



## 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

Clement	03 9662 3300	c.eruva@anc.vic.edu.au
Mogana	03 9662 3300	admissions@anc.vic.edu.au
Ryan	03 9662 3300	helpdesk@anc.vic.edu.au
Sandeep	03 9662 3300	s.sidhu@anc.vic.edu.au

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

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## 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.

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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 College 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.

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Student counsellors	Location	Contact details
<b>Student Welfare Officer</b>	On-Campus	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
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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:
  - o Student Handbook
  - o Student support services available to ANC students
  - o Transfer between providers
  - o Monitor Course Progress
  - o Facilities and resources at ANC
  - o Australian Education System
  - o Student visa conditions
  - o Legal Services
  - o Local Transport
  - o Shopping
  - o Banking
  - o Entertainment/Recreation

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- 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

## 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
1.0	Dec 2012	Original
2.0	Dec 2013	Modified
3.0	1 March 2015	Modified

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