

STUDENTS SUPPORT SERVICES

Policy

This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

ACA is committed to providing high quality support services to students including the maintenance of sufficient support staff to meet the needs of all students enrolled with ACA. ACA will ensure that all students are given appropriate orientation at the commencement of their training and are given reliable and up-to-date advice on course requirements and support services.

ACA will demonstrate regard for the cultural, social and special needs of disabled students and those from different backgrounds.

ACA will monitor the progress of students and ensure individual support and counselling for those having difficulties with a course.

ACA provides equal access to training and assessment for all students.

Where possible, ACA conducts flexible training to meet specific needs of individual students. Students will be provided with reasonable adjustment where required. For example, delivery and assessment material or evidence gathering methods may be modified to suit individual learning needs and to incorporate the diverse range of students. This is undertaken by the trainers in association with the Academic Manager.

Students with learning difficulties beyond the RTO's areas of expertise are referred to external specialist agencies, with no cost to the students for the referral; however, these agencies may charge a fee for service.

Students with language, literacy or numeracy requirements will be provided with support according to the ACA Language, Literacy and Numeracy Policy.

Learner support will be provided where appropriate including:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for "hands-on" experience proactively
- Providing individual support and advice to students
- Encouraging students to work at their own pace
- Providing oral or written learning material and illustrations as appropriate to reinforce the learning
- Where necessary, inviting students to record face-to-face training sessions on an audio-tape

Procedures

- Trainers are responsible for ensuring that all students are aware they can contact their trainer or staff members if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of ACA to assist them in achieving the required level of competency in all nationally recognised qualifications.
- Students can access support services from the Administration and Student Services Representative or from their trainer.
- If a student is experiencing personal difficulties, training staff will encourage the students to contact the RTO Manager who will provide discreet, personalised and confidential assistance in accordance with the nature of the difficulties.

- Support offered by ACA may consist of:
 - Coaching or one-to-one training
 - Counselling
 - Computer and technology support
 - Referral to external support services
- Should students require additional support services or welfare services outside the scope of the RTO or place of employment, they may be referred to an appropriate external agency through the Administration and Student Services Representative, trainer or Academic Manager.

Responsibilities

The CEO or delegate is responsible for:

- Considering student support needs during the course development process.
- Conducting course entry interview and identifying student needs.
- Developing and monitoring the Student Support Plan.
- Evaluating the effectiveness of student support provided.
- Providing orientations.

The Administration and Student Support Officer is responsible for:

- Providing students with information about support services.
- Providing referrals to external services.
- Referring students to the RTO Manager.

Trainers and assessors are responsible for notifying the RTO Manager of a student's support needs.

Documents

- *Students Handbook*

List of external counselling services and assistance

Problem	Website	Phone no.
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
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
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
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999 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

Problem	Website	Phone no.
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahs.health.nsw.gov.au/	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
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 & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605



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