

Student Support Services

Whilst all staff employed by acumen have the responsibility to provide support to all students, acumen shall nominate a 'SSO' (Student Support Officer) who shall be available to all students, on an appointment basis, through the standard Acumen hours of business.

Students can access the SSO directly or via student administrations and an appointment will be organised as soon as practical.

All student support services are at no additional cost to the students.

The following support services are available and accessible for all students studying at acumen education. Acumen education provides students with contact details to refer any matters that require further follow up with qualified professionals. Any referrals are conducted by Acumen at no cost to the student, but fees and charges may apply where an external service is used by the student. The service fees and charges should be clarified by the student prior to using any services outside of Acumen.



Acumen assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information on various aspects.

Student support services available to students in the transition to life and study in a new environment.

- Legal services.
- Academic issues
- Personal and Social issues
- Accommodation
- Medical Issues
- Social Programs
- Emergency and health services.
- Facilities and resources.
- Complaints and appeals processes.
- Any student visa condition relating to course progress and/or attendance as appropriate.

1.1 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 progress, attendance levels and general support to ensure they achieve satisfactory results in



their studies. 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 SSO to discuss any academic, attendance, or other related issues while studying at the Acumen at any time. The SSO will be able to provide advice and guidance, or referral, where required. There is no additional charge for this service.

1.2 Personal and Social issues

There are many issues that may affect a student's social or personal life and students have access to the SSO through normal college hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the SSO feels further support should be gained, a referral to an appropriate support service will be organised.

1.3 Referral Services Available Name & Location

Counselling service Lifeline 13 11 44

These details are also present in the Student Handbook and pre-arrival guide. Acumen will not charge for a referral.

1.4 Accommodation

While Acumen does not offer accommodation services or take any responsibility for accommodation arrangements, the SSO's at acumen education are 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. All students are encouraged to have accommodation organised prior to arrival in Australia although the SSO can refer students to appropriate accommodation services. Details about accommodation can be obtained from the Student Hand book and pre-arrival guide. Acumen will not charge for a referral.



1.5 Medical Issues

SSO will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the SSO who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

- 1) Alfred Hospital Commercial Rd (Corner St Kilda Rd) 9076 2000
 - 2) Nurse-on-Call Telephone health line, providing immediate, expert health information and advice 24 hours a day 7 days a week - 1300 60 60 24
 - 3) Royal Melbourne Hospital - 9342 7000
 - 4) Royal Women's Hospital - (03) 8345 2000 for Parkville and (03) 9076 1233 for Sandringham
 - 5) St Vincent's Hospital - 03 9231 2211
- Emergency Help Australian Health Management 24-hour - 1800 006 745

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

1.6 Legal Services

Acumen education is able to provide some advice and guidance on a limited range of situations. Where the SSO feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Names and contact details for free legal advice and a lawyer is provided in Acumen Student Handbook and pre-arrival guide. Acumen will not charge for a referral.

1.7 Language, Literacy and Numeracy Support

If a student is found to need additional literacy and numeracy (LLN) support and they were not identified at the time of their application then the student may be referred for special LLN classes. This may incur an additional fee. If the LLN deficiency clearly inhibits the student's ability to complete their course, then they may be advised to defer their course and to enrol in a suitable English course and then resume.

If Acumen cannot provide the course then the student will be referred to an organization who can assist in improving their skills. On attaining proficiency, they may then resume or reapply to Acumen.

1.8 Reasonable Adjustment

The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible; to meet the needs of a Student with a disability.

At Acumen we can do the following to assist with your requirements for reasonable adjustment:

- Make training and assessment materials and methods more accessible.
- Training and assessment methods that suit most students may hinder access for some students with a disability. Acumen is able to present information through a range of methods to assist students with a disability.
- Adapt the physical environment and equipment to better suit the student with disability.

Students requiring reasonable adjustment, should speak to their Trainer or the SSO in the first instance

2. Student Orientation Program

A free orientation program is conducted before Institute's classes begin. Attendance is compulsory for all international students and highly recommended for domestic students. The program includes an introduction to Acumen, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of the Institute that are necessary for successful study.

The orientation program also involves social activities, which will help you to meet other students and familiarize yourself with the Institute and surrounds.



Apart from the Student Orientation Program the SSO will occasionally organise social events that allow all students enrolled with Acumen 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 SSO.

This orientation program is managed by the SSO and includes the following:

- A tour of the Acumen identifying classrooms, student areas, student administration area, and any other relevant areas within the Acumen such as toilets, fire exits, and restricted areas.
- All students are also required to complete an online orientation program on the same day. Link to this program is active all through the period student is studying at the institute – enabling them to access any basic information when required.

3. Support Matrix

- 1 Student support is provided by a number of different staff and all staff are required to support the students wherever possible. Many issues are best handled as soon as possible. Simple requests such as "how to open a bank account" can be answered by anyone and should be. On the other hand, managing a family crisis at home whilst trying to study would require professional counselling support.
- 2 Any member of staff will try to help and if necessary will arrange the student to meet the right person. If you need external counselling or support, Acumen will arrange this through the SSO.

A Quick table of what support can be provided by who

Service	Academic Staff	Admin manager	SSO	Operations manager	External Agencies	CEO
Informal	☒	☒	☒	☒		☒
General Information regarding Acumen	☒	☒	☒	☒		☒
"How to" in Australia	☒	☒	☒	☒		☒
Course Information	☒	☒	☒			☒
Course Progress	☒	☒	☒			☒
Finances		☒		☒		☒
Language, Literacy or Numeracy	☒	☒	☒			☒
Complaints / Appeals	☒	☒	☒			☒
Counselling – personal issues			☒		☒	☒
Legal					☒	
Accommodation			☒		☒	☒

4. SSO Duties

Acumen ensures that the staff members who interact directly with students are aware of the obligations of Acumen under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion in the policies on the Acumens intranet (www.teamworks.com.au) and in the Staff Handbook.

All students will have unlimited access to our student support services through our SSO and shall have access to available student welfare services available locally.

- Where the nature of the concern is beyond the SSO's experience and abilities, the student shall be referred to an appropriate person for professional assistance.
- The SSO shall respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.
- The SSO shall assist with accommodation or general welfare issues, through providing appropriate advice and direction.
- The SSO is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit
- The SSO shall detail the student support services provided to each student, and ensure details of services provided are placed on the students file.
- The Course coordinator shall ensure that the Student Support Services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate

Sufficient Resources to provide the service

The topics to be covered by Student Support are wide and varied. Many tasks can be handled by SSOs, whilst others are provided by specialists. Acumen monitors the time allocated by staff members currently to project the requirements for the future. Based on the number of student currently enrolled and the projected numbers for the next term of studies the number of SSO's are recruited.