



Believe,  
Achieve,  
Grow

Head Office - William Street Campus  
Level 8, 277 William Street Melbourne 3000 VIC  
King Street Campus  
Level 7, 310 King Street, Melbourne 3000 VIC  
Ph: +61 3 9642 1667 | Fax: +61 3 9642 2664  
admissions@danford.edu.au  
[www.danford.edu.au](http://www.danford.edu.au)

Star Gazers Education Pty Ltd T/AS Danford College  
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

# Danford College: Administration ISO SOP 06: Student Support Services Policy

## Contents

1. Governing Standards .....	2
2. Purpose.....	2
3. Methodology .....	2

## 1. Governing Standards

- 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
- CRICOS Standard 6

## 2. Purpose

This Policy and Procedure ensures that all students are given support while studying in Mauritius. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

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.

Danford College is committed to supporting students to adjust to study and life in Mauritius, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

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.

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).

## 3. Methodology

### Nominated Student Support Officer

Whilst all staff employed by the College has the responsibility to provide support to all students, the College nominated **Student Support Officer** and **Counsellor** is available to all students, on an appointment basis, through the standard College hours of business.

Students can access the Student Support Officer directly or via the Student Administration Section and an appointment will be organised as soon as practical.

Currently the role and responsibility are maintained by:

Name	Phone	Email
Bhanu Kaushal	(230 )52586637	<a href="mailto:bhanu@danford.edu.au">bhanu@danford.edu.au</a>



Believe,  
Achieve,  
Grow

Head Office - William Street Campus  
Level 8, 277 William Street Melbourne 3000 VIC  
King Street Campus  
Level 7, 310 King Street, Melbourne 3000 VIC  
Ph: +61 3 9642 1667 | Fax: +61 3 9642 2664  
admissions@danford.edu.au  
[www.danford.edu.au](http://www.danford.edu.au)

Star Gazers Education Pty Ltd T/AS Danford College  
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

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.

### Student Support Services

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.

The types of common issues on which the Student Support Officer is able to provide support are:

### 24 Hour Emergency Contact Service

Students are given a 24hr -emergency contact number on enrolment that allows students to always be able to contact the College in the case of an emergency.

Referral Services Available	Name	Contact Phone
24 Hour Emergency	Vikas Wadhwa	0433458394
	Tony Yeung	0434039632

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.

**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

- The timetable for the William Street Campus is Monday to Friday 8.00 am to 8.30 PM.
- The timetable for King Street Campus is Monday to Saturday 8.00 am to 8.30 PM and Sunday 9.00 AM and 5.00 PM

The final time table including which campus will be given to you at the Orientation and induction day. This normally happens in the first week of your start date and all students must attend this session before they can commence their studies with Danford College. Please Note: No student is required or

ISO SOP-06-Student Support Services Policy NovaCore\Danford VET\Policy\ Revision:  
1.3 Revision Date: 04 Feb 2021 Next Review: 04 Feb 2022 Approved by: Vikas Wadhwa



Believe,  
Achieve,  
Grow

Head Office - William Street Campus  
Level 8, 277 William Street Melbourne 3000 VIC  
King Street Campus  
Level 7, 310 King Street, Melbourne 3000 VIC  
Ph: +61 3 9642 1667 | Fax: +61 3 9642 2664  
admissions@danford.edu.au  
[www.danford.edu.au](http://www.danford.edu.au)  
—  
Star Gazers Education Pty Ltd T/AS Danford College  
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

permitted to attend scheduled classes 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’

Danford College reserve the right to amend a student timetable at any time if we need to merge a group due to low number of students (Student will be advised at least 14 days in advanced). The college also reserve the right to cancel a course prior to the start date or if the course has started and there is not enough enrolment. If the college cancels a course, the student may either request to attend/transfer to another course, transfer to another provider.

**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
Student Support	Danford College	03 9442 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 <b>Catherine Chan-Kwa (Director and Principal Clinical Psychologist)</b>	Danford College	Ph: (03) 9988 2688 Email: <a href="mailto:info@soteriaconsulting.com">info@soteriaconsulting.com</a>

**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	

### Social Programs

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.

### Student Orientation Program

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 Training Manager in conjunction with the Academic Officer, Student Support Officer, Marketing Team and must include the following:

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.

All students will receive a copy of the 'Student Orientation Information' document.

Item	Source
<b>Emergency</b>	Provided to the student on International Student Handbook
<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 &amp; 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 &amp; 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>Health &amp; Medical Services</b>	<p>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></p> <p>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:</p> <p>Provided to the student on International Student Handbook</p>
<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 &amp; 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

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.



Believe,  
Achieve,  
Grow

Head Office - William Street Campus  
Level 8, 277 William Street Melbourne 3000 VIC  
King Street Campus  
Level 7, 310 King Street, Melbourne 3000 VIC  
Ph: +61 3 9642 1667 | Fax: +61 3 9642 2664  
admissions@danford.edu.au  
[www.danford.edu.au](http://www.danford.edu.au)

Star Gazers Education Pty Ltd T/AS Danford College  
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

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.

ISO SOP-06-Student Support Services Policy      NovaCore\Danford VET\Policy\      Revision:  
1.3      Revision Date: 04 Feb 2021      Next Review: 04 Feb 2022      Approved by: Vikas Wadhwa



- 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

Catherine Chan-Kwa Counselling Service Timetable	
Counselling Room at Danford College	Twice per 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 at Danford College with Catherine Chan-Kwa by booking your appointment at reception or by email [admin@danford.edu.au](mailto:admin@danford.edu.au).

We also run monthly student activities for all our students, please check notice board and flyers displayed in the college for date and time or like our social media platforms. Email is sent to all students prior to the event to register as well as a reminder email to follow up.

---

**End of Document**