Purpose
The purpose of this policy and related procedure is to support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Scope
This policy/procedure applies to all student operations of Acumen education.

Policy
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 2007’ which states:

“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”

AND

‘SNR 16 Registered training organisation adheres to principles of access and equity and maximises outcome for its clients’ – of the Standards for NVR Registered Training Organisations 2011 by Australian Skills Quality Authority which states:

‘Learners receive training, assessment and support services that meet their individual needs’

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. Acumen will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Definitions

<table>
<thead>
<tr>
<th>Academic Counselling</th>
<th>Study skills, time management and other information relevant to enhancing academic performance for enrolled students.</th>
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<tbody>
<tr>
<td>Course Advice</td>
<td>Provision of advice by Acumen staff to students on how to make an appropriate program and/or career choice.</td>
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Currently Enrolled Student
A person who has been admitted to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.

Personal Counselling
Assisting enrolled students and recent graduates to manage themselves and deal with issues of a personal, family and/or psychological nature.

Program Information
This includes details of programs, student services and educational services.

Nominated Student Support Officer
Whilst all staff employed by Acumen has the responsibility to provide support to all students, Acumen shall nominate a ‘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 student support officer 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 relevant professionals. Any referrals are conducted by acumen education at no cost to the learner, 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 such services outside of the Acumen education.

Acumen education 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 about:

- 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.

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

**Personal and Social issues**
There are many issues that may affect a student’s social or personal life and Students have access to the Student Support Officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, 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.

**Referral Services Available Name & Location**
Counselling service Lifeline 13 11 44
These details are also present on the Student handbook and pre departure guide. Acumen education will not charge for a referral.

**Accommodation**
While Acumen education does not offer accommodation services or take any responsibility for accommodation arrangements, the Student Support Officer of the Acumen education 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. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student support officer can refer students to appropriate accommodation services. Details about Accommodation can be obtained from the student handbook and pre departure guide. Acumen education will not charge for a referral.

**Medical Issues**
Student Support Officer 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 Student Support Officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:
- **Referral Services**
  1) Alfred Hospital Commercial Rd (Corner St Kilda Rd) 9276 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 - 9344 2000
  5) St Vincent’s Hospital - 9288 2211
  6) 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
dialed in an emergency and you require ambulance, police, or fire attendance.) Acumen education
will not charge for a referral.

**Legal Services**
The Acumen education is able to provide some advice and guidance on a limited range of situations.
Where the Student Support Officer 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, Lawyer is provided in Acumen Student Handbook
and pre departure guide. Acumen education will not charge for a referral.

**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 special LLN classes may be set up as needed. 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 on a suitable English course and
then resume.

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

**Reasonable Adjustment**

The Disability Discrimination Act uses the principle of reasonable adjustment, which 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:

i) Make training and assessment materials and methods more accessible.

ii) 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.

iii) Adapt the physical environment and equipment to better suit the Student with
disability.

Students requiring reasonable adjustment, should speak to their Trainer or the Student
Support Officer in the first instance.
**Student Orientation Program**

A free orientation program is conducted before Institute’s classes begin and is compulsory for all newly arriving students. The program includes an introduction to the Institute, 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 Student Support Officer 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 Student Support Officer.

This orientation program is managed by the Student Support Officer and must include the following:

- A tour of the Acumen education identifying classrooms, student areas, student administration area, and any other relevant areas within the Acumen education such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the Student handbook.

**Support Matrix**

1.1 Student support in reality is provided by a number of different staff and all staff is advised at the time of orientation to support the students wherever possible. Many issues are best handled as soon as possible. Simple requests “how to open a bank account” can be answered by anyone and should be. On the other hands managing a family crisis at home whilst trying to study would require professional counselling support.

1.2 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 Student Support Officer.

<table>
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<tr>
<th>Service</th>
<th>Academic Staff</th>
<th>Admin manager</th>
<th>Student Support Officer</th>
<th>Operations manager</th>
<th>External Agencies</th>
<th>CEO</th>
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<tbody>
<tr>
<td>Informal</td>
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<tr>
<td>General Information regarding acumen</td>
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Student Support Officer Duties
Acumen ensures that the staff members who interact directly with students are aware of the obligations of Acumen education 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 of the policies on the College intranet (myacumen.com.au) and in the Staff Handbook.

All students will have unlimited access to our student support services through our Student support officer (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 authorised 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 Director of Studies shall ensure that the Student Support Services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate.

Critical Incident policy
Acumen has a documented Critical Incident Policy together with procedures that covers the action to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken. (See Critical Incident policy).
Students are provided with
-A copy of 2.1 Acumens Pre Enrolment Information Brochure
-A copy of Student handbook and Pre departure Guide