

## 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.

## Scope:

This policy applies to:

- Students enrolled at ANC
- ANC Marketing, Admissions, Academic, Student Services and Administrative staff.

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 Student Handbook, during the enrolment and orientation processes and also throughout the course.

## 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

- |          |                   |                                  |
|----------|-------------------|----------------------------------|
| • Mogana | Tel: 03 9662 3300 | Email: admissions@anc.vic.edu.au |
| • Ryan   | Tel: 03 9662 3300 | Email: helpdesk@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 have been 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 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 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.

Students undertaking training online and on-campus students will have equal access to training and assessment materials and support services. Online materials can be available in print for students who do not have online access. ANC does not provide any distance or online learning to international 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 Campus Manager.

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

- **Personal / Social issues**

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, accommodation issues, or family / friend issues. 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
<b>Student Welfare Officer</b>	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 Dr Madeline Sinclair	03-96545105 03-9650 7422
Optometrist	A.P. Optometrists Yim Kwok Leung Optometrist	03- 9670 6955 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

- **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. 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.

## 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
  - 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
- Legal Services
- Course Progress Requirement
- Emergency and Medical Services

### 3. Important Information - VET and Related Legislation

#### VET and Related Legislation

**Study in Australia** - information about living and studying in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

**My Future** - career information and resources provided as a joint initiative of the Commonwealth, state and territory governments: [www.myfuture.edu.au](http://www.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:  
[www.cricos.deewr.gov.au](http://www.cricos.deewr.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/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)

**Fact Sheet choosing a training or education provider**  
[http://asqa.gov.au/verve/\\_resources/Fact\\_sheet\\_Choosing\\_a\\_training\\_or\\_educationprovider.pdf](http://asqa.gov.au/verve/_resources/Fact_sheet_Choosing_a_training_or_educationprovider.pdf)

**Tuition Protection Service** - assists international students whose education providers are unable to fully deliver their course of study: [www.tps.gov.au](http://www.tps.gov.au)

**Fact Sheet ESOS refund specification** [https://aei.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://aei.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)

**Department of Education** - national policies and program information: <https://www.education.gov.au/>

**Department of Immigration and Border Protection (DIBP)** - student visa information:  
[www.immi.gov.au/students](http://www.immi.gov.au/students)

**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](http://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](http://www.afis.org.au)

**Victorian International Student Care Service (ISCS)** is a free and confidential support and welfare service for international students studying in Victoria: [www.studymelbourne.vic.gov.au/help-and-advice/support-services/international-student-care-service-iscs](http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/international-student-care-service-iscs)

**The Australian Council of Private Education and Training** - represents quality private education providers in Australia across all education sectors: [www.acpet.edu.au](http://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](http://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/](http://www.education.gov.au/)

### **Department of Employment**

The Department of Employment is responsible for national policies and programmes that help Australians find and keep employment and work in safe, fair and productive workplaces.  
[www.employment.gov.au/](http://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](http://www.education.vic.gov.au)

### **Victorian Registration & Qualifications Authority (VRQA)**

The VRQA is the statutory authority responsible for the regulation of apprenticeships and traineeships in Victoria.  
[www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

## **Authorised Officers (AOs)**

AOs are contracted by the VRQA to provide apprenticeship and traineeship regulatory field services in Victoria. This includes improving compliance with regulations and quality of training.

For details of AO contacts go to: [www.vrqa.vic.gov.au/apprtrain/Pages/afos.aspx](http://www.vrqa.vic.gov.au/apprtrain/Pages/afos.aspx)  
or p: 1300 722 603

## **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>

## **Victorian Law Today:**

This repository contains Versions of all the Principal Public Acts and Principal Statutory Rules of Victoria. It can be accessed through the Victorian Legislation and Parliamentary Documents Home Page Go to: <http://www.legislation.vic.gov.au/>

## **Australasian Legal Information Institute:**

The Australasian Legal Information Institute (AustLII) provides free internet access to Australian legal materials including Commonwealth & State legislation as well as having links to several overseas sites. Go to: <http://www.austlii.edu.au/>

## **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:

Equal Opportunity Act 2010, Racial, and Religious Tolerance act 2001: In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government. For the purposes of the Victorian Act, "race" includes colour,



nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race. Racial and religious vilification is also unlawful in Victoria. The most serious forms of racial and religious vilification are a criminal offence.

Education Services for Overseas Students Act 2000 (ESOS Act): This Act applies to students in that it mandates certain policies, procedures and actions by ANC. For example, the Act requires ANC to report those students who have not met student visa conditions relating to attendance and academic performance to DIBP. Students are to be advised that such policies and procedures are not subject to the discretion of ANC and are required by law.

National Vocational Education and Training Regulator act 2011: This act was established to ensure quality VET standards and regulation and to strengthen Australia's international VET sector.

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007: This Act provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

Migration Act 1958: This Act applies to students in that it allows the Immigration Department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIBP. Students are to be advised that they must visit DIBP within 28 days of a Section 20 notice if they wish to remain on their student visa.

Occupational Health and Safety Act 2000: This Act applies to students in that it mandates certain policies, procedures and actions by ANC. For example, the Act requires ANC to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of ANC and are required by law.

Vocational Education and Training Act 1990: This Act applies to students, in that it mandates certain policies, procedures and actions by ANC. For example, the Act requires in certain circumstances that ANC provide certain government bodies with information the ANC has regarding a student.

It is the responsibility of all ANC staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the ANC Student Support Team if you require further information

## Reference:

This policy/procedure supports 'Standard 6' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' and 'Standard 1.7' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

## Documents/Forms:

1. Meeting with Student Form

## Revision History

Version	Date	Revision Description
5.0	12 February 2015	Original