emergency and health services*
 - 6.1.5 *The registered provider's facilities and resources*
 - 6.1.6 *Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)*
 - 6.1.7 *Requirements for course attendance and progress, as appropriate*

- 6.1.8 *The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia*
- 6.1.9 *Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.*
- 6.2 *The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.*
- 6.3 *The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.*
- 6.4 *The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.*
- 6.5 *The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.*
- 6.6 *The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.*
- 6.7 *The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.*
- 6.8 *The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.*
- 6.9 *The registered provider must:*
- 6.9.1 *Take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety*

6.9.2 *Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents*

6.9.3 *Provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.*

SCOPE:

This policy applies to:

- Students enrolled at **ANC**
- **ANC** Marketing, Admissions, Academic, Student Services and Academic and Administrative staff who deals with Students.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Enrolment Application form, Offer letter/ Student Agreement, Student Handbook, during the enrolment and orientation processes and also throughout the course.

2. PROCEDURES:

2.1 NOMINATED STUDENT SUPPORT OFFICERS

Whilst all staff employed at **ANC** has the shared responsibility of providing support to all students, **ANC** has nominated 'Student Support Officers' who are primarily the first point of contact. These offices are responsible for establishing the needs of students, arranging relevant services in order to assist with student issues and are available on campus at all times during **ANC**'s standard operation hours.

Students can contact the student support officers directly or via student administrations/ reception and an appointment will be organised as soon as practical.

Currently the role and responsibility of the ‘Student Support Officers’ are maintained by following:

STUDENT SUPPORT OFFICERS

• Student Support team	Tel: 03 9662 3300	Email: support@anc.vic.edu.au
• Student Support team	Tel: 03 9662 3300	Email: admin@anc.vic.edu.au
• Student Support team	Tel: 03 9662 3300	Email: accounts@anc.vic.edu.au
• Student Support team	Tel: 03 9662 3300	Email: info@anc.vic.edu.au
• Student Support team	Tel: 03 9662 3300	Email: admissions@anc.vic.edu.au
• Student Support team	Tel: 03 9662 3300	Email: enrol@anc.vic.edu.au

This information is also made available to students at the time of orientation.

2.2 STUDENT SUPPORT SERVICES

The following support services are available and accessible for all students studying at **ANC** for free at all times. When a student contacts any member of student support team, initial consultation is made to explore the issue. Then based on the nature of issue, student support team organise referral to relevant professional services.

Note: All referrals organised by **ANC** are at no cost to the student. However, student may be charged a service fee by the external service provider. This amount is payable by student directly to the service provider.

PRINCIPLES OF ACCESS AND EQUITY

ANC is committed to providing and promoting non-discriminatory, inclusive practices and processes to provide equal opportunities for all students to achieve their learning outcomes and strives to ensure that its decision-making processes reflect a commitment to access and equity and treats all students or prospective students fairly.

Access and Equity means ensuring that people with differing needs and abilities have the same **opportunities** to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

ANC uses the same recruitment and enrolment processes for all applicants and designed to be free from discrimination. Students who advise of their disability and/or learning difficulty after the enrolment will be issued a revised Offer of Enrolment and Enrolment Acceptance Agreement to accommodate any areas of reasonable adjustment that have been agreed to for the student.

If a Student with disability and/or learning difficulty cannot cope even after agreed reasonable adjustment, an alternative lower AQF level course will be offered. ANC training and assessment resources are designed to be flexible and to be able to make reasonable adjustments if required. ANC will ensure that language, literacy and numeracy requirements are consistent with the vocational level of the qualification being considered or offered.

ANC provides support services for students with a recognised disability and/or learning difficulty including:

- learning support;
- alternative assessment methods;
- extra time to complete a course or assessment;
- learning support for basic literacy or numeracy difficulties

People from all social and cultural backgrounds will be equally treated and due respect will be given to people from Culturally and Linguistically Diverse background, people with disability and mature age students.

The Campus Manager/Director of Studies is responsible for ensuring campus buildings, rooms, toilets and resources comply with relevant building code requirements including access for people with disabilities. All staff are required to assist anyone needing help to access training materials, files, equipment, or other items that may be inaccessible to students.

Individuals who consider they have been treated unfairly are encouraged to use ANC's Complaints and Appeals Policy and Procedure. ANC supports the rights of students with a disability to training and assessment and will protect them wherever possible from discrimination, harassment or victimisation on the basis of their disability.

REASONABLE ADJUSTMENT

Reasonable adjustment will be provided for student with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Students may negotiate to customise assessment tasks to meet their individual needs in relation to workplace setting, interests, learning style, literacy, disability or cultural background.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use

of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

A student seeking a reasonable adjustment in an assessment must discuss their requirements with the trainer/assessor prior to the start of the component of study or at the earliest possible time once the class has commenced. Students may be requested to provide documentation to support their request for reasonable adjustment.

If reasonable adjustment to an assessment task is made, a record of the reasonable adjustment will be documented and a copy kept in the student file. The original integrity of the assessment must be maintained.

ACADEMIC ISSUES

Where a student needs assistance with academic issues or where a student is identified to be at risk of not complete the course within the expected duration, student support officer will organise a meeting with the student in presence of PEO.

During this meeting an academic plan will be worked out to provide extra support to the student so that he/she can complete the course within the expected duration of the course.

If as a result of the meeting, there are any variations indicated in student enrolment or study load, appropriate notes will be recorded in student files and PRISMS will be updated if applicable.

All students regardless of their academic progress are able to gain advice and support at any time from the student support team in order to maintain satisfactory academic levels at all times

Online materials can be available in print for students who do not have internet access.

ANC does not deliver a course exclusively by online or distance learning to an international student.

ANC does not deliver more than one-third of the units (or equivalent) of a higher education or VET course by online or distance learning to an international student.

PERSONAL / SOCIAL ISSUES / COUNSELLING AND MENTAL HEALTH SUPPORT

There are many issues that may affect students' social or personal lives.

Students have access to the student Support officers through normal business hours to gain advice and guidance on personal issues, social, accommodation issues, or family / friend issues, counselling and mental health support. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised at no cost to the student.

Student counsellors	Location	Contact details
Student Welfare Officer	On-Campus	03 9662 3300

ACCOMMODATION

While **ANC** do not offer accommodation services or take any responsibility for accommodation arrangements, student support team is able to refer students to appropriate accommodation services and is 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.

Referral Services Available	Name & Location	Contact Phone
Hotel	Riverside Apartments, Holiday inn	9619 9199, 1800 899 960
Hostel	Melbourne Metro YHA	9329 8599
Real Estate (Rental)	Ray white, Jason, Barry plant	Check your local yellow pages

EMERGENCY AND HEALTH SERVICES

An up to date list of medical professionals is always available at the reception. Any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

LOCAL MEDICAL SERVICES ARE AS FOLLOWS:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	RMH City Campus Grattan Street Parkville 3050	Ph: +61 3 9342 7000 Fax: +61 3 9342 7802
	Epworth Freemasons Hospital 166 Clarendon Street East Melbourne VIC 3002	 03 -9483 3833
Doctor	CBD Medical Clinic Ground Floor 20 McKillop Street MELBOURNE	Telephone 9600 2929
	Barresi Ben Dr Level 4, 250 Collins St MELBOURNE	Telephone 9650 9372
Dentist	Dr. Greg J Barton	03-96545105
	Dr Madeline Sinclair	03-9650 7422
Optometrist	A.P. Optometrists	03- 9670 6955
	Yim Kwok Leung Optometrist	03- 9663 7708

The emergency phone number for an ambulance in Australia is ‘000’. (This number should only be dialled in an emergency when you require ambulance, police, or fire attendance.)

LEGAL SERVICES

ANC is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer finds it appropriate for students to gain professional legal advice, they will refer students to an **appropriate** legal professional.

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Victorian Legal Aid 350 Queen St. Melbourne 3000	92690234
	Springvale Legal Service	
Lawyer	Lewis Holdway 20 Queen St Melbourne 3000	96299629

EMPLOYMENT AWARDS AND AGREEMENTS

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students> [International students - Fact sheets - Fair Work Ombudsman](#)

Fair Work Infoline: 13 13 94

SOCIAL PROGRAMS

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with the **ANC** to mingle and socialise with other student from different cultural backgrounds and community. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

Students are welcome to forward any suggestions to **ANC**'s Student Support Team for future social program etc.

2.3 STUDENT ORIENTATION PROGRAM

All students are required to attend an orientation program at the beginning of their studies. This orientation program is managed by the Student Support Officers and includes following:

- A tour of the **ANC** identifying classrooms, student areas, student administration area, and any other relevant areas within the **ANC** such as toilets, fire exits, and restricted areas
- A presentation on services and facilities available.
- All students are given a copy of the 'Student Handbook'. This document includes information about but not limited to:
 - Student Handbook
 - Student support services available to **ANC** students
 - Transfer between providers
 - Monitor Course Progress
 - Monitoring Course Attendance
 - Facilities and resources at **ANC**
 - Australian Education System
 - Student visa conditions
 - Legal Services
 - Local Transport

- Shopping
- Banking
- Entertainment/Recreation
- Climate, Police and Government services
- Emergency and Health Services (including information about private insurance) and detailed information on accommodation
- Complaints and Appeals process
- Fees and refund policy
- Plagiarism
- Critical incident policy
- Accommodation
- Cost of living
- ESOS framework
- Privacy policy
- Sexual harassment policy
- Deferment, suspension and cancellation of enrolment
- ANC Staff contact details (Student Support Officer)
- Legal Services
- Course Progress Requirement
- Course Attendance Requirements
- Emergency and Medical Services

Orientation program/sessions are supported through appropriate resources posted on the website, email and Mobile- SMS notifications to the student.

The Student Support officer or delegated member of staff is responsible for checking student attendance at Orientation and following up with students who do not attend or who arrive late. The Orientation and follow up procedures are designed to ensure that all students are appropriately inducted into their course.

KEEPING STUDENTS INFORMED

ANC must also notify students when any change occurs that may affect the services ANC are providing them.

This includes any changes to the educational and support services identified in accordance with clause 1.7 as well as ([Standard for Registered training Organisation 2015](#)):

- any change in ownership of the ANC
- any changes to or new third-party arrangements ANC puts in place for the delivery of services to the students

3. IMPORTANT INFORMATION - VET AND RELATED LEGISLATION

VET and Related Legislation

Study in Australia - information about living and studying in Australia:

<https://www.studyinaustralia.gov.au/>

My Future - career information and resources provided as a joint initiative of the Commonwealth, state and territory governments: <http://myfuture.edu.au/>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - all the education providers who are registered to teach overseas students in Australia:

<http://cricos.education.gov.au/>

Education Services for Overseas Students (ESOS) framework - frequently asked questions and factsheets about the Education Services for Overseas Students framework:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

Fact Sheet choosing a training or education provider <https://www.asqa.gov.au/news-publications/publications/fact-sheets/choosing-training-or-education-provider>

Tuition Protection Service - assists international students whose education providers are unable to fully deliver their course of study: www.tps.gov.au

Fact Sheet ESOS refund specification <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Department of Education and Training - national policies and program information:

<https://www.education.gov.au/>

Department of Home Affairs (DHA)) - student visa information: www.homeaffairs.gov.au

Council for International Students Australia (CISA) - the national peak student representative body for international students studying at postgraduate, undergraduate, private college, TAFE, ELICOS and foundation levels: www.cisa.edu.au

Australian Federation of International Students (AFIS) - unites international students in Victoria and addresses their interests and needs: www.afis.org.au

The Australian Council of Private Education and Training - represents quality private education providers in Australia across all education sectors: www.acpet.edu.au

English Australia is the national peak body for the English language sector of international education in Australia: <http://www.englishaustralia.com.au>

WHS/OH&S Acts, Regulations and Codes of Practice <http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx>

Equal Opportunity <http://www.humanrightscommission.vic.gov.au/>

Vocational Educational Training

<http://www.education.vic.gov.au/training/pages/default.aspx?&Redirect=1>

Privacy <http://www.oaic.gov.au/>

Australian Skills Quality Authority <http://www.asqa.gov.au/>

Australian Qualifications Framework <http://www.aqf.edu.au/>

Australian Apprenticeships Official Australian Government website on Australian Apprenticeships.

www.australianapprenticeships.gov.au

Department of Education and Training (National)

The Department of Education and Training is responsible for national policies and programmes that help Australians access quality and affordable early child care and childhood education, school education, higher education, vocational education and training, international education and research.

www.education.gov.au/

Department of Employment

The Department of Employment is responsible for national policies and programs that help Australians find and keep employment and work in safe, fair and productive workplaces.

www.employment.gov.au/

Department of Education and Training (Victoria)

The Department of Education and Training (Victoria) provides strategic advice and analysis of Victoria's skill needs, and acts as the system managers for the vocational education and training sector. This site also contains information for apprentices and employers, and about Competency Based Completion arrangements.

www.education.vic.gov.au

National Code of Good Practice for Australian Apprenticeships

Australian Apprenticeships, which may be referred to as apprenticeships and traineeships in some States and Territories, offer many benefits to employers and Australian Apprentices. This Code of Good Practice has been developed to assist both parties entering into a Training Contract with a clear understanding of each other's obligations and expectations. A copy of this Code should be retained by the employer and the Australian Apprentice.

For details go to: <https://www.australianapprenticeships.gov.au/publications/national-code-good-practice-australian-apprenticeships>

Commonwealth Acts:

Commonwealth Acts and Regulations are available from a number of Resources: Comlaw
<http://www.comlaw.gov.au/>

Victorian Acts:

Victorian Acts and Regulations are available from 'Victorian Legislation and Parliamentary Documents'. Go to: <http://www.legislation.vic.gov.au/>. Click on Victorian Statute Book, then 'Victorian Acts', click on 'Search Acts' and then type name of Act, scroll down to locate the Act, double click to open a new page with an option to download a Word Document or a PDF file.

A range of legislation is applicable to all staff and students. In order to comply with regulatory requirements, ANC must inform you during orientation, of your legislative obligations. They are as follows:

REFERENCE:

This policy/procedure supports ‘Standard 6’ of the National Code of Practice for Providers of Education and Training to Overseas Students 2018’ and ‘Clauses 1.7, 5.4 and 6.1 to 6.6—Supporting and informing learners; managing complaints and appeals’ of the ‘Standards for Registered Training Organisations (RTOs) 2015’.

DOCUMENTS/FORMS:

1. Meeting with Student Form
2. Complaint and Appeal forms
3. Complaint and Appeal policy and Procedure
4. Monitoring Attendance Policy and Procedure
5. Monitoring Course progress Policy and Procedures
6. Orientation Program and Supporting Documents (Flyers. Emails Student Handbook etc)
7. Critical Incident Policy and Procedures
8. Offer Letter and Student Agreement
9. Student Code of Conduct