



Australian College for Excellence(ACE)

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ABN No: 99 625 415 849 RTO No: 45577 CRICOS No: 03823C



ACE Student Support Services Policy & Procedure

Student Support Services Policy and Procedure	Last Reviewed: February 2021	Managed By: RTO Manager	Approved By: CEO	V2.0
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DOCUMENT DETAILS

Policy Name: Student Support Services Policy & Procedure	Published Date January 2020	Last Reviewed February 2021
Manage By: RTO Manager	Approved By: CEO	
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LEGISLATIVE CONTEXT

Standards for Registered Training Organisations (RTOs) 2015; Clause 1.3(b), 1.7

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 6.1, 6.2, 6.3, 6.4, 6.5

ELICOS Standards 2018; P6.9

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Student Support Services Policy & Procedure

PURPOSE

The purpose of this policy is to provide a student support system that not only provides academic and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their student journey at ACE.

SCOPE

This policy applies to all prospective, current students and relevant staff at ACE.

OBJECTIVE

The policy designed to provide learners with timely and complete information about the Support Services available at ACE for them.

DEFINITIONS

Student – Person who is enrolled or going to be enrolled in the courses offered by ACE.

Student Support Services – Services and Support provided by a team of Support Officers, Psychologists, Academic Coordinator / Training Managers at ACE to the students for the successful achievement of learning outcomes.

Student Handbook – Student Handbook is the official statement of rules and regulations of the College that the students are expected to follow.

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POLICY

ACE is dedicated to identifying Student Support requirements wherever they exist to provide support but are not limited to academic, personal support, Language, Literacy and Numeracy (LLN) and Counselling services. ACE will ensure that appropriate Student Support Services are available to assist the students in completing their studies and reaching their academic goals.

PROCESS

SUPPORT SERVICES AT ACE

Services may include but are not limited to:

- Study support and study skills programs.
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs.
- Equipment, resources and/or programs to increase access for learners with disabilities.
- Mediation services or referrals to these services.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referrals to these services.
- Information technology (IT) support.

Student Support Services at ACE are categorized into three main areas:

1. Providing students with sufficient and appropriate information on a range of relevant local and community services providers and clear and accessible statements of relevant policies and procedures related to study support.
2. Advice and support by the ACE staff on general, academic and personal issues which may be adversely affecting student's study progress.
3. Referral to external agencies where the support required by the student is outside the expertise and/or professional knowledge and qualifications of the ACE staff.

ACE provides an Orientation Program devoted to provide comprehensive information about available student support services and support staff to meet the needs of all students enrolled with our organisation.

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ORIENTATION PROGRAM AT ACE

All the students who are enrolled with ACE are required to attend the Orientation Program on the first day at ACE.

The Orientation Program involves:

- Introduction to ACE
- Details about living in Australia such as transport, currency, weather, cost of living etc.
- How to access support services provided by ACE
- External support services available such as legal, emergency, health and wellbeing
- Nearby amenities such as libraries
- Student Code of Conduct
- Complaints and Appeals Procedure
- ACE Policies and Procedures
- Attendance Requirement
- About Assessment Tasks Submission and Assessing Process
- Plagiarism
- Impact on Visa Requirements
- Student Handbook
- LLN Test and/or ACE In-house English Placement Test (if it is required)
- Completing Student Orientation Checklist

ACCESS TO SUPPORT SERVICES

ACE endeavours to offer reasonable support to overseas students to enable them to achieve expected learning outcomes, irrespective of the overseas student's place of study or the mode of study of the course at no additional cost.

At ACE, the overseas students can access a range of support services either through ACE's resources or referral to appropriate services. Services include:

- English and academic support services.
- Tutoring support.
- Counselling and mental health support.

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- Housing and tenancy services.
- Financial support services.
- Health and disability services.

Students can access the ACE Student Support Officer directly or via getting an appointment for Student Support Meeting. The Student Support Officer ensures up-to-date information is available for student welfare and support services.

COUNSELLING SERVICES

Student Support Officers are available to discuss personal, physical, mental, or emotional issues that may arise for the students during the course of their studies. Where the Student Support Officer is unable to provide the student with the support necessary, that student will be referred to ACE's Student Counsellor (Psychologist) for external counselling services as per to their needs. ACE bears the fees for the student for first Counselling Session.

FINANCIAL ADVICE

Students should initially contact the Student Support Officer for any financial matters. Where the students have financial concerns during the course of their studies, they will be referred to the RTO Manager.

LEARNING SUPPORT

All student's academic progress and attendance is monitored, and guidance & support provided where non-satisfactory results are identified. In regard to enrolment issues, academic progress or educational outcomes, Students who are enrolled for VET courses have their Trainer/Assessor as the first point of contact, then followed by Training Manager, Student Support Officer, RTO Manager, CEO and finally if the student in need for counselling, then will be directed to Student Counsellor. Students who are enrolled for ELICOS General English Course have their Teacher as the first point of contact, then followed by ELICOS Coordinator, Student Support Officer, RTO

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Manager, PEO and finally if the student in need for counselling, then will be directed to Student Counsellor. In an imperative situation the Student Support Officer is available to students on demand.

Students who are identified as “at risk” and needing additional support will be offered a variety of options for either before or during the course of study on a group or one to one basis. Students identified as requiring Language, Literacy and Numeracy support will discuss the various options with the Student Support Officer, who can then seek advice from a LLN qualified practitioner.

MEDICAL ISSUES

The Student Support Officer will always have an up-to-date list of medical professionals within the local radius of the campus location. Any student with medical concerns may inform the Student Support Officer who will assist them in finding an appropriate medical professional. In emergency situations the Student Support Officer or RTO Manager will arrange for an ambulance to attend the student.

STUDENT WITH DISABILITIES

ACE will strive to support students with their disabilities in a fair and respectful manner. Students should advise ACE in advance and provide documentation of any disabilities that may affect the student’s academic progress prior to commencement of the course. ACE will provide students with a disability access to appropriate facilities and specialised equipment to aide their learning. Where staff are aware of a disability affecting a student, reasonable adjustments can be made to teaching arrangements, assessment and/or materials and access to assist these students with their learning.

ESSENTIAL CONTACT DETAILS FOR EXTERNAL SERVICES

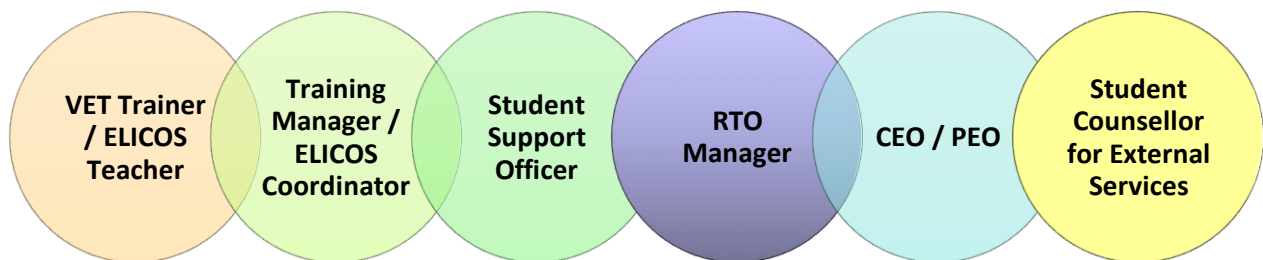
Please find the Appendix of this document for more details.

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STUDENT SUPPORT OFFICERS

ACE has on-campus Student Support Officer including ELICOS Coordinator, Training Manager and RTO Manager who provide student support service for learning and academic support services. Academic and learning support needs will be referred to the RTO Manager through the Student Support Manager. Counselling services and other external referrals will be arranged if deemed appropriately by the RTO Manager / CEO. There is no fee attached to this referral service. Only the first counselling session charged by the external services will be paid by ACE. All students are required to attend an orientation day at the beginning of their studies. The RTO Manager shall discuss the provision or support services and how best the students can avail these services during their learning journey at ACE.



FACILITIES AND RESOURCES

During the Orientation Program, students are given a campus tour and informed about the College's facilities such as Student Classrooms with Projector, Computer Labs, A library with access to reference books & laptops for research and Independent study area. ACE have exclusive counselling room for the students who can access for their student support meetings.

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RESPONSIBILITY

Prospective Student or Current Student is responsible for:

- Ensuring that they are attending the “Orientation Program” for their enrolled course at ACE.
- Ensuring that they have read the Student Handbook and understood whom to approach at an emergency situation and what are the support services they can avail at ACE.

ELICIOS Coordinator is responsible for:

- Ensuring the support services available at ACE and guide the students to avail these support services.
- Training Manager is responsible for planning, implementing, and monitoring learning and academic support services.
- Ensuring that any formal support meeting should be documented

Training Manager is responsible for:

- Ensuring the support services available at ACE and guide the students to avail these support services.
- Training Manager is responsible for planning, implementing, and monitoring learning and academic support services.
- Ensuring that any formal support meeting should be documented

RTO Manager is responsible for:

- RTO Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

Student Support Officer is responsible for:

- The respective Student Support Officer/s are responsible for responding to and addressing the mental, physical, social and spiritual well-being needs of students; and making appropriate referrals to external services when required.
- Student Support Officer must maintain record of all the activities and student support services provided to the student.

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CEO is responsible for:

- The CEO has the overall responsibility for management of these guidelines in consultation with the Senior Management.

ASSOCIATED DOCUMENTS

1. Student Support Interview Form
2. Student Handbook

APPENDIX – ESSENTIAL CONTACT DETAILS FOR EXTERNAL SERVICES

Category	Contact	Telephone	Websites
Emergency	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	www.mfb.org.au
	Missing Persons –Australian Federal Police	000 (<i>Ask for Police</i>)	www.afp.gov.au/national/missing
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	Victorian State Emergency Service	132 500	www.ses.vic.gov.au
	Telstra Call Tracing Services	1800 805 996	www.telstra.com.au
Domestic Violence		000	www.dvvic.org.au
			www.dvrcv.org.au
	CASA (Victorian Centres Against Sexual Assault)	(03)9635 3600	http://www.casa.org.au/
Alcohol	Alcoholic Anonymous Australia	1300 222 222	www.aa.org.au
Anxiety	Reconnexion	03 9886 9400 1300 273 266	www.reconnexion.org.au
	Beyond Blue	1300 224 636	www.beyondblue.org.au
	Depression	(03) 9855 0220	www.depression.com.au
Essential Services	Victorian Poisons Information Centre	13 11 26	http://www.austin.org.au/poison
	Gas and Electrical Emergency	000	www.ogs.vic.gov.au
	Water and Sewer Emergencies	13 2762	www.yvw.com.au



Injury at Work	WorkSafe (222 Exhibition Street Melbourne CBD)	(03) 9641 1444 1800 136 089	www.worksafe.vic.gov.au
Legal Advice	Victoria Legal Aid (350 Queen Street, Melbourne CBD)	(03) 9269 0234	www.legalaid.vic.gov.au
Gambling Problems	Gambler's Help	1800 858 858	www.gamblershelp.com.au
Consumer Affairs	Contract Dispute Consumer Affairs	1300 81 81	https://www.consumer.vic.gov.au
Counselling Services	Lifeline	13 11 14	www.lifeline.org.au
	MensLine Australia	1300 78 99 78	www.menslineaus.org.au

VERSION CONTROL RECORD

Date	Version	Revision Description
20/04/2018	D0.01	Policy Created
20/01/2020	V1.0	Published
12/02/2021	V2.0	Reviewed & Updated