



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.

Helpful contacts	
Fire, Ambulance and Police Emergency	Call 000
Education Provider Main Contact Details	180 Logan Road, Woolloongabba Brisbane, QLD 4102 Australia Web: www.americancollege.edu.au Email: admin@americancollege.edu.au Phone: +61 (07) 3391 7599
International Student 24 Hours Emergency Contact	Dr. Bernard Malik Mob: +61 0448 456 789
Home stay Coordinator	Dr.Harmeet Singh Phone: +61 (07) 3391 7599
Academic Support	Book tutor appointments: admin@americancollege.edu.au Timings: Mon-Fri 9am-5pm
Crime Stoppers	1800 333 000 1800 800 400 (outside Queensland)
State Emergency Services	132 500
National Security Hotline	1800 123 400
Public Transport	Translink Web: www.translink.com.au Phone: 12 12 30
Department of Immigration and Border Protection	299 Adelaide Street Brisbane, QLD 4000 Phone: 13 18 81
Translating and Interpreting Service	TIS Immediate Phone Interpretation (24 hours, every day of the year) Web: www.tisnational.gov.au Email: tis@immi.gov.au

	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	Dutton Park Police Station Annerley Road Dutton Park, QLD 4102 Phone: +61 (07) 3020 8111 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)**AQSA Helpline:1300 701 801****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

<http://www.deir.qld.gov.au/workplace/law/whslaws/index.htm>and

Workplace Health and Safety Regulation 2011

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkHSR11.pdf>

Tobacco and Other Smoking Products Act 1988

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/T/TobaccoOSmPrA98.pdf>

Queensland Anti-Discrimination Act 1991

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>

Disability Services Act 2006

<https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisabServA06.pdf>

Commonwealth Privacy Act 1988

<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites 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.