



STUDENT CARE POLICY

PREAMBLE

This Policy ensures appropriate services are provided by the College to assist international students to adjust to life in Australia and to assist **all** students to achieve their learning goals and make satisfactory progress in the course in which they are enrolled.

This Policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' and the Standards for Registered Training Organisations (RTOs) 2015.

DEFINITIONS AND ACRONYMS

“**CoE**” means the confirmation of enrolment.

“**College**” means Australian Pacific College, APC Design School and English Unlimited.

“**Domestic Student**” means a person who is an Australian citizen, permanent resident or other visa.

“**ESOS Act**” means the Education Services for Overseas Students Act 2000

“**Overseas Student**” means a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act.

“**Policy**” means this Student Care Policy

1. POLICY/PROCEDURE

1.1 The College assists students to adjust to study and life in Australia, through a range of support services that are available for all students. Fees and charges may apply where an external service is used; this should be clarified with the student prior to using such services.

1.2 Student welfare is important to the staff at the College. Students are given special attention and are observed carefully to ensure their continuing success within the program. Our experienced Student Care staff and Academic Staff will assist students with educational matters or any enquiries they may have. Students are encouraged to make an appointment at Student Care with the college Staff if they require services such as:

- a) academic counselling;
- b) grievances; or

- c) further studies placement.

1.3 Where students present with personal problems, such as:

- a) crises in their life (their own or their family's);
- b) difficulty in making an important decision;
- c) feeling depressed;
- d) feeling highly stressed;
- e) alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting their health or social functioning, including their study;
- f) eating disorders;
- g) suicidal thoughts; and/or
- h) stress

Student Care can provide details of external counsellors the student can see to talk through any problems. If the student is considered a danger to themselves or others emergency services will be contacted to assist.

1.4 The following services are available to students:

- a) The Student Care staff are able to assist students with the following:

<ul style="list-style-type: none"> ● Payment of fees 	<ul style="list-style-type: none"> ● For intervention meetings
<ul style="list-style-type: none"> ● Telling us about a grievance/complaint 	<ul style="list-style-type: none"> ● Interim reports (getting your report early)
<ul style="list-style-type: none"> ● eCOEs 	<ul style="list-style-type: none"> ● Questions related to holidays
<ul style="list-style-type: none"> ● Questions about homestay and accommodation 	<ul style="list-style-type: none"> ● Information about interpreter services
<ul style="list-style-type: none"> ● Return of applications to graduate & course variation forms 	<ul style="list-style-type: none"> ● Information about external counselling services
<ul style="list-style-type: none"> ● To lodge an appeal against being reported for attendance or course progress 	<ul style="list-style-type: none"> ● Contact details for legal, medical, counselling or emergency services
<ul style="list-style-type: none"> ● Medibank Private cover 	<ul style="list-style-type: none"> ● Student Cards
<ul style="list-style-type: none"> ● Lost property 	<ul style="list-style-type: none"> ● Questions about Health Cover
<ul style="list-style-type: none"> ● Making appointments with other staff 	



- c) The Coordinators/Academic Managers are able to assist students with the following:

• Class information	• Academic problems
• General questions	• Course problems/grievances
• Course information	• Attendance issues

- d) Learner support (tutoring): Should a student require additional tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the teacher.
- e) Student noticeboards: The College will make use of noticeboards and websites to communicate with students as well as by other electronic means (SMS, email etc), Unauthorised notices and signs will be removed from noticeboards.
- f) Information about Legal Services: International students can seek legal advice in relation to immigration (visas), discrimination and many other matters. Student Care staff can provide information about services available for legal advice and assistance can be obtained for free or at a minimal cost.
- g) Student Orientation Program: All students are required to participate in an Orientation Session at the beginning of their course. We offer both online and on-campus orientation for VET students. The Orientation will include:
- i) introduction to the College and its staff.
 - ii) a tour of the Campus identifying classrooms, student areas, Student Care area, and other services such as toilets, fire exits, and restricted areas.
 - iii) a copy of the Student Handbook and a range of documents relating to the selected course and available services.
 - iv) further information about the course to be delivered.
 - v) student administration requirements.
 - vi) student Care and campus resources.

- 1.5 Details of interactions with students will be entered as contact logs in the student management system.

POLICY REVIEW

This policy will be reviewed as part of the College's three-year policy review process.

RELEVANT LEGISLATION



This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	National Code of Practice for Registration Authorities and Providers of Education & Training to Overseas Students 2019
Standards	Standards for Registered Training Organisations (RTOs) 2015

KEYWORDS

Keywords	student care, assistance, support services, student welfare, health services, legal services, financial support, personal issues
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POLICY OWNER

Owner	Learner Experience Unit
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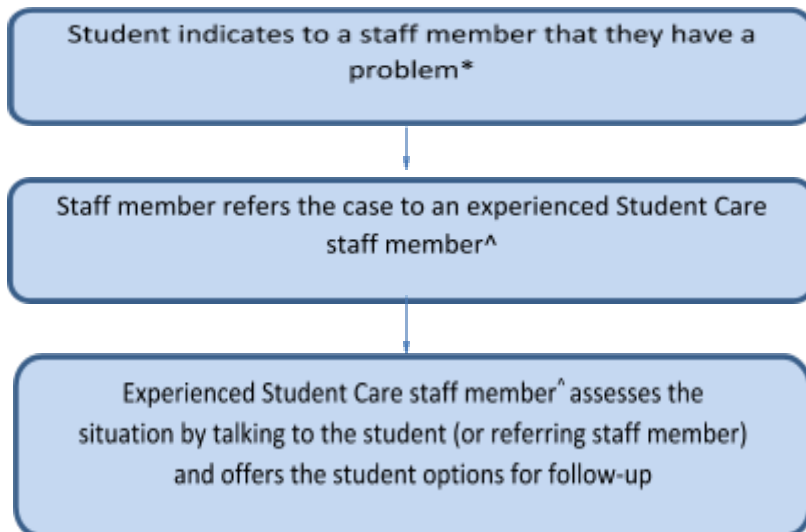
POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Student Care Policy v1.0		Sharon Luhr	Original Policy
Student Care Policy v1.1	February 2019	Sara Gaudry	Conversion of policy onto College letterhead
Student Care Policy v1.2R	August 2019	Youngeun Song and Sara Gaudry	Information of counsellors, clinics and hospital information for Gold Coast campus added, updated letterhead and format of policy.
Student Care Policy v1.3R	February 2020	Youngeun Song	General review and update
Student Care Policy v1.4R(APC/EU/APC Design School)	May 2020	Ron Newman	General review and addition of services for VET domestic students



APPENDIX TO THE STUDENT CARE POLICY

GUIDELINES FOR REFERRING STUDENTS FOR COUNSELLING



* This may be the student presenting themselves or a friend or teacher or other staff member reporting the case

^ Student Care Team Leader, Campus Coordinator or Campus Manager/Director

If the experienced SCO person is not available please try to extract as much information for them so they can research the issue if need be.

Issue is primarily:	Options for follow-up	CC correspondence to:
Academic	Refer the case to the academic head of department	Program Director VET, Academic Manager ELICOS, Campus Manager/Director
Complaint/Grievance	Refer the case to relevant team leader/department head	Campus Coordinator Campus Manager/Director
Financial (re: fees due to the College)	Refer the case to the Finance Department	Head Accountant Chief Financial Officer
Other	Relevant team leader or Campus Manager	Student Experience Director
Personal issues Accommodation issues Financial issues Legal issues Health issues Welfare issues	Provide the student with details of external providers that can assist, e.g Ombudsman, Department of Fair Trading, health providers, counsellors etc	Campus Manager/Director

SEE OVER PAGE FOR A LIST OF EXTERNAL PROVIDERS



EXTERNAL AGENCIES TO REFER STUDENTS TO:

LEGAL/GOVERNMENT

Overseas Students

Ombudsman GPO Box 442
Canberra ACT 2601
www.oso.gov.au
e-mail:
overseas_students@ombudsman.gov.au
1300 362 072 <http://www.oso.gov.au/>

Fair Work Australia

<http://www.fairwork.gov.au/Pages/default.aspx>

Medibank Private (for

Medibank members)
24hr Emergency
Assistance Help-line
Tel: 1800 234 601

NSW

Department of Fair Trading
<http://www.fairtrading.nsw.gov.au>
Legal Aid
<http://www.legalaid.nsw.gov.au/>
1300 888 529
Redfern Legal Centre
<http://rlc.org.au/>
02 9698 7277

VIC

Consumer Affairs
<http://www.consumer.vic.gov.au/>
Legal Aid: <http://www.legalaid.vic.gov.au/>
1300 792 387

QLD

Office of Fair Trading
<http://www.fairtrading.qld.gov.au/>
Legal Aid
<http://www.legalaid.qld.gov.au/>
1300 651 188

HEALTH & WELFARE

Lifeline

24hr crisis telephone line on 13 11 14
Online crisis chat 8pm-midnight
<https://www.lifeline.org.au/Find-Help/Online-Services/crisis-chat>
(EST 1 Apr - 4 Oct, EDT 5 Oct - 31 Mar)

24hr Emergency Assistance Help-line (Medibank Private)

(for members only) Tel: 1800 234 601

24hr Nurse helpline (Medibank Private)

(for members only) 1800 644 325

Men's Line Australia

<http://www.mensline.org.au/Home.html>
Tel and online Counselling
Tel: 1300 78 99 78

NSW

COUNSELLORS

Communicare.org.au
Newtown Office
64 Enmore Road
Newtown
Tel: (02)9557 0500
psychservicesnsw@communicare.org.au

Rozelle Office
756 Darling Street
Rozelle
Tel (02) 9810 1122
psychservicesnsw@communicare.org.au

The University of Sydney University Psychology Clinic

<http://www.psych.usyd.edu.au/clinic/>
Door 3, Mackie Building 2 Arundel St
Forest Lodge

UNSW Clinical Psychology Unit

<http://clinic.psy.unsw.edu.au/>
Tel: 9385 3042

Macquarie University

The Rod Power Psychology Clinic
<http://www.psy.mq.edu.au/clinic.htm>
Tel: 9850 8000

VIC

COUNSELLORS

Life Resolutions
Level 8, 230 Collins St,
Melbourne
Tel: 1300 668 256

Counselling Melbourne

Suite 911,530 Little Collins St
Melbourne
Tel: 1300 967 734

Salvation Army Counselling Service

2/828 Sydney Road,
Coburg North.
Tel (03)9653 3250

QLD

COUNSELLORS

Brisbane Counselling Centre
Level 7, 87 Wickham Tce
Brisbane
Tel (07) 3831 4452

Life Supports Counselling

Shop 101, 14 Bruce Avenue, Paradise
Point
Tel 1300 735 030

Centacare

58 Morgan St
Fortitude Valley
Tel (07) 3252 4371

Salvation Army Counselling Service

5/46 Mount Gravatt Capalaba Road
Upper Mount Gravatt
Tel 07 33495046

Vision Psychology

3/1420 Logan Rd
Mt Gravatt
Tel 1800 877 924



HEALTH & WELFARE

DOCTORS

Dr Gloria Xu Medical Practice
Shop QG 1, Prince Centre, 8 Quay Street,
Haymarket
02 9212 2839

Healthpac Medical Centre
LG, 59 Goulburn Street, Sydney
02 9282 9725

Hyde Park Medical Centre
175 Liverpool Street, Sydney
02 9283 1234

Macquarie Street Medical Centre
Level 4, 195 Macquarie Street, Sydney
02 9238 0800

Macquarie Street Medical Practice
195 Macquarie Street, Sydney
02 9221 1933

Sydney CBD Medical Centre
242 Castlereagh Street, Sydney

Sydney First Care
37 George Street, The Rocks
02 9252 0888

Town Hall Clinic
Level 1, 50 York Street, Sydney
02 9299 4640

DOCTORS

Collins Street Medical Centre
Level 7 / 267 Collins Street, Melbourne
03 9654 6088

Paramount Medical Centre
Suite 4 - 5 The Paramount Centre,
108 Bourke St, Melbourne
03 9654 9818

Medical One QV
Level 3, 23 QV Terrace, 292 Swanston
Street, Melbourne
03 8663 7000

South Yarra Medical
5/102 Toorak Rd, South Yarra
03 9820 1144

City Medical
200 Queen St, Melbourne
03 9098 7480

Sonic HealthPlus
123 Lonsdale Street, Melbourne
1300 793 004

Collins Place Medical Clinic
Level 3, Harley House 71 Collins Street
Melbourne
03 9650 4218

DOCTORS

Brisbane City Doctors
289 Queen Street, Brisbane
07 3221 3366

Brisbane Central CBD Medical Centre
Level 1, 245 Albert St, Brisbane
07 3210 0932

Albert St. CBD Medical Centre
Level 3, 138 Albert St, Brisbane
07 3210 1889

Firstcare Doctors
MacArthur Central, Shop 11,
255 Queen St, Brisbane
07 3221 6666

Queen Street Medical Practice
3rd Floor 141 Queen St, Brisbane
07 3229 9355

My Doctors Clinic
16/3221 Surfers Paradise Blvd,
Surfers Paradise
07 592 2299

Paradise City Medical Centre
2/3046 Surfers Paradise Blvd,
Surfers Paradise
07 5539 8200

HOSPITALS

The Prince of Wales Hospital
Barker Street, Randwick
NSW 2031
02 9382 2291

Royal Prince Alfred Hospital
Missenden Road, Camperdown
NSW 2050
02 9515 6111

HOSPITALS

The Royal Melbourne Hospital
300 Grattan St, Parkville
03 9342 7000

St Vincent's Hospital
41 Victoria Parade, Fitzroy
03 9288 2211

HOSPITALS

Mater Adult Hospital
Raymond Terrace, South Brisbane
07 3840 8630

Royal Brisbane Hospital
Butterfield St, Herston
07 3646 8111

Gold Coast University Hospital
1 Hospital Blvd, Southport
1300 744 284