

STUDENT SUPPORT SERVICES BOOKLET

Section 5

OVERVIEW – STUDENT SUPPORT INFORMATION

Welcome to Australasian College of Advanced Education RTO. Throughout your studies we are here to support you.

We make student support information available to student in variety of formats and locations. The primary sources of student services information available to you include:

- Student Services Booklet (this document)
- A.C.O.A.E. RTO Student Handbook.
- Plus, a variety of individual factsheets, flyers or electronic messages

Information is constantly updated and student should always refer to the latest version for information whenever possible.

www.education.ACOAE.com

Please always feel free to speak to the student services team in your campus with any questions.

SUPPORT SERVICES

International Student Orientation and Student Advisors

College Manager, Training Manager and Student Support Services are responsible for conducting a student Orientation with all enrolled international students before they start their course with A.C.O.A.E. RTO at 130 Croydon Street, Lakemba NSW 2195.

If you feel you need further clarification beyond the Orientation, you can contact us at any time. In addition to the Orientation program, Student Support Services offer support throughout your studies and can help you with any of the following information:

- Support services available to assist in the transition into the college
- Facilities and resources;
- Complaints and appeals processes; and
- Information on visa conditions relating to course progress and attendance
- Course progress and attendance

The Student Handbook and the E-Brochure also outlines some of this information on our website www.education.stbasils.org.au

Reporting Students

A.C.O.A.E. RTO strives to operate as a supportive education provider for international students. However, A.C.O.A.E. RTO will not compromise its compliance with the National Code and the ESOS Act.

Fees

RTO must maintain suitable tuition coverage.

You are provided with the following statement in the Student Handbook, which ensures the safeguard of your tuition fees:

In the unlikely event that the A.C.O.A.E. RTO is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by A.C.O.A.E. RTO at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

It is important for A.C.O.A.E. RTO to have safeguards in place to ensure the complete delivery of tuition and financial stability of A.C.O.A.E. RTO.

This is achieved by Management observing sound financial strategies in the business.

Academic Support and Learning Resources

If English is your second language you may be eligible for additional time to read your examination papers. You may also bring a non-electronic translation dictionary into your exam.

Whilst A.C.O.A.E. RTO provides you with the necessary reference materials to complete your courses, you may like to access further information. If you are looking for further reading and research materials you can access the following:

- Public Libraries –there are plenty of free public libraries in and around Sydney, See ‘Resources’ for a list of current and local libraries.
- Online Support resources – A.C.O.A.E. RTO keeps a comprehensive set of online links that is available through the LMS system.

Third Party Mediation

Whereby a situation requires external counselling or mediation or judgment, then the student and A.C.O.A.E. RTO must both agree in writing on who this third-party mediator will be, which will ensure fairness and independence. This third party will make the final judgment that will be binding to both A.C.O.A.E. RTO and student.

In the case of direct costs associated to the third-party mediator, e.g. an external counsellor may charge an hourly fee rate to mediate, then the costs of this mediation process will be shared equally by both A.C.O.A.E. RTO and the student.

Any expected costs of third party mediation and the agreement to share these costs will also be outlined and agreed upon in writing.

Involved in the matter until the parties have made an initial attempt to resolve the dispute between themselves.

If you are ever in an emergency and need help from FIRE, POLICE, AMBULANCE, dial “000” from ANY public phone.

EMERGENCY SERVICES

On-Campus - In the event of an emergency during A.C.O.A.E. RTO hours, contact your Trainer or report issue to staff at the front desk/ administration office.

Off-Campus - In the event of a life threatening or urgent emergency outside A.C.O.A.E. RTO hours, please dial 000. This is a free call from any landline, payphone or mobile and will connect you to police, fire or medical services.

COUNSELLING SERVICES

Counselling Services are available by appointment. A.C.O.A.E. RTO provides a free counselling session to all students. Appointments with a Counsellor can be made through Student Advisors.

If the Student Services deems situation requires specialist advices they may refer you to additional external counselling support that may incur additional costs.

Other assistance may be found at:

Sydney

NSW Domestic Violence Line:

www.lawlink.nsw.gov.au

Phone: 1800 656 463

NSW Rape Crisis Centre:

www.nswrapecrisis.com.au

Phone: 1800 424 017

Sexual Assault Crisis Line Phone: 9819 6565

Australia Wide

Beyond Blue:

www.beyondblue.org

Phone: 1300 22

4636 Reachout: www.reachout.com.au

Lifeline (24 hour emergency number)

www.lifeline.org.au

Phone: 13 11 14