

## Policies and Procedures

POLICY: STUDENT SUPPORT SERVICES	
CRICOS Ref:	Standard 6
SRTO2015 Ref:	Standard 1,2, 5, 6 & 7 Clause 1.1, 1.2 (a-c), 1.3 (a-d),1.4, 1.5, 1.6 (a,b) 2.2, 5.4, 6.1(a-c), 6.2, 6.3(a-e) 6.4(a,b), 6.5(a,b), 6.6, 7.5

<b>Policy</b>	<p>This Policy and Procedure supports ‘Standard 6 – Student Support Services’ of the ‘National Code of Practice for Registration Authorities &amp; Providers of Education &amp; Training to Overseas Students 2018’ which states:</p> <p><i>“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”</i></p> <p>This Policy and Procedure ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.</p> <p>The College will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.</p> <p>Danford College is committed to supporting students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.</p> <p>Although Danford College nominate a “Student Support Officer” all the staff will be involved on student support: CEO, General Manager, Senior Management, Academic Affairs Officer, Trainers and all Administration and Marketing staff will be given responsibility to support student when needed.</p> <p>The college has a documented Critical Incident Management Policy and Procedures that cover the action to be taken in the event of a critical incident, the required follow up to the incident, the recording of the incident and the follow up action taken. (Refer to Critical Incident Management Policy and Procedure).</p>
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PROCEDURE: STUDENT SUPPORT SERVICES	
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Action/Method	Nominated Student Support Officer
	<p>Whilst all staff employed by the College has the responsibility to provide support to all students, the College nominated <b>Student Support Officer</b> and <b>Counsellor</b> is available to all students, on an appointment basis, through the standard College hours of business.</p> <p>Students can access the Student Support Officer directly or via the Student Administration Section and an appointment will be organised as soon as practical.</p> <p>Currently the role and responsibility is maintained by:</p> <p>Name: <b>Bhanu Kaushal</b> Ph: 03 9642 1667 Email: <a href="mailto:bhanu@danford.edu.au">bhanu@danford.edu.au</a></p> <p>Assisted by</p> <p>Name: <b>Stephy Xing Yu (Registered Counsellor)</b> Ph: 0425 884 437 Email: <a href="mailto:stephycounselling@gmail.com">stephycounselling@gmail.com</a></p> <p>The responsibility of this role is to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.</p> <p><b>Student Support Services</b> The Student Support Officer and the counsellor offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where the College is not qualified.</p> <p>The types of common issues on which the Student Support Officer is able to provide support are:</p> <p><b>24 Hour Emergency Contact Service</b> Students are given a 24 emergency contact number on enrolment that allows students to always be able to contact the College in the case of an emergency.</p>

Referral Services Available	Name	Contact Phone
<b>24 Hour Emergency</b>	Vikas Wadhwa Tony Yeung	0433458394 0434039632
<p>The following support services are to be available and accessible for all students studying at the College. The College will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the College at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the College.</p>		

**Action/Method**  
(cont)

**Campus Tour**

All students are required to attend an orientation day at the beginning of their studies with Danford College. This orientation program is managed by the Student Support Officer and must include the following:

- A tour of Danford College Campus identifying classrooms, student areas, student administration area, counselling room, sick bay and any other
- relevant areas within the college such as toilets, fire exits, and restricted areas

All students are to receive a copy of the 'Student Handbook' document and each section explained clearly to students

**Time Table**

- Your class times will between Monday to Friday 8:00am to 8:45pm (As per your shift)
- Your final time table will be given to you at the Orientation and induction day.

This normally happens in the first week of your start date.

**Please Note:** *'Students are not required or permitted to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day' and "Students are not required or permitted to attend scheduled classes (including time allocated) outside of 0800 hours to 2100 hours on any day'*

**Academic Issues**

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies and there will be no cost to student.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at the College at any time. Student Support Officer will be able to provide advice and guidance, or referral, where required.

Referral Services Available	Name & Location	Contact Phone
Tutoring	Danford College premises	03 9642 1667

**Personal / Social Issues**

There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where

the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. In normal circumstances there is no cost to student.

Referral Services Available	Name & Location	Contact Phone
Counselling Services	Danford College Premises	03 9642 1667

### Accommodation

While the College does not offer accommodation services or take any responsibility for accommodation arrangements it is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements at no cost to student.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

Referral Services Available	Name & Location	Contact Phone
Hotel	Provided to the student on International Student Handbook	
Hostel	Provided to the student on International Student Handbook	
Real Estate(Rental)	Provided to the student on International Student Handbook	

### Medical Issues

A current list of medical professionals within access from the College location is available from the Student Administration Section. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	Provided to the student on International Student Handbook	
Doctor	Provided to the student on International Student Handbook	
Dentist	Provided to the student on International Student Handbook	
Optometrist	Provided to the student on International Student Handbook	

**Legal Services**

The College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available	Name & Location	Contact Phone
Free Legal Advice	Provided to the student on International Student Handbook	
Lawyer	Provided to the student on International Student Handbook	

**Procedure: STUDENT SUPPORT SERVICES (cont)**

<p><b>Action/Method</b> (cont)</p>	<p><b>Social Programs</b> Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.</p> <p><b>Student Orientation Program</b> All students are required to attend an orientation day at the beginning of their studies with the College. This orientation program is managed by the Student Support Officer in conjunction with the Academic Officer and must include the following:</p> <p>A tour of the College identifying classrooms, student areas, student administration area, and any other relevant areas within the College such as toilets, fire exits, and restricted areas.</p> <p>All students will receive a copy of the 'Student Orientation Information' document.</p>
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PROCEDURE – STUDENT SUPPORT SERVICES

APPENDIX A

DIRECTORY OF USEFUL CONTACTS - Page 1

<b>EMERGENCY</b>	Provided to the student on International Student
<b>CRISIS COUNSELLING</b>	Provided to the student on International Student Handbook
<b>IMMIGRATION OR VISA MATTERS</b>	Provided to the student on International Student Handbook
<b>TAXATION AND WORK PERMITS</b>	Provided to the student on International Student
<b>JUSTICES OF THE PEACE</b>	Provided to the student on International Student Handbook
<b>INTERPRETING AND TRANSLATION</b>	Provided to the student on International Student Handbook
<b>HOSPITALS</b>	In the event of an emergency, phone <b>000</b> for an ambulance or attend the Emergency Department of the closest public hospital to you.  <b>* Indicates Hospitals closest to the Danford College Melbourne</b>
<b>HEALTH AND MEDICAL SERVICES</b>	Provided to the student on International Student Handbook  If you are a member of BUPA (OSHC) you can phone or visit <a href="http://www.bupa.com.au">http://www.bupa.com.au</a>  Medical Practitioners (Doctors): Look in the Yellow Pages Telephone Directory under <i>Medical Practitioners</i> for a doctor near you, or you can make an appointment to see the following doctors who are located in close proximity to the College:  Provided to the student on International Student Handbook
<b>LEGAL MATTERS</b>	Provided to the student on International Student Handbook
<b>CRIME STOPPERS</b>	Provided to the student on International Student Handbook



<b>VICTIMS REFERRAL AND ASSISTANCE</b>	Provided to the student on International Student Handbook
<b>CONSUMER PROTECTION</b>	Provided to the student on International Student Handbook

### Assisting students in adjusting to study and life in Australia

Danford College provides an age and culturally appropriate orientation program that assists students in adjusting to study with Danford College. It is a requirement that all students attend an orientation session upon commencement of their studies with Danford College.

Attendance at orientation is monitored and is compulsory as students are provided vital and thorough information on various support services available to assist them settling in Australia and throughout their study with Danford College.

### Assisting Students in meeting course requirements and maintaining attendance

Danford College provides enrolled students with access to and encourages participation in services designed to assist meeting course and attendance requirements. Danford College students are also monitored and supported throughout their studies.

To help students meet course requirements and maintain attendance Danford College strongly encourages students to access academic support services if required, support services includes the following (but is not limited to):

- . English Language skills and preparation for IELTS tests.
- . General Study Skills (e.g. time management, library research, essay writing and research)
- . Computer skills development.
- . Visa or amendment to enrolment related issues.

The Academic Officer work closely with Student Support Services staff to identify and counsel all students at risk of not meeting academic progress and/or attendance requirements.

This includes:

- . Contacting students who have been absent for more than five consecutive days without approval.
- . Contacting students who have not returned within 14 days after a holiday break.
- . Intervention strategies and action plans for students who have breached or are at risk of breaching the course progress requirements.

### **Access to welfare related support services**

#### Student Support Services

An introduction to Student Support Services in orientation and in the Student Handbook ensures all students are aware of the support available throughout their study in Australia.

Student Support Services are available to discuss and assist with issues that may arise including:

- . Understanding and adapting to Australian culture.
- . Coping without student's friends and family - homesickness.
- . Issues with accommodation.
- . Course progress and attendance requirements.
- . Language problems.
- . Relationship problems on campus or socially.
- . Coping with pregnancy and support available.
- . Becoming the victim of a crime or having an accident.
- . Violence at home or in a relationship.
- . Cultural diversity.
- . Childcare concerns.
- . Religious issues.

These services are provided at no additional cost to the student. Where Student Support Services are not qualified or when it is not appropriate to assist a student, a free referral will be provided to external support services.

#### **Additional Support:**

Student Services Support Services maintain a current list of medical professionals within close proximity to our Melbourne campus

While Student Support Services can provide some advice and guidance, where it is appropriate for students to gain professional legal advice Student Support Services will assist with a referral to professional legal services.

Students may be entitled to free legal advice through Legal Aid, however generally students will incur a cost for professional legal services.

Danford College cannot and will not provide any assistance with regards to migration advice and all enquiries regarding migration will be referred to a registered Migration Agent.

Danford College has also contracted Stephy Xing Yu Counselling Service to provide our students with extra assistance.

Stephy Xing Yu Counselling Service help students and graduates increase efficiency and competitive advantage in job searches. Stephy Xing Yu Counselling Service have extensive knowledge and experience in understanding the needs and working with Australian employers in various industries. They develop programs to help students and graduates prepare for entering the workplace.

Stephy Xing Yu Counselling Service programs include:

- . Understanding the Recruitment Process
- . Resume writing
- . Networking skills
- . Interview skills
- . Understanding the Australian Workplace Culture and Behavioural Expectations
- . Cross-Cultural coaching and training
- . Building Confidence/Assertiveness
- . Presentation skills

Stephy Xing Yu Counselling Service Timetable	
Counselling Room at Danford College	2nd and 4th Tuesday of each month
session	2 x 3 hours
Counsellor Specialisation	<ul style="list-style-type: none"> <li>. Adolescent Issues,</li> <li>. Educational Issues</li> <li>. Relationship Issues</li> <li>. Adjustment Issues</li> <li>. Depression and Anxiety</li> <li>. Stress and Time Management</li> </ul>

Each student would receive up to 3 counselling sessions per calendar year either at Danford College or by appointment at the office of Stephy Xing Yu Counselling Service.

Check out SSO Session Timetable on notice board for date and time