

STUDENT CARE POLICY

PREAMBLE

This Policy ensures appropriate services are provided by AEG 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 supports the National Code and the Standards for Registered Training Organisations (RTOs) 2015.

DEFINITIONS AND ACRONYMS

“**AEG**” means Australian Pacific College Education Group and includes Australian Pacific College, English Unlimited and APC Design School.

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

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

“**International Student**” means a temporary resident of Australia and/or a resident or citizen of any other country. This definition includes the following persons:

- a) **temporary visa holders** such as (example only)
 - Guardian visa
 - Partner visa (temporary)
 - Temporary resident visa
 - Graduate visa
 - Skilled Work visa
 - Bridging visa

- b) **Student visa holders:** A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS regulations
As per the definition of ‘Overseas Student’ in the ESOS Act

“**National Code**” means the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018

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

“**RTOs**” means Standards for Registered Training Organisations (RTOs) 2015.

1. ASSISTANCE FOR STUDENTS

1.1 LIFE IN AUSTRALIA

- a) AEG assists students to adjust to life in Australia through a range of support services that are available for all students. AEG's orientation program and student handbooks contain relevant information about living in Australia.
- b) All students are required to participate in an Orientation Session at the beginning of their course. Orientation may be conducted either online or on-campus (or Zoom equivalent) or a combination of both. The Orientation will include (among other things):
 - i) introduction to AEG 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 courses to be delivered;
 - v) student administration requirements; and
 - vi) Student Care and campus resources.
- c) Further assistance can be obtained from Student Care, AEG notice boards and websites.
- d) Students may have the opportunity to participate in additional AEG initiatives such as social clubs, networks and/or the industry partnership programs.

1.2 ACADEMIC SUPPORT

- a) AEG offers all reasonable support to students to enable them to achieve expected learning outcomes regardless of the student's place of study or the mode of study at no additional cost. AEG offers academic support and study progress support which can take the form of one-on-one tuition, small group tuition and additional catch up classes. Fees and charges may apply only where an external service is used or if the student (ELICOS only) chooses to join additional core classes because an intervention strategy has been activated. This will be clarified with the student prior to using such services.
- b) All students of AEG have access to face-to-face time with their trainer or teacher, including those students studying via online and distance courses. This enables AEG to maintain contact with their students and ensure those students who need access to learning support services are identified quickly and early. Students are actively encouraged to reach out to AEG via Student Care or the Study Progress team for additional assistance if they need.
- c) AEG's trainers and teachers are informed in regular staff meetings of the additional academic support available to students.

1.3 WELFARE SUPPORT

- a) Where students present with personal problems, such as:
- i) crises in their life (their own or their family's);
 - ii) difficulty in making an important decision;
 - iii) feeling depressed;
 - iv) feeling highly stressed;
 - v) alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting their health or social functioning, including their study;
 - vi) eating disorders;
 - vii) suicidal thoughts; and/or
 - viii) stress

Student Care can provide details of external counselling services that 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 by AEG to assist.

2. CRITICAL INCIDENTS

- 2.1 A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury that could affect the student's ability to undertake or complete a course. Refer to the Critical Incident Policy for more information.
- 2.2 In the event of a critical incident a student should immediately approach Student Care or their Campus Coordinator/Manager.

3. UNDER 18 YEAR OLD STUDENTS

- 3.1 AEG is committed to ensuring the safety, welfare and wellbeing of all students who are under the age of 18 years of age. At orientation these students are provided with age appropriate information as well as contact details for staff members to contact for further information, who to contact in emergency situations and specific information outlining the assistance available to these students for incidents (or allegations) of actual or alleged sexual, physical or other forms of abuse.
- 3.2 For general matters under 18 year old students should contact Student Care. If the Students have any issues that are causing them distress, they should contact the [Campus Managers](#) (Emergency number available 24 hours).

4. WHO TO CONTACT FOR SUPPORT

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

• Payment of fees	• For intervention meetings
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<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"> Overseas Student Health Cover (Medibank) 	<ul style="list-style-type: none"> Student Cards
<ul style="list-style-type: none"> Lost property 	<ul style="list-style-type: none"> Making appointments with other staff

HOW TO CONTACT STUDENT CARE

[APC and EU Student Care](#)

4.2 Academic staff are able to assist students with the following:

<ul style="list-style-type: none"> Class information 	<ul style="list-style-type: none"> Academic problems/counselling
<ul style="list-style-type: none"> Course information/questions 	<ul style="list-style-type: none"> Academic support
<ul style="list-style-type: none"> Learner support (tutoring) Should a student require tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the teacher. 	<ul style="list-style-type: none"> Avoiding plagiarism and correct referencing
<ul style="list-style-type: none"> Library services 	

HOW TO CONTACT ACADEMIC STAFF

Your trainer/teacher will provide you with their contact details

Contact student care for assistance to contact your trainer/teacher:
[APC and EU Student Care](#)

4.3 The Co-ordinators/Academic Managers are able to assist students with the following:

<ul style="list-style-type: none"> Class information 	<ul style="list-style-type: none"> Academic problems/counselling
<ul style="list-style-type: none"> Course information/questions 	<ul style="list-style-type: none"> Course problems/complaints
<ul style="list-style-type: none"> Plagiarism 	<ul style="list-style-type: none"> Attendance issues
<ul style="list-style-type: none"> Further studies placement 	<ul style="list-style-type: none"> Academic problems/counselling
<ul style="list-style-type: none"> Learner support (tutoring) <p>Should a student require tutorial assistance outside that which is provided within the course, this must be arranged individually between the student and the teacher.</p>	<ul style="list-style-type: none"> Academic support

HOW TO CONTACT CO-ORDINATORS/ACADEMIC MANAGERS

Your trainer/teacher will provide you with their contact details in class.
 You can contact student care for assistance to make an appointment with a coordinator and Academic Manager.

[APC and EU Student Care](#)

4.4 AEG's Student Care, Academic and Academic Management teams are knowledgeable about and are regularly trained on various support services offered by AEG. AEG's student support personnel include Student Care Officers, Academic Managers, Study Progress Officers, Student Experience Coordinators, Campus Coordinators and Campus Managers. These support personnel are located at each campus, online or for the senior roles, statewide (in all states where campuses are located).

4.5 AEG is a student focussed educational institution and this forms the ethos when employing and training all staff. Staff who interact directly with AEG's International Students are made aware of AEG's obligations under the ESOS framework and the implications of these obligations for these students.

5. RECORDING DETAILS OF SUPPORT

5.1 Details of interactions with students will be entered into AEG's student management system.

POLICY REVIEW

This policy will be reviewed as part of AEG'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

RELATED POLICIES AND PROCEDURES

This document references the following College policies and procedures:

Related Policies and Procedures	
Policies	Critical Incident Policy and Procedure Orientation Policy Student Handbooks AEG New Staff Orientation Manual VET Course Progress Policy ELICOS Course Progress Policy Intervention Policy ELICOS Attendance Policy and Procedure

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

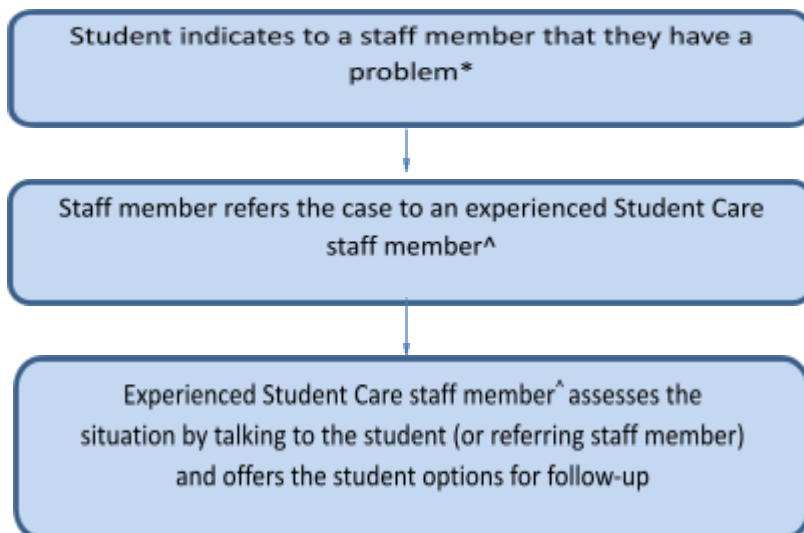
Policy History			
Current version	Current version release date	Author	Description of changes
Student Care Policy v1.0		Sharon Luhr	Original Policy
Student Care Policy v1.1	February 2019	Sara Gaudry	Conversion of policy onto College letterhead
Student Care Policy v1.2R	August 2019	Youngeun Song and Sara 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
Student Care Policy v1.5R(APC/ EU/APC Design School)	December 2020	Sara Gaudry	Addition of Underage Students section and general review
Student Care Policy v1.6R(APC/EU/AP C Design School)	May 2021	Sara Gaudry	Removal of reference to VET Attendance Policy which has been made redundant
Student Care Policy v1.7R(APC/EU/AP C Design School)	April 2022	Sara Gaudry Marta Setkowicz	Update of emergency contact details
Student Care Policy v1.8R(APC/EU/ APCDS)	February 2023	Sara Gaudry Marta Setkowicz	Update of definition of International Student and review of contact details in appendix.

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 Enterprise Unit	Program Directors/Academic Managers(ELICOS and VET) Campus Manager/Director
Complaint/Grievance	Refer the case to relevant team leader/Enterprise Unit head	Campus Coordinator Campus Manager/Director
Financial (re: fees due to AEG)	Refer the case to the Economic Enterprise Unit	Head Accountant Chief Financial Officer
Other	Relevant team leader or Campus Manager	Student Experience Director/ Manager
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

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)
 Student Health and
 Support Line
 Tel: 1800 887 283

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

Student Health and Support Line

(Medibank members) **1800 887 283**

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

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

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

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

Salvation Army Counselling Service

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

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