



## STUDENT SUPPORT SERVICES POLICY & PROCEDURES



### 1.0 Purpose

The aim of Accredited Training Centre of Australia Pty Ltd Student Support Services Policy is to:

- ensure that all students are given support while studying with Accredited Training Centre of Australia Pty Ltd Pty Ltd. This support includes both academic support and personal support,
- support the Standards for Registered Training Organisations 2015.
- define the system used to meet the requirements of the 2018 National Code of Practice- Standard 6- *Overseas student support services*

### 2.0 Scope

2.1 This Policy applies to all Accredited Training Centre of Australia's current and potential students.

### 3.0 Definitions

**3.1 Academic Counselling:** Study skills, time management and other information relevant to enhancing academic performance for enrolled students

**3.2 Personal Counseling:** Assisting enrolled students to manage themselves and deal with issues of a personal, family and/or psychological nature.

### 4.0 Responsibility

4.1 Generally, it is the responsibility of all Accredited Training Centre of Australia staff to ensure this policy is implemented.

### 5.0 Policy Statements and requirements

5.1 Accredited Training Centre of Australia Pty Ltd will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- support services available to assist in the transition into life and study in Australia
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes; and
- information on visa conditions relating to course progress and, if applicable, attendance.

The college will conduct an orientation program for all new students. The orientation program is conducted by Student Administration Officer(s) before Accredited Training Centre of Australia's classes begin. The program includes an introduction to college, its services and facilities as well as introduction to the academic culture and rules of Accredited Training Centre of Australia that are necessary for successful study. Matters such as:

- Code of behaviour
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Attendance/course progress requirements and absence notification requirements (if applicable)
- Intervention strategy Policy and Procedures
- Assessment Methods and Plagiarism policy
- Reassessments
- Recognition of prior learning and credit transfer
- Access and Equity, Privacy, Grievances, Complaints and Appeals policies
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Student Visa conditions
- Working under Student Visa
- Overseas Health Insurance
- Work placement requirements (if applicable)
- Emergency contacts
- WHS/ OHS and evacuation policies and procedures
- External legal and welfare services for students
- Transport information
- Social & support groups

During the orientation period, students are given an Induction kit consisting of the following items:

- Trison’s Student handbook
- Qualification/Course Timetable
- Qualification/course information and brochures
- Guide to Melbourne/Adelaide and Sydney for Overseas Student

5.3 Accredited Training Centre of Australia shall ensure that staff members who interact directly with students are aware of the obligations of the college under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies on the college’s intranet and in the Staff handbook.

5.4 Accredited Training Centre of Australia’s Campus Manager (Student Support and Administration Manager) is the designated official point of contact for students. The Student Support and Administration Manager will have access to up-to-date details of college’s support services to meet the needs of the students.

The name and contact details of the Official Points of contact are:

Victoria-Melbourne Campus:  
Mohammed Yaseen  
Email: [mohammed@trison.edu.au](mailto:mohammed@trison.edu.au)  
Ph:0435842630

South Australia-Adelaide Campus:  
Kalyan Kshatri  
Email: [kalyank@trison.edu.au](mailto:kalyank@trison.edu.au)  
Ph:0422 031 986

New South Wales-Sydney Campuses (Paramatta and Lakemba)  
Devendra Shrestha  
Email: [davendra@trison.edu.au](mailto:davendra@trison.edu.au)  
Ph: 0422581079

Queensland Campus  
Mick Velic  
Email: [mick@trison.edu.au](mailto:mick@trison.edu.au)  
Ph:0402441824



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5.5 Accredited Training Centre of Australia Pty Ltd shall nominate a 'Student Support Officer(s)' who shall be available to all students, on an appointment basis, through the standard college hours of business. Accredited Training Centre of Australia students can access the student support officer(s) directly or via student administrations and an appointment will be organised as soon as practical. Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

**For all Academic Counselling matters:**

Melbourne Campus:  
Mohammed Yaseen  
Email: [mohammed@trison.edu.au](mailto:mohammed@trison.edu.au)  
Ph:0435842630

Adelaide Campus:  
Kalyan Kshatri  
Email: [kalyank@trison.edu.au](mailto:kalyank@trison.edu.au)  
Ph:0422 031 986

Sydney Campuses (Paramatta and Lakemba)  
Devendra Shrestha  
Email: [davendra@trison.edu.au](mailto:davendra@trison.edu.au)  
Ph: 0422581079

Queensland - Southport Campus  
Mick Velic  
Email: [mick@trison.edu.au](mailto:mick@trison.edu.au)  
Ph:0402441824

**For all Personal Counselling Matters (National):**

Name: Nasrine Helal Ph: 0404 444 502 Email: [nasrine@trison.edu.au](mailto:nasrine@trison.edu.au)

Accredited Training Centre of Australia Pty Ltd shall offer student support services at no additional cost to the students,

**Academic Assistance may include:**

- Understanding course content;

- Assignment writing;
- Preparing for tests;
- Computer assistance;
- Note taking skills;
- Reading, writing and listening skills; and
- Oral presentations.
- Literacy and numeracy assistance

Accredited Training Centre of Australia Pty Ltd provides the opportunity for students to access welfare related support services to assist with issues that may arise during their study. These services are provided at no additional cost to the student. If the college refers a student to external support services, it will not charge for the referral.

**Non-Academic assistance may include:**

- Information related to Life in Melbourne
- Referral to Welfare Services
- Health Cover
- Tax filing
- Opening bank account
- Well being and security
- Emergency and health service references
- Visa Assistance
- Work Permit
- Tax File
- Formal letters

5.6 Accredited Training Centre of Australia will ensure that its Administration Office is attended at all times during Normal Business Hours which are as follows:

- Monday- Friday (8.30am to 5.30pm)
- Weekends and outside business hours (if training is conducted)

**Note:** all student counselling shall occur on the college premises in private meeting rooms that will be booked for that purpose.

**External Student Support Services**

5.7 Accredited Training Centre of Australia’s campus managers in conjunction with student support officers will assist students to have access to available external welfare services available locally. The referrals or information will be at no additional cost to the overseas student.

5.8 Where the nature of the concern is beyond the Accredited Training Centre of Australia’s staff experience and abilities, the student shall be referred to an external appropriate person or organization appointed by Accredited Training Centre of Australia for professional assistance. The Student Support Officers will arrange an appointment with the external Welfare Officer, so that the student can meet and discuss their issues,

5.9 The external Welfare Organization shall assist with general welfare issues, through providing appropriate advice and direction,

5.10 The external Welfare Organization also can provide counselling to students which may include career guidance, legal services, professional development, personality development and overcoming depression. Some of these organisations are listed below:

All students, including International Students, are to be advised that they may be able to avail the services of an independent counsellor(s), for example:

Training Advocate  
55 Currie St  
Adelaide SA 5000  
Telephone: 1800 006 488  
Web: [www.training.sa.gov.au](http://www.training.sa.gov.au)

CentaCare Catholic Family Services  
33 Wakefield Street  
Adelaide SA 5000  
Telephone: 8210 8200

Uniting Care Wesley Adelaide  
10 Pitt Street  
Adelaide SA 5000  
Telephone: 8202 5160

Study Adelaide:  
[www.studyadelaide.com](http://www.studyadelaide.com)

New South wales government for International students:  
[www.industry.nsw.gov.au](http://www.industry.nsw.gov.au)

Support for international students - NSW:  
[www.service.nsw.gov.au](http://www.service.nsw.gov.au)

The Council of International Students in Australia (CISA):



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[www.cisa.edu.au](http://www.cisa.edu.au)

Study Sydney:  
[www.study.sydney/](http://www.study.sydney/)

Study Melbourne:  
[www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

Study Queensland:  
[www.studyqueensland.qld.gov.au/](http://www.studyqueensland.qld.gov.au/)

Legal World Pty Limited  
Suite 12, 75 Pacific Highway,  
Waitara, NSW 2077.  
Telephone: (02) 85997918  
Website: [www.legalworld.com.au](http://www.legalworld.com.au)

**Other Support Services**

Type of Assistance Required	Name of Support Service	Contact No
Police, Ambulance, Fire	Police, Ambulance, Fire	000
Natural Disasters	Emergency Services	132 500
Crime stoppers	Crimes	1800 333 000
Alcohol and Drugs	Direct Line	1800 888 236
Personal Issues-Crisis Support Services	Lifeline	13 11 14
Human Rights	Australian Human Rights Commission	1300 369 711
	The Anti-Discrimination Commission Queensland	1300 130 670
	Anti-Discrimination Board of NSW	(02) 9268 5544

	Victorian Equal Opportunity and Human Rights Commission	1300 292 153
	Equal Opportunity Commission (South Australia)	(08) 8207 1977
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Victoria Legal Aid	1300 792 387
	Legal Aid Queensland	1300 65 11 88
	Legal Aid NSW	1300 888 529
	Legal Services Commission of South Australia	1300 366 424
Sexual Assault	Victorian Centres Against Sexual Assault/Vic	1800 806 292
	Yarrow Place Rape and Sexual Assault Service/S.A	1800 817 421
	National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732
	NSW Rape Crisis Centre	(02) 9819 6565
	Brisbane Rape & Incest Survivors Support Centre-QLD	(07) 3391 0004
	Sexual Assault & Domestic Violence National Help Line	1800 737 732
Smoking Issues	Quitline	13 1848
Translating and Interpreting	Translating and Interpreting	13 1450
Personal Issues	Psychology Melbourne	(03) 9629 4000
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne	8663 7060
Free Counselling Service	313/220 Collins Street, Melbourne Victoria 3000	1300 967 734



<p>Study Melbourne Student Centre</p> <ul style="list-style-type: none"> <li>- The Study Melbourne Student Centre (SMSC) is a 'one stop shop' where international students in Victoria can access a range of free support, information and welfare services.</li> </ul>	<p>599 Little Bourke Street, Melbourne 3000</p> <p><b>E-mail:</b> <a href="mailto:info@studymelbourne.vic.gov.au">info@studymelbourne.vic.gov.au</a></p>	<p>1800 056 449 (free call from landline phones)</p>
<p>Student Welcome Desk for International Students.</p> <p>Provide information on:-</p> <ul style="list-style-type: none"> <li>- information on temporary accommodation options</li> <li>- transport options from the airport to central Melbourne or your educational institution</li> <li>- general information you may need upon arrival</li> </ul>	<p>Travelers Information Service, International Arrivals Hall, Ground Floor, Terminal 2 Melbourne Airport.</p> <p>It is open 7am to 12am, seven days a week.</p> <p><b>Website:</b> <a href="http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/pages/student-welcome-desk.aspx">http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/pages/student-welcome-desk.aspx</a></p>	<p>+61 3 9658 9658</p>
<p>Coburg Family Medical Centre Doctors-Medical Practitioners</p>	<p>497 Sydney Rd, Coburg, VIC 3058 ( 200 meters walking distance from Trison campus)</p>	<p>(03) 9354 4042</p>
<p>Merri Health</p> <ul style="list-style-type: none"> <li>- Youth counselling</li> <li>- Education groups</li> <li>- Community health nursing</li> <li>- Needle syringe program</li> </ul>	<p>93 Bell St, Coburg Vic 308</p>	<p>(03)9350 4000</p>

<p>Pelican Child Care Services (ages 6 weeks to 6 years)</p> <ul style="list-style-type: none"> <li>- Child care</li> <li>- Long day care</li> <li>- Early education</li> </ul>	<p>1 A Woiwurung Crescent, Coburg Vic 3058</p> <p>Trading hours: Mon- Friday 6.30 am-6.30 pm</p>	<p>(03)9354 0</p>
<p>Careforkids Child Care Services Coburg (Family Day-care)</p>	<p>72 Sydney Road, Coburg Vic 3058</p>	<p>(03)9078 1029 Or 0432 522 932</p>