

# STUDENT CARE POLICY

## PREAMBLE

This Policy ensures appropriate services are provided by the College to assist overseas students to adjust to life in Australia and to assist all students to achieve their learning goals and make satisfactory progress in the course in which they are enrolled.

This Policy supports the National Code and the Standards for Registered Training Organisations (RTOs) 2015.

## DEFINITIONS AND ACRONYMS

“**CoE**” means the confirmation of enrolment.

“**College**” means Australian Pacific College, APC Design School and English Unlimited.

“**ESOS Act**” means the Education Services for Overseas Students Act 2000.

“**National Code**” means the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018

“**Overseas Student**” means a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act.

“**Policy**” means this Student Care Policy

“**RTOs**” means Standards for Registered Training Organisations (RTOs) 2015.

## 1. ASSISTANCE FOR STUDENTS

### 1.1 LIFE IN AUSTRALIA

- a) The College assists students to adjust to life in Australia through a range of support services that are available for all students. The College’s orientation program and student handbooks contain relevant information about living in Australia.
- b) All students are required to participate in an Orientation Session at the beginning of their course. Orientation may be conducted either online or on-campus (or Zoom equivalent) or a combination of both. The Orientation will include (among other things):
  - i) introduction to the College and its staff;

- ii) a tour of the Campus identifying classrooms, student areas, Student Care area, and other services such as toilets, fire exits, and restricted areas;
  - iii) a copy of the Student Handbook and a range of documents relating to the selected course and available services;
  - iv) further information about the courses to be delivered;
  - v) student administration requirements; and
  - vi) Student Care and campus resources.
- c) Further assistance can be obtained from Student Care, the College notice boards and websites.
- d) Students may have the opportunity to participate in additional College initiatives such as social clubs, networks and/or the APC Study Buddy program.

## 1.2 ACADEMIC SUPPORT

- a) The College offers all reasonable support to students to enable them to achieve expected learning outcomes regardless of the student's place of study or the mode of study at no additional cost. The College offers academic support and study progress support which can take the form of one-on-one tuition, small group tuition and additional catch up classes. Fees and charges may apply only where an external service is used or if the student (ELICOS only) chooses to join additional core classes because an intervention strategy has been activated. This will be clarified with the student prior to using such services.
- b) All students of the College have access to face-to-face time with their trainer or teacher, including those students studying via online and distance courses. This enables the College to maintain contact with their students and ensure those students who need access to learning support services are identified quickly and early. Students are actively encouraged to reach out to the College via Student Care or the Study Progress team for additional assistance if they need.
- c) The College's trainers and teachers are informed in regular staff meetings of the additional academic support available to students.

## 1.3 WELFARE SUPPORT

- a) Where students present with personal problems, such as:
  - i) crises in their life (their own or their family's);
  - ii) difficulty in making an important decision;
  - iii) feeling depressed;
  - iv) feeling highly stressed;
  - v) alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting their health or social functioning, including their

- study;
- vi) eating disorders;
- vii) suicidal thoughts; and/or
- viii) stress

Student Care can provide details of external counselling services that the student can see to talk through any problems. If the student is considered a danger to themselves or others, emergency services will be contacted by the College to assist.

## 2. CRITICAL INCIDENTS

- 2.1 A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that could affect the student's ability to undertake or complete a course. Refer to the Critical Incident Policy for more information.
- 2.2 In the event of a critical incident a student should immediately approach Student Care or their Campus Coordinator/Manager.

## 3. UNDER 18 YEAR OLD STUDENTS

- 3.1 The College is committed to ensuring the safety, welfare and wellbeing of all students who are under the age of 18 years of age. At orientation these students are provided with age appropriate information as well as contact details for staff members to contact for further information, who to contact in emergency situations and specific information outlining the assistance available to these students for incidents (or allegations) of actual or alleged sexual, physical or other forms of abuse.
- 3.2 For general matters under 18 year old students should contact Student Care. If the Students have any issues that are causing them distress, they should contact the [Campus Managers](#) (Emergency number available 24 hours).

## 4. WHO TO CONTACT FOR SUPPORT

- 4.1 The Student Care staff are able to assist students with the following:

<ul style="list-style-type: none"> <li>● Payment of fees</li> </ul>	<ul style="list-style-type: none"> <li>● For intervention meetings</li> </ul>
<ul style="list-style-type: none"> <li>● Telling us about a grievance/complaint</li> </ul>	<ul style="list-style-type: none"> <li>● Interim reports (getting your report early)</li> </ul>
<ul style="list-style-type: none"> <li>● eCOEs</li> </ul>	<ul style="list-style-type: none"> <li>● Questions related to holidays</li> </ul>
<ul style="list-style-type: none"> <li>● Questions about homestay and accommodation</li> </ul>	<ul style="list-style-type: none"> <li>● Information about interpreter services</li> </ul>
<ul style="list-style-type: none"> <li>● Return of applications to graduate &amp; course variation forms</li> </ul>	<ul style="list-style-type: none"> <li>● Information about external counselling services</li> </ul>

<ul style="list-style-type: none"> <li>To lodge an appeal against being reported for attendance or course progress</li> </ul>	<ul style="list-style-type: none"> <li>Contact details for legal, medical, counselling or emergency services</li> </ul>
<ul style="list-style-type: none"> <li>Overseas Student Health Cover (Medibank)</li> </ul>	<ul style="list-style-type: none"> <li>Student Cards</li> </ul>
<ul style="list-style-type: none"> <li>Lost property</li> </ul>	<ul style="list-style-type: none"> <li>Making appointments with other staff</li> </ul>

<b>HOW TO CONTACT STUDENT CARE</b>
<a href="#">APC Student Care</a>
<a href="#">EU Student Care</a>

4.2 Academic staff are able to assist students with the following:

<ul style="list-style-type: none"> <li>Class information</li> </ul>	<ul style="list-style-type: none"> <li>Academic problems/counselling</li> </ul>
<ul style="list-style-type: none"> <li>Course information/questions</li> </ul>	<ul style="list-style-type: none"> <li>Academic support</li> </ul>
<ul style="list-style-type: none"> <li>Learner support (tutoring) Should a student require tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the teacher.</li> </ul>	<ul style="list-style-type: none"> <li>Plagiarism</li> </ul>

<b>HOW TO CONTACT ACADEMIC STAFF</b>
Your trainer/teacher will provide you with their contact details
Contact student care for assistance to contact your trainer/teacher: <a href="#">APC Student Care</a> <a href="#">EU Student Care</a>

4.3 The Co-ordinators/Academic Managers are able to assist students with the following:

<ul style="list-style-type: none"> <li>Class information</li> </ul>	<ul style="list-style-type: none"> <li>Academic problems/counselling</li> </ul>
<ul style="list-style-type: none"> <li>Course information/questions</li> </ul>	<ul style="list-style-type: none"> <li>Course problems/complaints</li> </ul>
<ul style="list-style-type: none"> <li>Plagiarism</li> </ul>	<ul style="list-style-type: none"> <li>Attendance issues</li> </ul>

<ul style="list-style-type: none"> <li>• Further studies placement</li> </ul>	<ul style="list-style-type: none"> <li>• Academic problems/counselling</li> </ul>
<ul style="list-style-type: none"> <li>• Learner support (tutoring) Should a student require tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the teacher.</li> </ul>	<ul style="list-style-type: none"> <li>• Academic support</li> </ul>

<b>HOW TO CONTACT CO-ORDINATORS/ACADEMIC MANAGERS</b>
Your trainer/teacher will provide you with their contact details in class. You can contact student care for assistance to make an appointment with a co-ordinator and Academic Manager.
<a href="#">APC Student Care</a> <a href="#">EU Student Care</a>

4.4 The College's Student Care, Academic and Academic Management teams are knowledgeable about and are regularly trained on various support services offered by the College. The College's student support personnel include Student Care Officers, Assistant Academic Managers, Study Progress Officers, Student Experience Coordinators, Campus Coordinators and Campus Managers. These support personnel are located at each campus, online or for the senior roles, statewide (in all states where campuses are located).

4.5 The College is a student focussed educational institution and this forms the ethos when employing and training all staff. Staff who interact directly with the College's Overseas Students are made aware of the College's obligations under the ESOS framework and the implications of these obligations for these students.

## 5. RECORDING DETAILS OF SUPPORT

5.1 Details of interactions with students will be entered into the College's student management system.

## POLICY REVIEW

This policy will be reviewed as part of the College's three-year policy review process.

## RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

<b>Relevant Legislation/codes/standards</b>	
<b>Commonwealth</b>	National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students 2019

<b>Standards</b>	Standards for Registered Training Organisations (RTOs) 2015
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## RELATED POLICIES AND PROCEDURES

This document references the following College policies and procedures:

Related Policies and Procedures	
<b>Policies</b>	Critical Incident Policy and Procedure Orientation Policy Student Handbooks AEG New Staff Orientation Manual VET Course Progress Policy ELICOS Course Progress Policy Intervention Policy ELICOS Attendance Policy and Procedure VET Attendance Policy and Procedure

## KEYWORDS

<b>Keywords</b>	student care, assistance, support services, student welfare, health services, legal services, financial support, personal issues
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## POLICY OWNER

<b>Owner</b>	Learner Experience Unit
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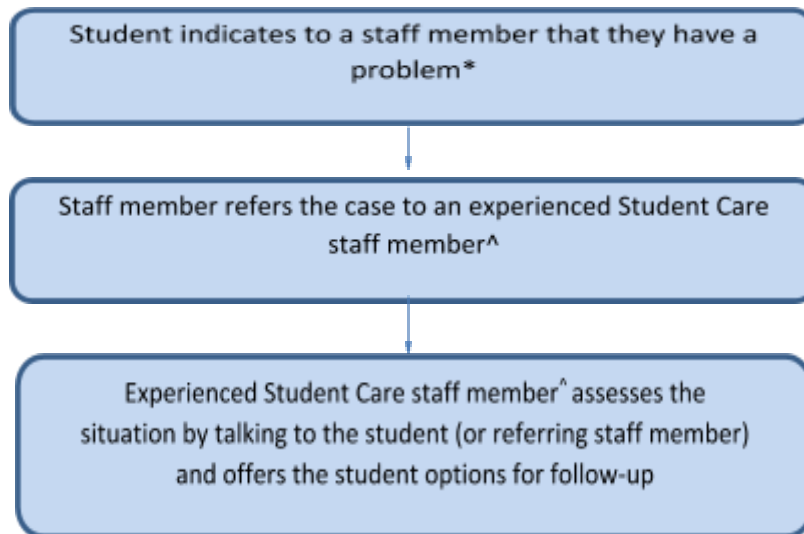
## POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Student Care Policy v1.0		Sharon Luhr	Original Policy
Student Care Policy v1.1	February 2019	Sara Gaudry	Conversion of policy onto College letterhead
Student Care Policy v1.2R	August 2019	Youngeun Song and Sara Gaudry	Information of counsellors, clinics and hospital information for Gold Coast campus added, updated letterhead and format of policy.
Student Care Policy v1.3R	February 2020	Youngeun Song	General review and update
Student Care Policy v1.4R(APC/EU/	May 2020	Ron Newman	General review and addition of services for VET domestic students

APC Design School)			
Student Care Policy v1.5R(APC/EU/APC Design School)	December 2020	Sara Gaudry	Addition of Underage Students section and general review

## APPENDIX TO THE STUDENT CARE POLICY

### GUIDELINES FOR REFERRING STUDENTS FOR COUNSELLING



\* This may be the student presenting themselves or a friend or teacher or other staff member reporting the case

^ Student Care Team Leader, Campus Coordinator or Campus Manager/Director

*If the experienced SCO person is not available please try to extract as much information for them so they can research the issue if need be.*

Issue is primarily:	Options for follow-up	CC correspondence to:
<b>Academic</b>	Refer the case to the academic head of department	Program Director VET, Academic Manager ELICOS, Campus Manager/Director
<b>Complaint/Grievance</b>	Refer the case to relevant team leader/department head	Campus Coordinator Campus Manager/Director
<b>Financial (re: fees due to the College)</b>	Refer the case to the Finance Department	Head Accountant Chief Financial Officer
<b>Other</b>	Relevant team leader or Campus Manager	Student Experience Director
<b>Personal issues Accommodation issues Financial issues Legal issues Health issues Welfare issues</b>	Provide the student with details of external providers that can assist, e.g Ombudsman, Department of Fair Trading, health providers, counsellors etc	Campus Manager/Director



## EXTERNAL AGENCIES TO REFER STUDENTS TO:

LEGAL/GOVERNMENT		
<b>Overseas Students Ombudsman</b> GPO Box 442 Canberra ACT 2601 www.oso.gov.au e-mail: <a href="mailto:overseas.students@ombudsman.gov.au">overseas.students@ombudsman.gov.au</a> 1300 362 072 <a href="http://www.oso.gov.au/">http://www.oso.gov.au/</a>	<b>Fair Work Australia</b> <a href="http://www.fairwork.gov.au/Pages/default.aspx">http://www.fairwork.gov.au/Pages/default.aspx</a>	<b>Medibank Private</b> (for Medibank members) Student Health and Support Line Tel: 1800 887 283
<b>NSW</b> Department of Fair Trading <a href="http://www.fairtrading.nsw.gov.au">http://www.fairtrading.nsw.gov.au</a> Legal Aid <a href="http://www.legalaid.nsw.gov.au/">http://www.legalaid.nsw.gov.au/</a> 1300 888 529 Redfern Legal Centre <a href="http://rlc.org.au/">http://rlc.org.au/</a> 02 9698 7277	<b>VIC</b> Consumer Affairs <a href="http://www.consumer.vic.gov.au/">http://www.consumer.vic.gov.au/</a> Legal Aid: <a href="http://www.legalaid.vic.gov.au/">http://www.legalaid.vic.gov.au/</a> 1300 792 387	<b>QLD</b> Office of Fair Trading <a href="http://www.fairtrading.qld.gov.au/">http://www.fairtrading.qld.gov.au/</a> Legal Aid <a href="http://www.legalaid.qld.gov.au/">http://www.legalaid.qld.gov.au/</a> 1300 651 188
HEALTH & WELFARE		
<b>Lifeline</b> 24hr crisis telephone line on 13 11 14 Online crisis chat 8pm-midnight <a href="https://www.lifeline.org.au/Find-Help/Online-Services/crisis-chat">https://www.lifeline.org.au/Find-Help/Online-Services/crisis-chat</a> (EST 1 Apr - 4 Oct, EDT 5 Oct - 31 Mar)	<b>24hr Emergency Assistance Help-line (Medibank Private)</b> (for members only) Tel: 1800 234 601	<b>Student Health and Support Line (Medibank members) 1800 887 283</b>
<b>NSW COUNSELLORS</b> <b>Communicare.org.au</b> Newtown Office 64 Enmore Road Newtown Tel: (02)9557 0500 <a href="mailto:psychservicesnsw@communicare.org.au">psychservicesnsw@communicare.org.au</a> Rozelle Office 756 Darling Street Rozelle Tel (02) 9810 1122 <a href="mailto:psychservicesnsw@communicare.org.au">psychservicesnsw@communicare.org.au</a> <b>The University of Sydney University Psychology Clinic</b> <a href="http://www.psych.usyd.edu.au/clinic/">http://www.psych.usyd.edu.au/clinic/</a> Door 3, Mackie Building 2 Arundel St Forest Lodge <b>UNSW Clinical Psychology Unit</b> <a href="http://clinic.psy.unsw.edu.au/">http://clinic.psy.unsw.edu.au/</a> Tel: 9385 3042 <b>Macquarie University The Rod Power Psychology Clinic</b> <a href="http://www.psy.mq.edu.au/clinic.htm">http://www.psy.mq.edu.au/clinic.htm</a> Tel: 9850 8000	<b>VIC COUNSELLORS</b> <b>Life Resolutions</b> Level 8, 230 Collins St, Melbourne Tel: 1300 668 256 <b>Counselling Melbourne</b> Suite 911,530 Little Collins St Melbourne Tel: 1300 967 734 <b>Salvation Army Counselling Service</b> 2/828 Sydney Road, Coburg North. Tel (03)9653 3250	<b>QLD COUNSELLORS</b> <b>Brisbane Counselling Centre</b> Level 7, 87 Wickham Tce Brisbane Tel (07) 3831 4452 <b>Life Supports Counselling</b> Shop 101, 14 Bruce Avenue, Paradise Point Tel 1300 735 030 <b>Centacare</b> 58 Morgan St Fortitude Valley Tel (07) 3252 4371 <b>Salvation Army Counselling Service</b> 5/46 Mount Gravatt Capalaba Road Upper Mount Gravatt Tel 07 33495046 <b>Vision Psychology</b> 3/1420 Logan Rd Mt Gravatt Tel 1800 877 924

## HEALTH & WELFARE

### DOCTORS

Dr Gloria Xu Medical Practice  
 Shop QG 1, Prince Centre, 8 Quay Street,  
 Haymarket  
 02 9212 2839

Healthpac Medical Centre  
 LG, 59 Goulburn Street, Sydney  
 02 9282 9725

Hyde Park Medical Centre  
 175 Liverpool Street, Sydney  
 02 9283 1234

Macquarie Street Medical Centre  
 Level 4, 195 Macquarie Street, Sydney  
 02 9238 0800

Macquarie Street Medical Practice  
 195 Macquarie Street, Sydney  
 02 9221 1933

Sydney CBD Medical Centre  
 242 Castlereagh Street, Sydney

Sydney First Care  
 37 George Street, The Rocks  
 02 9252 0888

Town Hall Clinic  
 Level 1, 50 York Street, Sydney  
 02 9299 4640

### DOCTORS

Collins Street Medical Centre  
 Level 7 / 267 Collins Street, Melbourne  
 03 9654 6088

Paramount Medical Centre  
 Suite 4 - 5 The Paramount Centre,  
 108 Bourke St, Melbourne  
 03 9654 9818

Medical One QV  
 Level 3, 23 QV Terrace, 292 Swanston  
 Street, Melbourne  
 03 8663 7000

South Yarra Medical  
 5/102 Toorak Rd, South Yarra  
 03 9820 1144

City Medical  
 200 Queen St, Melbourne  
 03 9098 7480

Sonic HealthPlus  
 123 Lonsdale Street, Melbourne  
 1300 793 004

Collins Place Medical Clinic  
 Level 3, Harley House 71 Collins Street  
 Melbourne  
 03 9650 4218

### DOCTORS

Brisbane City Doctors  
 289 Queen Street, Brisbane  
 07 3221 3366

Brisbane Central CBD Medical Centre  
 Level 1, 245 Albert St, Brisbane  
 07 3210 0932

Albert St. CBD Medical Centre  
 Level 3, 138 Albert St, Brisbane  
 07 3210 1889

Firstcare Doctors  
 MacArthur Central, Shop 11,  
 255 Queen St, Brisbane  
 07 3221 6666

Queen Street Medical Practice  
 3rd Floor 141 Queen St, Brisbane  
 07 3229 9355

My Doctors Clinic  
 16/3221 Surfers Paradise Blvd,  
 Surfers Paradise  
 07 592 2299

Paradise City Medical Centre  
 2/3046 Surfers Paradise Blvd,  
 Surfers Paradise  
 07 5539 8200

### HOSPITALS

The Prince of Wales Hospital  
 Barker Street, Randwick  
 NSW 2031  
 02 9382 2291

Royal Prince Alfred Hospital  
 Missenden Road, Camperdown  
 NSW 2050  
 02 9515 6111

### HOSPITALS

The Royal Melbourne Hospital  
 300 Grattan St, Parkville  
 03 9342 7000

St Vincent's Hospital  
 41 Victoria Parade, Fitzroy  
 03 9288 2211

### HOSPITALS

Mater Adult Hospital  
 Raymond Terrace, South Brisbane  
 07 3840 8630

Royal Brisbane Hospital  
 Butterfield St, Herston  
 07 3646 8111

Gold Coast University Hospital  
 1 Hospital Blvd, Southport  
 1300 744 284