

STUDENT SUPPORT AND COUNSELLING PROCEDURE -

Policy Code: SUP.E - 001

PURPOSE

This procedure sets out the access that students have to support services and counselling for any academic progress or welfare issues that may arise.

Definition of "College" – A.C.O.A.E. RTO, For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to A.C.O.A.E. RTO.

Definition of "International students" – The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.

DEFINITIONS

Academic Progress – Students may require guidance and direction with their studies and have concerns directly related to their progress. A student may also need counselling and career advice with possible pathways on completion of their initial course.

Counselling Services / Student Welfare Officer – The Student Welfare Officer is able to offer counselling services to assist students with any issues and/or worries they have with their current studies. The Student Welfare Officer has extensive experience in Careers Advising and assisting students with Welfare issues that come with studying in a foreign country or being isolated from other native speaking individuals.

Support Person – the student is entitled to be supported by another person, being willing to support, whom the student appoints to assist at any stage of the process.

The Student Services Officers will assist you with finding suitable accommodation and can help you with a wide range of issues including buying a mobile phone, employment, legal and financial problems, attendance concerns, recreation etc. The Student Welfare Officer is also available to discuss, in strict confidence, difficulties and personal problems that you might have from time to time.

STUDENT WELFARE SERVICES

If you have any issues or need support during your study and life in Australia, including course progress and attendance requirements, and accommodation issues, please make an appointment to see the Student Welfare Officer. Urgent matters will be attended to promptly.

The Student Welfare Officer will refer students to the appropriate A.C.O.A.E. RTO staff member if the matter is of a non-personal nature.

Referrals to counselling services or A.C.O.A.E student councillor and other external providers will be made if deemed appropriate by the Student Welfare Officer. There is no fee attached to this welfare support and referral service. Any cost charged by an external service will be paid by the student.

ACCESS TO YOUR RECORDS

Upon completion of ELICOS, eligible students will receive a Course Certificate issued by A.C.O.A.E. RTO. A letter of completion is available upon request. Students who need to access their records or request a transcript at other times are advised to fill in a Student Service Form available at Student Services Office on site.

EXTERNAL REFERRAL SERVICES

If the Students Welfare / Councillor Officer determines a student's needs further assistance with welfare matters, the student can be referred to one of the following:

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

FURTHER INFORMATION

Related Documents:

- Student Handbook
- Access and Equity Policy

Benchmarking:

- Internal partners

Supporting Research and Analysis:

Not Applicable

Policy Author:t	Compliance Manager
Policy Owner:	College Manager, Student Services
Contact:	College Manager, Student Services
Approval Bodies:	College Manager, Student Services
Policy Status:	Current
Responsibilities for	Compliance Manager, College Manager, Student services
Implementation:	Training Delivery Manager
Key Stakeholders:	College Manager, Student Services
	Student Services team
	International Students