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Student Support Services Policy

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Approved by: Nerida McDowall Approved Date: 06 Jun 2022 Created by: Student Support Services Policy Doc #: DOC4772 Next Review: 06 Jun 2023 Revision: 1.6 Revision Date: 06 Jun 2022

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
- National Code 2018: Standard 6: Student Support Services

2. Purpose

This policy ensures that all students are given support while studying at Danford College.

The purpose of this policy is to:

1. Outline the type of support that is available to international students whilst studying at the College;
2. Outline the staff members who are responsible for assisting students and providing support;
3. Outline the methods that students can use to access a range of support measures;

3. Student Support & Counselling

Danford College supports students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. The College ensures that staff members who interact directly with international students are aware of their obligations under the ESOS framework.

When deciding what would be considered an appropriate level of support personnel, Danford College takes into consideration the number of international students enrolled, the qualifications offered and the likely needs of students. Danford College may check any requirements of state/territory legislation relating to staff-student ratios with local registration authorities.

Danford College has designated staff members who can assist students with a range of support measures. They are:

1. The Training Manager
2. The Student Support Officer
3. The Administration Team

Students can access the student support via an appointment or by emailing support@danford.edu.au

Student Support staff ensure up-to-date information is available and is provided to students during the Orientation program and where necessary refer students to professional organisations. 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.

Students may access support to discuss any academic, attendance, or other related issues to whilst studying at the College at any time.

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Referral Services Available	Name & Location	Contact Phone /Email
Student Support	Danford College	03 9442 1667 support@danford.edu.au

Counselling Services: Students have access to the support staff through normal College hours to gain advice and guidance on personal, accommodation, 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.

The College has contracted the services of a Counsellor who is available to all students, on an appointment basis, through the standard College hours of business. The student support staff and Counsellor offer professional and confidential advice. Students may receive up to 3 counselling sessions (free of charge) per calendar year at Danford College with Catherine Chan-Kwa. Bookings can be made emailing support@danford.edu.au

Counselling Services	
Catherine Chan-Kwa (Director & Principal Clinical Psychologist)	
Counselling Services Ph: (03) 9988 2688 Email: info@soteriaconsulting.com	
Counselling Room at Danford College	Twice per month
Session	2 x 3 hours
Counsellor Specialisation	<ul style="list-style-type: none"> • Adolescent Issues, • Educational Issues • Relationship Issues • Adjustment Issues • Depression & Anxiety • Stress & Time Management

4. Orientation

Danford College provides an age and culturally sensitive Orientation session to all students. All students are required to attend an Orientation session at the beginning of their studies with the College. This Orientation session is managed by the Training Manager in conjunction with the Academic Officer, Marketing Team and includes the following:

1. A tour of the College identifying classrooms, student areas, student administration area, toilets, and fire exits,
2. An introduction to trainers;
3. The ESOS Act;
4. Student counselling services available;
5. Student Code of conduct;

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6. Visa requirements whilst studying;
7. Deferment, cancelation and transfer of enrolment;
8. Complaints & Appeals policy;
9. RTOManager® student portal;
10. Assessment policy & plagiarism;
11. Course Progress requirements
12. Overseas Student Health Cover;
13. Support services available to assist in the transition into life and study in Australia
14. Legal services, emergency and health services, facilities and resources
15. Complaints and appeals processes; and
16. Information on visa conditions relating to course progress

Student Activities: Danford College organises monthly student activities. Students are advised of events via the College's social media pages



Facebook

<https://www.facebook.com/danford.edu>



Instagram

<https://www.instagram.com/danfordcollege/>

Student Information: Students are able to access information about the College on the website: www.danford.edu.au

Information is provided on:

1. College policies;
2. Application forms;
3. Guidelines for referencing, using CANVAS®, submitting assessments with Turnitin®;
4. Student Handbook, Pre-departure checklist, Pre-arrival guide & checklist, Year 12 equivalence list;
5. Intake date list.

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Time Table:

- William Street Campus: Monday to Friday 8.00 am to 8.30 p.m.
- King Street Campus: Monday to Friday: 8.00 am to 8.30 pm.

Time tables and campus information is provided to students on Orientation day. No student is required or 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 reserves the right to amend a student timetable at any time should the College need to merge a group due to low number of students (Student will be advised at least 14 days in advance).

The College reserves the right to cancel a course prior to the start date. Courses may be cancelled due to insufficient student enrolments. In this case, students may either request to attend/transfer to another course, or transfer to another provider.

5. Academic Issues & Support

Danford College provides enrolled students with access to and encourages participation in services designed to assist them meet the course progress and attendance requirements. Students may have concerns about their attendance, academic performance or other related issues that put them at risk of not achieving their course requirements.

Students' progress is monitored regularly. 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;

The College makes students aware of *the Course Progress Policy* available on the College website www.danford.edu.au. The *Course Progress policy* is activated when a student is identified as being 'At Risk' of not meeting course progress requirements.

Students may utilise a range of services to assist them including:

- English Language skills and preparation for IELTS tests;
- General study skills (e.g. time management, library research, essay writing & research);
- Computer skills development;
- Visa or change in their enrolled course;
- Counselling services provided at no cost to the student;

6. Student Welfare

Danford College provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If Danford College refers the student to external support services, the registered provider must not charge for the referral. Students may however be charged fees with external providers.

Students are made aware of the existence of the welfare-related support services. Information about student support services is provided in: the student handbook, orientation sessions and via the support@danford.edu.au email address.

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, however the Student Support Officer can refer students to appropriate accommodation services if necessary.

Legal Services: The College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer believes that it appropriate for the student to gain professional legal advice they will refer the student to an appropriate legal professional. Students may be entitled to free legal advice through Legal Aid, however generally students will incur a cost for professional legal services.

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

Migration Advice: 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.

Social Programs: Apart from the 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.

Welfare Related Support Services: Welfare related support services are available to students to assist with issues such as accommodation, course progress and attendance requirements. An introduction to student support services is provided in the Orientation session and in the Student Handbook. This ensures students are aware of the supports 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;

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- Relationship problems on campus or socially;
- Coping with pregnancy;
- 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.

7. Critical Incident Policy

The National Code defines critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’.

Danford College has a documented *Critical Incident Policy* and procedures that include actions to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. The *Critical Incident Policy* includes contact information for the police and any other organisations that may be able to assist in such a situation, for example community/multi-cultural organisations or phone-counselling services.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non-life-threatening events could still qualify as critical incidents.

Any action taken in regard to a critical incident may be recorded to include outcomes or evidence if the incident is referred to another person or agency.

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	0433 458 394
	Tony Yeung	0434 039 632

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8. Related Documents

- Student handbook
- Orientation Documents
- Orientation Power Point Presentation
- Letter Templates

End of Document

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