

POL005_Student Support Services Policy

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1. Scope

Danford College ensures all international students enrolled with the College are provided with Student Support where necessary while studying at Danford College. The policy is in accordance with:

- ESOS National Code 2018: Standard 6 (6.1, 6.2, 6.3, 6.5, 6.6, 6.7, 6.8, 6.9)
- Standards for RTOs 2025 – Outcome Standards for NVR: Standard 2.3, 2.6

The Student Support Services Policy is applicable to but not limited to the students, Academic Department, Administration Department, Marketing Department, Student Support Officer and Compliance Manager.

2. Purpose

The Student Support Services Policy ensures that all students are given support while studying at Danford College. The policy aims to achieve the following objectives:

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

3. Student Support Responsibilities

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

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

- The Training Manager/Academic Team Leader;
- The Student Support Officer;
- The Administration Team
- College Counselor (Contractor)

Students can access the student support via contacting the reception or by emailing support@danford.edu.au or by calling on (03) 9642 1667.

To comply with ESOS ACT 2000, section 21, twice a year the Student Support Team will send the FOR007_Application to Change Personal details to all current students studying at Danford College confirming their current details (which includes but not limited to the students' phone number, residential address, email, etc). For more information refer to POL035_S21 of the ESOS ACT (Record Keeping) Policy

The changed details provided by the students are to be updated on RTOManager by the Administration Team and on PRISMS by the Compliance Manager or (delegate).

The Compliance Manager or (delegate) ensures all the staff members that interact directly with the international students are aware of the College's obligations under the ESOS framework and the implications arising from these obligations. with Student Support Services are trained and informed regarding the ESOS framework.

4. Student Support Services

4.1 Information to students:

All the information provided to the students regarding the student support and policies including the contact details of the Student Support Officer will be made available via:

- Danford College website www.danford.edu.au
- Student Orientation and Induction Program
- Student Handbook

The Student Support Officer and Compliance Manager will ensure all the information is up to date and current and is updated on relevant documents.

4.2 Student Counselling Services

Being an international student in a foreign country may lead to personal and social issues for a student. Danford College understands the significance of the issues and hence has the provision for student counselling services.

Danford 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 the counsellor.

Students can request for an appointment with the counsellor by email to support@danford.edu.au or inquiring at the reception.

Counselling Services Details	
Organisation Details	• Soteria Consulting Pty. Ltd. P: 0430110529 E: cchan@soteriaconsulting.com W: www.soteriaconsulting.com

Counsellor Schedule	• Orientation Session: 30 minutes and • Twice Per Month: 2nd and 4th Wednesday of calendar month
Counsellor Specialisation	• Adolescent Issues, • Educational Issues • Relationship Issues • Adjustment Issues • Depression & Anxiety • Stress & Time Management etc

4.3 Student Orientation and Induction Program

Danford College provides an Orientation and Induction Session to all students enrolled with Danford College prior to their course commencement. Orientation and Induction program helps the overseas students (but not limited to) familiarize with Danford College's expectations, rules and facilities. It provides detailed insights about the Student Support Services Danford College offers to the overseas students. The Orientation and Induction Program provides information regarding the following but not limited to:

- Danford College's facilities, resources and contact details;
- The available support services to assist overseas students to help them adjust to study and life in Australia;
- Relevant legal services;
- Critical incident management system;
- Emergency and health services;
- Introduction of relevant Danford Staff Members (Academic and Student Support)
- Complaints and appeals processes;
- Requirements for course attendance and progress and student responsibilities;
- Support services available for students including counselling sessions;
- Course information and student's academic responsibilities including academic integrity (Plagiarism).

Orientations are regularly scheduled to accommodate the continuous intake of students on the first Monday of every month (in case of a Public Holiday, the session is conducted the following Monday). The session is conducted face – to – face at Danford College Campus.

4.4 Academic Services

Danford College is committed to ensuring that all students are supported through their course of study to assist them to achieve the qualification in their enrolled course. The academic department including the designated trainer and assessor will assist the students throughout their enrolment to achieve the qualification and to maintain satisfactory course progress.

Where students have issues in completing assessments, they will be provided with re-assessment opportunities as outlined in the POL006_Assessment Policy.

Danford College has policies and procedures in place to monitor student course progress and provide appropriate support to students who are deemed at risk (unable to maintain satisfactory course progress).

The academic department contacts the student at risks and provides extended support via intervention strategies to assist students.

Students are advised of the Course Progress requirements and the associated assistance they can avail during the Orientation and Induction Sessions. For more information refer to POL008_Course Progress and Course Completion Policy.

4.5 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 where required and we not charge for the referral. Students may however be charged fees with external providers. The support services information and contact details are provided in the Student Handbook.

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 is 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.

4.6 Social Programs and Workshops

The Student Support Team along with the Marketing Department organizes student workshops and events occasionally for all the students enrolled at Danford College. The workshops and events are good opportunities for students to mingle and socialise with each other outside of their class times.

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Workshops are conducted in collaboration with the student counsellor and/or external speakers. The workshops cover a range of topics associated with student welfare. Danford College retains records of the workshops and also gathers feedback from students for continuous improvement.

Additionally, Danford College also organizes events to celebrate various festivals, important days. During such events, the College may organize lunch, BBQs, games, competitions.

5. Critical Incident Arrangement

Danford College has a documented POL030_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 include, but are not limited to:

- 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.

6. Complaints and Appeals

All students enrolled at Danford College have the rights to access the internal complaints and appeal process at no cost in circumstances where the student has any complaints regarding Danford College, fellow students and/or staff members or if the student is not satisfied with an outcome. The complaints and appeals form can be accessed via Danford College website <https://www.danford.edu.au/>.

In the event a student lodges an internal appeal:

- The student must remain at the College and comply with the student responsibilities during the internal appeal process;
- Danford College will not cancel the student enrolment while the internal appeal is in process.

If the student has exhausted the internal appeal process and is not satisfied with the outcome of the internal appeal process, the student has the right to appeal externally with Approved by: Vikas Wadhwa Approved Date: 23 May 2025 Created by: Neha Patil POL005_Student Support Services Policy Doc #: DOC13586 Next Review: 23 May 2026 Revision: 1.3 Revision Date: 13 May 2025

the Commonwealth Ombudsman with minimal or no cost within 10 working days of concluding the internal appeal. The student must inform Danford College in writing if they have appealed externally within 10 working days.

Below are the contact details for the Commonwealth Ombudsman:

GPO Box 442

Canberra ACT 2601

Email: ombudsman@ombudsman.gov.au

Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

For more information please refer to Danford College's POL007_Complaints and Appeals Policy.

7. Associated Document

- POL004_Student Enrolment Policy
- POL008_Course Completion and Course Progress Policy
- POL030_Critical Incidence Policy
- POL007_Complaints and Appeals Policy
- POL001_Student Code of Conduct
- RES024_Danford College_Student Handbook
- POL035_S21 of the ESOS ACT (Record Keeping) Policy

Appendix:

Definitions:

- 1) **Critical Incident:** A critical incident is any event or series of events that is sudden, overwhelming, threatening or protracted. This may be an assault, threats, severe injury, death, fire or a bomb threat.
- 2) **OHSC:** Overseas Student Health Cover (OSHC) is health insurance for international students and their dependents. OSHC helps you meet the costs of medical and hospital care that you might need while in Australia.
- 3) **ESOS Framework:** The Education Services for Overseas Students (ESOS) Framework covers the provision of education services to overseas students. This legal framework sets out the requirements for registration as an ESOS provider. It also defines the standards that providers offering courses to overseas students must meet.
- 4) **Course Progress:** Successfully progressing through the enrolled course in order to meet the student visa requirements. It is maintaining 50% or more in the enrolled units in a term.
- 5) **Complaints and appeals:** The students have the right to complaint against a fellow student or staff member in case of a misbehaviour or appeal against an outcome if they are unsatisfied with the decision.

Danford College Contact Details:

Services	Name	Contact Phone
For general inquiries and student administration	Reception	03 9642 1667 support@danford.edu.au
Student Support Services	Administration Team Leader	03 9642 1667 support@danford.edu.au
Academic Team	Academic Team Leaders	03 9642 1667 support@danford.edu.au
24 Hour Emergency	Vikas Wadhwa	0433 458 394

External Referrals:

Services	Contact Details
Emergency Contact (Police, Fire Brigade, Ambulance)	000
Lifeline: Lifeline provides crisis support, suicide prevention and mental health support services across Australia.	13 11 14
The Royal Melbourne Hospital	(03) 9342 7000
The Alfred Hospital	(03) 9076 2000
Kids Helpline	1800 551 800
Immigration: Department of Home Affairs	131 881
Legal Matters	Community Legal Aid Services are available at: 350 Queen Street, Melbourne, Tel: 9269 0120 or visit www.leggalaid.vic.gov.au . Victoria Legal Aid Tel: 1300 792 387
CRIME STOPPERS	If you witness a crime. Free Call: 1800 333 000.
FAIR WORK OMBUDSMAN	Tel: 131394 or website: http://www.fairwork.gov.au/pages/default.aspx
ASQA	1300 701 801
Commonwealth Ombudsman	1300 362 072 https://www.ombudsman.gov.au/contact-us

For more details refer to Student Handbook.

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