STUDENT SUPPORT POLICY

Purpose
This policy outlines the support services available to students and to ensure that all students are aware of how to access these services.

Policy

1. Support philosophy
   1.1 American College support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course, including through the provision of an age and culturally appropriate orientation program that includes information about:
      a. student support services available to students 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.

   1.2 American College is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, American College ensures that:
      a) The learning and support needs of all students is assessed upon entry into a program.
      b) All students are aware of how to access the services they require to successfully complete their training and assessment program.
2. **Responsibility**

2.1 The International Student Support Officer and the Student Support Officer are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3. **Needs identification**

3.1 Students’ needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

a) Information provided by the student on the application and/or enrolment forms.

b) Assessment of the formal language, literacy and numeracy skills test which is given to each student on enrolment.

c) Discussion with the student during their orientation to the program.

An orientation session will be conducted by College staff (generally a trainer) prior to any student commencing training in the College programs. The orientation session will cover the following:

- Student support services
- Assessment procedures and methods
- Recognition of Prior Learning & Credit Transfers
- Emergency Contact
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping contact details up-to-date
- College facilities and resources (campus tour)
- Student deferral, suspension or cancellation application
- Work and Safe environment
- Student refund application
- Student complaints and appeals

**In the first session**

At the commencement of the first session the trainer will detail and explain the following:

- Learning and assessment program
- Workplace Health & Safety
- Facilities and equipment
- Assessment requirements
- Questions

  d) Gathering information about each student’s prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
e) Developing an individual training and assessment record for each student during the initial stages of a qualification.

4. Learning support

4.1 All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

a) Mentoring from appropriately qualified trainers including their email contact details.

b) Classes, tutorials and workshops – these may be optional depending on the student’s course of study.

c) Online support and exercises for some courses.

d) Computer and technology support.

e) Referral to external support services.

5. Additional support services

5.1 American College recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

a) disability and access issues;

b) language barriers;

c) language, literacy and numeracy issues;

d) employment issues; and/or

e) any other issues that may affect their ability to achieve their training goals.

5.2 Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

5.3 Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

5.4 American College provides its students with an opportunity 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 are provided at no additional cost to the student. If American College refers the student to external support services, there will be no charge for the referral.

5.5 American College is committed to managing critical incidents or potential critical incidents to ensure the safety of all staff and students. In the event of
a critical incident (such as missing student, natural disaster, acts of war, sexual assault etc.), the appropriate procedures will be in place to ensure the provision of all necessary support services.

6. Informing students

6.1 Students will be advised of the support services available to them through the publication of this policy in the Student Handbook and through published information in the organisation’s marketing materials and on the organisation’s website.

7. Accessing services

7.1 Students wishing to access any support services should discuss this with the Student Support Officer or International Student Support Officer.

<table>
<thead>
<tr>
<th>Helpful contacts</th>
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<tbody>
<tr>
<td>Fire, Ambulance and Police Emergency</td>
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<tr>
<td>Education Provider Main Contact Details</td>
</tr>
<tr>
<td>Web: <a href="http://www.americancollege.edu.au">www.americancollege.edu.au</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:admin@americancollege.edu.au">admin@americancollege.edu.au</a></td>
</tr>
<tr>
<td>Phone: +61 (07) 3391 7599</td>
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<tr>
<td>International Student 24 Hours Emergency Contact</td>
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<tr>
<td>Mob: +61 0448 456 789</td>
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<tr>
<td>Home stay Coordinator</td>
</tr>
<tr>
<td>Phone: +61 (07) 3391 7599</td>
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<tr>
<td>Academic Support</td>
</tr>
<tr>
<td>Timings: Mon-Fri 9am-5pm</td>
</tr>
<tr>
<td>Crime Stoppers</td>
</tr>
<tr>
<td>1800 800 400 (outside Queensland)</td>
</tr>
<tr>
<td>State Emergency Services</td>
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<tr>
<td>National Security Hotline</td>
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<tr>
<td>Public Transport</td>
</tr>
<tr>
<td>Web: <a href="http://www.translink.com.au">www.translink.com.au</a></td>
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<tr>
<td>Phone: 12 12 30</td>
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<tr>
<td>Department of Immigration and Border Protection</td>
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<tr>
<td>Brisbane, QLD 4000</td>
</tr>
<tr>
<td>Phone: 13 18 81</td>
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<tr>
<td>Translating and Interpreting Service</td>
</tr>
<tr>
<td>Web: <a href="http://www.tisnational.gov.au">www.tisnational.gov.au</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:tis@immi.gov.au">tis@immi.gov.au</a></td>
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Phone: 131 450 (within Australia)
Phone: +613 9268 8332 (outside Australia)

ATIS Voice phone interpreting (24 hours, every day of the year)
Phone: 1800 131 450

Life Line 24 hour Counselling, Advice and Referral Services
13 11 14

Counsellors
Counselling and Wellbeing Centre
2 Deshon Street, Woolloongabba
Brisbane, QLD 4102 Australia
Web: www.cwcqld.com
Phone: +61 (07) 3891 2273

Queensland Police Service
Woolloongabba Police Station
6 Logan Road Woolloongabba -4102
Emergency: 000
Police Link: 131 444
Police Headquarters General Enquiries: 3364 3681

Queensland Ambulance Service
Emergency: 000
Non-Emergency: 13 12 33

Information about Studying in Australia
www.studyinaustralia.gov.au

Information about Tuition Protection Service
www.tps.gov.au

Queensland Fire and Rescue Service
Emergency: 000
Latest fire threat information: 1300 369 003

Doctor
Mater Hill Family Medical Centre
7/40 Annerley Road
Woolloongabba, QLD 4102
Phone: +61 (07) 3828 6300

Buranda Family Medical Centre
Shop 13/14 Buranda Village
264 Ipswich Road
Buranda, QLD 4102
Phone: +61 (07) 3393 2757

Dentist
Dental Surgery
793 Stanley Street
Woolloongabba, QLD 4102
Phone: +61 (07) 3240 1444

Legal Assistance
Legal Aid Queensland Head Office
44 Herschel Street
Brisbane, QLD 4000
Phone: +61 (07) 3238 3444

Pharmacies
Chemists Warehouse
110 Logan Road
Woolloongabba, QLD 4102
Phone: +61 (07) 3217 3288

External Appeals
Overseas Students Ombudsman
Web: www.oso.gov.au/
Phone: 1300 362 072

American College Director: 0448 456 789 (24 Hours)
Relevant legislation
A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Workplace Health & Safety
*Work Place Health and Safety Act 2011*

*Workplace Health and Safety Regulation 2011*

*Tobacco and Other Smoking Products Act 1988*

*Queensland Anti-Discrimination Act 1991*

*Disability Services Act 2006*

*Commonwealth Privacy Act 1988*

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated, or contact the student support officer if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.