

ACCLM - CRICOS Student Support Policy

Policies and Procedures

The ACCLM's Management and staff are committed to the provision of support services for enrolled students, with staff in place who are appointed for contact and referral for course and academic enquiries, student support and general welfare matters. All enrolling overseas students are provided with an orientation event (program to be advised) which includes guidance concerning student support services. ACCLM (in association with ACCLM and its provider partners) is committed to assisting all of its international students make an effective transition to life and study in Australia, providing information on living, studying and working in Australia, academic progress, and information on accommodation, counselling, financial, health, safety and welfare services.

Responsibility for ensuring these commitments and obligations are met is a shared responsibility across a range of operational levels and involves key employees, including the:

- ACCLM Principal Executive Officer;
- ACCLM Governance, Quality Assurance and Compliance Manager;
- ACCLM Director of Studies;
- ACCLM Administration and Records;
- ACCLM International Admissions Manager;
- ACCLM Student Welfare and Engagement Manager;
- ACCLM Trainers;
- ACCLM Student Services Officer.

The range of information supplied relates to life in Australia and policies, procedures and services designed to address international student needs, including:

- Student support services and how to access such services;
- Legal services and points of reference;
- Emergency and health services;
- Facilities and resources;
- Critical incidents procedures;
- Complaints and appeals procedure; and
- Visa conditions requiring attendance and course progress.

Responsibility for briefing all staff on ACCLM's obligations under the ESOS Framework and National Code Standards and the implications of these for students lie with senior staff listed above.

The ACCLM Student Services shall remain a designated member of staff and provide a contact point for all overseas students. ACCLM Student Services shall ensure that where staff has identified, or enrolled students have indicated their need of support or welfare, the ACCLM Student Services shall seek further advice from the student.

Equipped with advice from the student the ACCLM Student Services shall:

- Respond to questions concerning academic or course progress and refer the student to any relevant training staff for further advice.
- Where an accommodation or general welfare issue arises, refer the student to the ACCLM Student Services who will provide advice on accommodation, State Public services, counselling, assistance with personal, emotional or cultural issues.
- The student should be advised that the support services of the ACCLM are at no extra cost.

Pre-Enrolment General Information

- ACCLM publishes relevant information about living, studying and working in Australia, academic and general information on the ACCLM website (<http://www.acclm.edu.au>) and in the ACCLM Student Handbook, freely accessible by all potential students on the website prior to the application processes and their arrival in Australia.
- ACCLM requires that its approved agents are aware of this information and that they make it available to all prospective students making enquiries about studying with ACCLM and its provider partners.
- The 'Student Support' and 'prospective Students' links on ACCLM College ESOS National Code policies and procedures, and access to links to appropriate sites containing up to date information on issues of health, safety, accommodation, banking and finance, visa and immigration, and local culture respectively. Additional questions relating to these matters can be referred to ACCLM Student Services and/or the ACCLM College RTO.
- Manager (through the ACCLM Sales Manager) for reply.
- All prospective students must read and sign an International Student Offer and Acceptance Form which provides a wide range of information for international students (see ACCLM Student Engagement before Enrolment Policies and Procedures).

Orientation

All new students and their Agents will be informed at least one week prior to enrolment of a student Orientation Day, organised by the ACCLM Student Services Officer: its date, time and location.

On Enrolment and Orientation Day all enrolled students will be personally welcomed by the ACCLM PEO, DOS and the Student Services and Welfare Coordinator.

The shorter-term objectives of orientation focus on assisting all new students to become part of the ACCLM community by:

- Demonstrating to all students that they are welcome and valued by ACCLM in general, and introducing them to their academic and service staff, and their fellow students;
- Providing sufficient and timely information for students to begin study and establish themselves as ACCLM students;
- Providing further information on life, study and work in Australia on a student visa;
- Assisting students to develop a belief that their own efforts significantly affect their chances of future success, and encouraging them to assume responsibility for their actions and academic progress; and
- By making them aware of whom to approach for assistance.

The longer-term objectives of ACCLM's orientation programs are to lay the informational foundations to:

- Assist new students to participate comprehensively in ACCLM student life and to facilitate intellectual, emotional, social, ethical, and physical wellbeing and development during the course of the student's enrolment;
- Encourage new students to persist and complete their ACCLM program/s; and to
- Help prepare and orient new students to achieve their educational and life objectives.

Students will be directed to the ACCLM website as the primary source of detailed information, and provided with access to the ACCLM Student Handbook which includes the summarised key information on National Code policies and procedures and on their rights and responsibilities as holders of student visas and as ACCLM students, including:

- Student conduct – personal and academic;
- Student facilities and services including accommodation and health cover;
- Attendance, leave, compassionate and compelling circumstances;
- Academic performance, assessment, completion, complaints and appeals;
- Academic counselling and support;
- Student enrolment, fees, cancellation of enrolment, transfers and refunds;
- ACCLM staff and staff responsibilities;
- Visa conditions and non-compliance;
- Life and work in Australia for international students; and
- ACCLM agents.

During the Orientation session, all students will be introduced to ACCLM's academic, student services and administration staff, and briefed on:

- Local culture, life in Australia and local amenities;
- Student Services;
- The Staff contacts for students;
- Academic counselling;
- Welfare counselling services;
- Accommodation services;
- The critical incident and emergency contact;
- Health insurance and maintaining OSHC;
- Fees and fee refunds policy and procedures;
- Recognition of prior learning and credit transfer policies and procedures;
- Legal requirements relating to students' visa;
- Keeping address and contact details up-to-date;
- Working and your student visa;
- Attendance requirements;
- Course progress requirements;
- Completion of the course in the normal amount of time;
- Complaints, grievances and appeals;
- Student code of conduct;

- Communication policy and etiquette (e.g. internet and mobile phones);
- Safety (bomb threats, fire drills, evacuation and points of assembly);
- Facilities on Campus; and
- Introduction to the ACCLM website and ACCLM Student portal.

Students are also asked to complete the Student Post-Arrival Agent Appraisal Questionnaire to provide vital feedback on the general compliance of, and on the breadth and depth of information provided by, their agents.

Student Academic Support Services

ACCLM recognises the importance of ensuring student access to academic support personnel and services empowering students as far as possible.

A central element of this strategy is the Academic Intervention Strategy which is designed to identify students who may need academic help with their study and to identify any students who may be at risk of unsatisfactory academic progress and/or attendance. The strategies are designed to meet Standard 9 Completion within Expected Duration, Standard 10 Monitoring Course Progress and Standard 11 Monitoring Attendance Policies and Procedures.

The Intervention Strategy involves a number of elements/stages:

- **Level 1 Academic Intervention Strategy:** On the completion of delivery of all Units of Competency, the ACCLM Trainer will identify all students who fail to meet the designated competency standard, identify the possible reasons for their 'not yet competent' assessment, advise the student to re-submit for assessment if desired, and/or refer the student to the Academic Intervention Officer for more intensive support. Trainers have to complete all assessments, provide feedback to all students, enter all results in RTOManager and complete and report on all Level 1 interventions within two (occasionally three) weeks of the Units' completion. The Director of Studies is responsible for monitoring these responsibilities and making appointments with all referred students for more intensive academic support.
- **Level 2 Academic Intervention Strategy:** The Director of Studies is responsible for producing a 'Course Progress Students Not Yet Competent Report' once all Level 1 responsibilities have been met by Unit Trainers. This report identified the academic progress of all students in the Unit and identified those at risk of not completing their course within the normal duration, and those not making satisfactory academic progress.
- All those students identified as being at academic risk or as not making satisfactory academic progress are required to meet with the Director of Studies who is responsible for meeting all identified students and developing individual Study Plans designed to address the student's academic and non-academic problems impacting on students' academic progress, and to ensure completion with a minimum of CoE extensions.
- The range of elements includes individual counselling on study habits and skills, referral for remedial English language assistance, academic writing workshops, participation in end-of-term Reassessment Workshops, negotiation of an Attendance Agreement, referral to the ACCLM Student Welfare Coordinator for counselling and possible further referral for external professional assistance.
- Details relating to Level 1 and Level 2 Academic Intervention Strategies can be found in ACCLM Completion within Expected Duration and Monitoring Course Progress Policy and Procedures.
- **Attendance interventions:** If any student misses more than five consecutive days of scheduled classes, they will be identified by the ACCLM Trainer who will inform the ACCLM Director of Studies.
- An 'Extended 5+Days Absence' SMS or email will be sent to the student by ACCLM Student Services, requiring that they contact the ACCLM Director of Studies for counselling (see ACCLM College Attendance Monitoring Policies and Procedures).

Students are advised of these academic and attendance support procedures and strategies during their orientation, and, on a continuing basis by the trainers and student services staff and on the ACCLM website.

Welfare Support for International Students

Overall responsibility for the oversight and management of student welfare support services lies with the ACCLM Director of Studies with recourse to and support from the ACCLM General Manager and the ACCLM Governance, Quality Assurance and Compliance Manager.

Direct responsibility for providing and coordinating student access to student services and welfare lies with the ACCLM Student Services Officer and the ACCLM Student Welfare and Engagement Manager.

Prior to their enrolment, all students are provided with information pertaining to living and studying in Australia, including information relating to accommodation, health services and insurance, counselling and working in Australia while on a student visa.

Comprehensive information on student support and welfare services is also provided during Orientation and in the ACCLM Student Handbook and on the ACCLM website.

The ACCLM Student Welfare Coordinator also provides comprehensive information during orientation sessions prior to enrolment.

The first point of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) is the ACCLM Student Services Officer who will refer them to the ACCLM Student Welfare engagement manager, if additional support is required.

The registered provider must provide the opportunity for students to access welfare related support services to assist with issues that may arise during their study and ensure these services are provided at no additional cost to the student and ensure any referral of a student to external support services is made without charge.

Students requiring Fee Extensions, Special Consideration, Special Examination or Leave of Absence are required to complete and submit the appropriate form to the ACCLM Student Services Officer who will manage the processing and resolution of the request. The appropriate forms are available on the ACCLM website and Student Services.

Students requesting Accommodation assistance are referred to "2Stay", the preferred ACCLM accommodation service which provides student accommodation in Sydney, Melbourne, Perth, Brisbane, the Gold Coast.

Students experiencing Health and/or psychological-emotional problems will be referred to professional medical services and counsellors by the ACCLM Student Welfare Coordinator who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate help.

Students experiencing problems of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination) will be referred to appropriate bodies for assistance. Where appropriate, the ACCLM Student Welfare and Engagement Manager will be available to accompany the student to such services if requested to do so by the student.

Records of student welfare cases and interventions will be maintained by the ACCLM Student Welfare and Engagement Manager.

All student service support and counselling and referral and reporting will respect the privacy of students and comply with the requirements of privacy legislation.

Critical Incident Policy and Procedure

ACCLM and its provider partners recognise that international students generally do not have close family available to care and provide support for them in Australia in the event of crisis and/or critical incident. It is important that ACCLM does everything in its capacity to:

- Respond in a practiced and timely way with any critical incident involving an international student;
- Ensure that timely and regular information is relayed to families abroad;
- Ensure that ongoing support is provided to a student in need; and
- Ensure that comprehensive records are maintained.

The ACCLM General Manager carries overall responsibility for the development, oversight and review of the Critical Incident Policies and Procedures. In carrying out these responsibilities, the ACCLM General Manager is supported by the ACCLM College Critical Incident Team, comprised of the Principal Executive Officer, Director of Studies, and the Governance, Quality Assurance and Compliance Manager.

- ACCLM Student Welfare and Engagement Manager;
- ACCLM Trainers;
- ACCLM Student Services Officer.

Day-to-day responsibility for policy and procedure coordination, and responding to, managing and reporting on critical incidents rests with the ACCLM Student Welfare and Engagement Manager and the ACCLM Student Welfare Coordinator, who are answerable to the ACCLM General Manager.

In the absence of the ACCLM General Manager, primary responsibility for Critical Incident Policies and Procedures lies with the ACCLM Director of Studies.

All international students are advised during orientation of the details of ACCLM's Critical Incident Policies and Procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

All members of staff are made aware of the ACCLM's Critical Incident Policies and Procedures upon initial induction and they are made aware of any changes at scheduled Trainer Meetings. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer, the ACCLM Director of Studies or ACCLM Student Services of the situation.

When any staff member becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that staff member is responsible for informing the ACCLM Director of Studies or ACCLM Student Services of the situation.

Should any student or staff member become aware of any critical incident affecting one or more of ACCLM's international students (either during or out of normal ACCLM operating hours), that student or staff member will be responsible for informing the ACCLM Student Welfare and Engagement Manager.

The ACCLM Student Welfare and Engagement Manager will

- Record details of the reported concern/incident;
- Report the concern/incident to the ACCLM Operations Director or ACCLM General Manager;
- Investigate the concern/incident to identify and evaluate the details and severity of the incident; and
- Determine, in consultation with the ACCLM Operations Director or ACCLM General Manager where it is considered necessary, what action needs to be taken.

If the incident is not severe and can be resolved with resources available to ACCLM, the ACCLM General Manager, the Student Welfare and Engagement Manager and/or the Student Services Coordinator will ensure that the appropriate level of action is taken and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the ACCLM General Manager and/or Student Services Coordinator will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

If the ACCLM General Manager has not been immediately available and involved, the incident and the consequent action must be reported to the General Manager as soon as possible after the initial support has been provided.

The PEO and/or Student Welfare Coordinator will:

- Monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
- Ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
- Coordinate the provision of any ACCLM resources required during any period of treatment/convalescence/support;
- Liaise with the police and other emergency services personnel as required;
- Advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
- Ensure that detailed records are maintained of the incident.

The ACCLM Student Service will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, the ACCLM Student Services will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of an International Student, the ACCLM General Manager will ensure the following actions are undertaken:

- Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- Organise the sending of a letter of condolence to the family;
- Ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.

- In implementing these procedures in response to any suspected or real Critical incident the responsible officers will remain mindful of information privacy principles, laws and regulations.

Student Support Services Review

The designated ACCLM Student Services Officer shall maintain a log of student support service events and enquiries and:

- Liaise with and maintain advice on current progress with students referred to either training staff.
- Prepare a quarterly report of student support services accessed by students and submit to the ACCLM's Management for review.

The ACCLM Director of Studies shall ensure that ACCLM Student support services are reviewed quarterly in the ACCLM's Management Review meetings and that corrective actions required are applied.