Australian Computer Society
Policies and Procedures: Student Support Services

National Code Standard 6

The National Code states:

Registered providers support 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.

Purpose and Scope

These Policies and Procedures will apply to all ACS DIT Partners.

Awareness of and access to a range of student support services play vital roles in ensuring that international students make an effective transition to life and study in Australia and to achieving the learning outcomes of their programs.

The Australian Computer Society is committed to ensuring that these standards are maintained, and that they comply with all legislative and regulatory requirements established under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations.

These requirements are effectively summarised under 'Standard 6 – Student Support Services' of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*.

This Policies and Procedures statement has been developed to reflect the Australian Computer Society's commitment to meet this requirement by ensuring that all of international students studying at ACS DIT Partner institutions have access to and receive standardised current information relating to:

- living, studying and working in Australia;
- the availability of and access to a comprehensive range of support services;
- complaints and appeals procedures;
- visa conditions relating to student academic progress;
- The Australian Computer Society's critical incident policy and procedures; and
- The ACS DIT Partner's staff with responsibility for these services and procedures.

In most cases international students do not have close family available to care and provide support for them in Australia, and it is therefore imperative that The Australian Computer Society and its Partners respond in a practical, professional and timely way to their educational, health, and psychological needs. This commitment includes responding to any critical incident involving an international student, and maintaining comprehensive records of all requests for support and responses to those requests.

The Australian Computer Society is committed to providing an effective and complete orientation to ensure that international students are introduced to key personnel, familiarised with the facilities and procedures of

the ACS DIT Partner institution, and adequately prepared for study at the Partner institution and adapting to life in Australia.

The orientation program delivered at the commencement of study has to be viewed in the context of a developmental process which includes students':

- pre-enrolment contact with the institution;
- entry to the course of study;
- progress throughout the course; and their
- exit from the institution.

Policies and Procedures

The National Code states:

> **6.1   The registered provider must assist 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:**
>
> a.   **student support services available to students in the transition to life and study in a new environment**
>
> b.   **legal services**
>
> c.   **emergency and health services**
>
> d.   **facilities and resources**
>
> e.   **complaints and appeals processes; and**
>
> f.   **any student visa condition relating to course progress and/or attendance as appropriate.**

General

The Australian Computer Society (ACS),in association with its partners, is committed to assisting all of its international students make an effective transition to life and study in Australia, providing information on living, studying and working in Australia, academic progress, and information on accommodation, counselling, financial, health, safety and welfare services.

The range of information supplied relates to life in Australia and policies, procedures and services designed to address international student needs, including:

- Student support services and how to access such services;
- Legal services and points of reference;
- Emergency and health services;
- Facilities and resources;
- Critical incidents procedures;
- Complaints and appeals procedure; and
- Visa conditions requiring attendance and course progress.

Responsibility for briefing all staff on Australian Computer Society's obligations under the ESOS Framework and National Code Standards and the implications of these for students lie with senior staff in the ACS DIT Partner institution in conjunction with the ACS.

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Pre-Enrolment General Information

The Australian Computer Society publishes relevant information about living, studying and working in Australia, academic and general information on the Australian Computer Society website (**www.acs.org.au**), freely accessible by all potential students on the website prior to the application processes and their arrival in Australia. The same information will also appear on the Partner's website.

The Australian Computer Society requires that its approved agents are aware of this information and that they make it available to all prospective students making enquiries about studying with The Australian Computer Society's Partners.

Appropriate links on ACS DIT Partner websites will provide access to the Australian Computer Society ESOS National Code policies and procedures, and access to links to appropriate sites containing up to date information on issues of health, safety, accommodation, banking and finance, visa and immigration, and local culture respectively. Additional questions relating to these matters can be referred to Student Services at the ACS DIT Partner institution and/or the Australian Computer Society for reply.

All prospective students must read and sign an **International Student Offer and Acceptance Form** which provides a wide range of information for international students (see Australian Computer Society **Student Engagement before Enrolment Policies and Procedures**).

Orientation

All new students will be informed at least one week prior to enrolment of a student Orientation Day organised by Student Services at the ACS DIT Partner institution: its date, time and location.

On Enrolment and Orientation Day all enrolled students will be personally welcomed by the appropriate staff, which should include the Academic Coordinator (or equivalent) and Student Services and Welfare Coordinators as well as more senior management staff.

The shorter term objectives of orientation focus on assisting all new students to become part of the ACS DIT Partner community by:

- demonstrating to all students that they are welcome and valued by the ACS DIT Partner in general, and introducing them to their academic and service staff, and their fellow students;
- providing sufficient and timely information for students to begin study and establish themselves as ACS DIT Partner students;
- providing further information on life, study and work in Australia on a student visa;
- assisting students to develop a belief that their own efforts significantly affect their chances of future success, and encouraging them to assume responsibility for their actions and academic progress; and by
- making them aware of whom to approach for assistance

The longer term objectives of the orientation program are to lay the informational foundations to:

- assist new students to participate comprehensively in the ACS DIT Partner institution's student life and to facilitate intellectual, emotional, social, ethical, and physical wellbeing and development during the course of the student's enrolment;

- encourage new students to persist and complete their institution's program/s; and
- help prepare and orient new students to achieve their educational and life objectives.

Students will be directed to the ACS DIT Partner's website as the primary source of detailed information, and provided with access to the ACS Student Handbook which includes the summarised key information on National Code policies and procedures, and on their rights and responsibilities as holders of student visas and as Australian Computer Society students, including:

- Student conduct – personal and academic;
- Student facilities and services including accommodation and health cover;
- Attendance, leave, compassionate and compelling circumstances;
- Academic performance, assessment, completion, complaints and appeals;
- Academic counselling and support;
- Student enrolment, fees, cancellation of enrolment, transfers and refunds;
- ACS DIT Partner staff and staff responsibilities;
- Visa conditions and non-compliance; and
- Life and work in Australia for international students.

During the Orientation session all students will be introduced to college academic, student services and administration staff, and briefed on:

- local culture, life in their institution's city and local amenities;
- Student Services;
- the Staff contacts for students;
- academic counselling;
- welfare counselling services;
- accommodation services;
- the critical incident and emergency contact;
- health insurance and maintaining OSHC;
- fees and fee refunds policy and procedures;
- recognition of prior learning and credit transfer policies and procedures;
- legal requirements relating to student visas;
- keeping address and contact details up-to-date;
- working and your student visa;
- attendance requirements;
- course progress requirements;
- completion of the course in the normal amount of time;
- complaints, grievances and appeals;
- student code of conduct;
- communication policy and etiquette (e.g. internet and mobile phones);
- safety (bomb threats, fire drills, evacuation and points of assembly);
- facilities on Campus; and
- introduction to the institution website and Student portal

Further details of the orientation process can be found in the *ACS Diploma of Information Technology Quality Compliance Manual.*

Student Academic Support Strategies

The National Code states:

> *6.2*   *The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.*

The Australian Computer Society recognises the importance of ensuring student access to academic support personnel and services empowering students as far as possible.

A central element of this strategy is the Academic Intervention Strategy which is designed to identify students who may need academic help with their study and to identify any students who may be at risk because of unsatisfactory academic progress and/or attendance. The strategies are designed to dovetail with Australian Computer Society's Standard 9 **Completion within Expected Duration**, Standard 10 **Monitoring Course Progress** and Standard 11 **Monitoring Attendance** Policies and Procedures.

The Intervention Strategy involves three elements/stages as described below:

Level 1 (Completion of Unit) Academic Intervention Strategy

In situations where a student has failed to meet the necessary level of competence in any specific Unit of Competency, the trainers are responsible for implementing the *Level 1 (Completion of Unit) Academic Intervention Strategy* which entails:

- individually meeting students who failed to secure a Competent assessment;
- discussing options and strategies for ensuring that they address any issues interfering with their academic progress

This is done in order to maximise the student's opportunity to complete their course within the expected duration as defined on their CoE.

Specific interventions begin with identifying the probable reason(s) for a student's failure to attain the required Competency and, depending on a student's attendance, reasons for their failure and possible personal problems, could then include:

- If a student has attended a minimum of 70% of Unit class hours, encouragement to resubmit Unit assessment tasks assessed as 'Not Yet Competent' within two weeks of the Unit's completion.
- If a student has attended a minimum of 70% of Unit class hours but failed to resubmit for assessment within the required two weeks, referral to the Partner's Academic Coordinator (or equivalent) to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking reassessment.
- If a student has attended under 70% but over 50% of Unit class hours, referral to the Academic Coordinator to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking reassessment.
- If a student has attended under 50% of the Unit class hours, they will be required to re-enroll for that Unit and organise a corresponding extension of their CoE.
- If a student has attended less than 50% of the Unit class hours as a result of compassionate and compelling circumstances or other approved Leave of Absence and that student has no more than two Units left to complete their course, the Academic Coordinator may permit them to participate in the end of term Reassessment Workshop and submit for assessment.

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If they are then assessed as 'not yet competent' they will then be required to re-enroll for the Unit/s and organise a corresponding extension of their CoE.
- If a student's attendance is either 'at risk' or unsatisfactory for the study period, they will be required to negotiate an Attendance Plan.
- If the student appears to be in need of professional assistance and academic and personal counselling, they will be referred to the Student Welfare Officer.

When completed, the Academic Coordinator (or equivalent) is responsible for entering the Level 1 Intervention details in the student management system.

Trainers are responsible for ensuring that within two weeks of the completion of each Unit of Competency all:

- students have received feedback on their assessments;
- assessments have been submitted to the Academic Coordinator with completed, signed and dated results documentation;
- assessments have been moderated by the ACS;
- assessment results have been entered in the student management system; and
- all student Interventions and referrals have been implemented.

Upon completion of each Unit the Academic Coordinator will check that all trainers have completely and correctly entered the results, and completed and signed all appropriate documentation of any Level 1 Interventions that have taken place. On completion of this check, the class's assessments are filed in the individual student files.

Level 2 (Study Plan) Academic Intervention Strategy

On verification of the student management system results entry the Academic Coordinator (or equivalent) is responsible for identifying students who are:

- making satisfactory progress but failing a number of units of competency;
- at risk of not making satisfactory academic progress and therefore at risk of not completing their course within the expected duration; and those
- not making sufficient academic progress (those failing more than 50 per cent of the Course Units of Competency taken over two study periods) and therefore unable to complete their course within the expected time.

The names of these students will be forwarded to the Student Services Officer who will formally inform the students concerned that they are 'at academic risk' and require students to organise a meeting with the Academic Coordinator within five working days to discuss this.

At the intervention meeting the Academic Coordinator will discuss the student's academic progress, identify the reasons for their academic problems, and negotiate a Study Plan designed to redress those problems.

Such Study Plans are individually developed to address the specific difficulties and causes, and may include one or a number of specific elements, including:

- individual counselling on study habits;
- acceptance of referral for professional counselling;

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- referral for remedial English language training;
- if eligible, participation in end of term Reassessment Workshops and submitting for reassessment;
- entering an Attendance Agreement; and/or
- re-enrolling in Units and extending their CoE.

If on referral to professional assistance the student is advised that they are unfit to attend classes for a significant period of time on medical/psychological grounds, the student will be provided Leave of Absence for the identified period of time, and the consequential extension of course duration and CoE will be implemented.

If a need is identified to refer a student to extensive remedial English language training, the desirability of approving a temporary suspension of enrolment will be considered, with any consequential extension of the Course duration and CoE being implemented if required.

If it is possible for a student to complete their course without an extension of their CoE, the Study Plan will include the *compulsory enrolment* and participation by eligible students in designated Reassessment Workshops, and submitting for reassessment in all units in which the student has failed to be assessed as competent, and within a defined timeframe designed, where possible, to enable the student to complete their course within the expected duration.

In cases where a student's failing of units is associated with:

- unsatisfactory attendance of from 70 to 80 per cent for the study period;
- where there exist compassionate or compelling circumstances which justify the absences; and
- where the absences have resulted in a student being unable to attend at least 50% of a particular Unit's class hours

that student will have to re-enrol in the missed Unit(s) at a time when it/they is/are next scheduled in the course timetable.

Where Leave of Absence is approved, a possible Suspension of Enrolment and an extension of the course duration will be organised.

In cases where a student's failing of Units is associated with:

- the student attending less than 50% of the Unit class hours as a result of Compassionate and Compelling Circumstances or other approved leave; and
- that student has no more than two Units left to complete their course

the student will be referred to the Academic Coordinator who may permit them to participate in the end of term Reassessment Workshop and submit work for assessment. If they are then assessed as 'not yet competent' they will then be required to re-enrol for the Unit/s and organise a corresponding extension of their CoE.

Reflecting its interdependence with students' academic progress, the Student Attendance Intervention Strategy is designed to identify and address academic progress problems frequently associated with 'at risk' or 'unacceptable' attendance.

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Some of these interventions involving term break tutorials and re-submission for assessments are able to be implemented without any extension to the overall course duration; but others may require students to repeat units and extend the period taken to complete their course.

Student Study Plans do not and cannot involve any reduction to student load. ICT50115 Diploma of Information Technology units are grouped on a semester basis of thirteen to fourteen weeks of 20 hours of class time per week. This arrangement cannot be modified to reduce the number of units an individual student may take on any one semester.

Students will be assisted through the procedures to extend their CoEs and, where necessary suspend their enrolment for their present course.

All Study Plans negotiated and agreed by the Academic Coordinator and an 'at risk' student have to be signed and dated by both parties and a copy of the Study Plan is to be given to the student. The requirement to maintain satisfactory academic progress and the consequences of not meeting that requirement will be clearly explained to the student.

In all cases, students will be required to remain in regular contact with the Academic Coordinator who is responsible for monitoring the student's progression through the Plan's stepped assistance and requirements.

Students who have completed their formal classes for the course and who, despite the above interventions, fail to be assessed as Competent in up to 50% of their course units will, on application to the Academic Coordinator, be eligible for an extension to their course duration to enable them of re-enrol in those units assessed as Not Yet Competent, provided they have:

- maintained their attendance rates;
- made satisfactory academic progress; and
- complied with all requirements of the Academic Intervention Strategy.

Details of the application, the granting of the extension and the reasons for the granting will be entered in the student management system and reported to the ACS for entry in PRISMS. All documentation will also be placed in the student's file.

Level 3 (Unsatisfactory Academic Progress) Academic Intervention

A student will be deemed to have unsatisfactory academic progress if they:

- have failed to achieve Competent assessments in more than 50% of their Units in a period greater than one study period; and/or who
- are at risk of not making satisfactory academic progress and have failed to meet the requirements of their Intervention Study Plan.

Those students identified as 'not making sufficient academic progress' will be informed of this in writing by Student Services, and of the intention to report them as a result.

The student will be provided with 20 working days within which to appeal against being reported and will be advised that the grounds of successful complaint or appeal are that they believe, and have supporting documentation and evidence to demonstrate, that:

- The ACS DIT Partner has not made the Academic Progress Policy and Procedure, Completion within Expected Duration Policy and Procedure and Complaints and Appeals Policies and Procedures available to them; and/or
- The ACS DIT Partner has not recorded or calculated their academic performance correctly or accurately; and/or
- The ACS DIT Partner has not implemented its Academic Progress intervention and support strategies in accordance with its documented policies and procedures; and/or
- There are compassionate and/or compelling reasons which have contributed to your unsatisfactory attendance.

They will be informed that the procedure for making an appeal is published on the website (www.acs.org.au and the Partner's website), and that if they decide to appeal they must continue to attend classes and work towards completing course requirements during the time their appeal is being considered.

Management of the internal and external appeals processes and their outcomes will follow the procedures set down in the Australian Computer Society **Complaints and Appeals Policies and Procedures**.

Students are expected to maintain their enrolment, academic progress and attendance throughout any internal and external appeals procedures.

Students are advised of these academic and attendance support procedures and strategies during their orientation, and, on a continuing basis by the trainers and student services staff and on the DIT Partner and Australian Computer Society websites.

Welfare Support for International Students

The National Code states:

> *6.3   The registered provider must provide 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 must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.*

> *6.5   The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.*

> *6.6   The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.*

> *6.7   The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.*

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Day to day responsibility for the oversight and management of student welfare support services lies with the ACS DIT Partner institution.

Partners must appoint appropriate staff for providing and coordinating student access to student services and welfare such as Student Services staff and Student Welfare staff, using the position descriptions provided by the ACS and with the approval of the ACS.

ACS DIT Partners must also appoint academic staff for academic and attendance related problems, such as Academic Coordinators and Managers. It is acceptable for such staff members to also be responsible for other courses in the Partner institution.

Comprehensive information on student support and welfare services will also be provided during Orientation and in the Student Handbook and on the Partner and Australian Computer Society websites.

The first point of contact for international students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) should be a Student Services Officer who will refer them to Student Welfare if additional support is required.

Students requiring Fee Extensions, Special Consideration, or Leave of Absence are required to follow processes and procedures outlined at Orientation and in the Student Handbook and available through the Partner website.

Students requesting accommodation assistance may be referred to an external agency for help..

Students experiencing Health and/or psychological-emotional problems will be referred to professional medical services and counsellors by the Student Welfare Officer who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate help.

Students experiencing problems of a legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination) will be referred to appropriate bodies for assistance. Where appropriate, Student Welfare will be available to accompany the student to such services if requested to do so by the student.

Records of student welfare cases and interventions will be maintained by the ACS DIT Partner, and reported to the ACS.

All student service support and counselling and referral and reporting will respect the privacy of students and comply with the requirements of privacy legislation.

Critical Incident Policy and Procedure

The National Code states:

> **6.4** **The registered provider must have 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.**

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The National Code defines critical incident as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; a serious traffic collision;
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- murder or suicide;
- fire;
- explosion or bomb threat; and
- a hold up or attempted robbery.

Non-life threatening events could still qualify as critical incidents.

The Australian Computer Society and its provider partners recognise that international students generally do not have close family available to care and provide support for them in Australia in the event of crisis and/or critical incident. It is important that the ACS and its DIT Partners do everything in their capacity to:

- respond in a practised and timely way with any critical incident involving an international student;
- ensure that timely and regular information is relayed to families abroad;
- ensure that ongoing support is provided to a student in need; and
- ensure that comprehensive records are maintained.

Day-to-day responsibility for policy and procedure coordination, and responding to, managing and reporting on critical incidents rests with the ACS DIT Partner's RTO Manager and Student Welfare, who are answerable to the Partner's PEO (Principal Executive Officer) and the ACS.

In the absence of the PEO, primary responsibility for Critical Incident Policies and Procedures lies with the ACS DIT Partner's Operations Director.

All international students are advised during Orientation of the details of the Australian Computer Society's Critical Incident Policies and Procedures, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

All members of staff are made aware of the Australian Computer Society's Critical Incident Policies and Procedures upon initial induction and they are made aware of any changes at scheduled Trainer Meetings. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

When any student becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that student is encouraged to inform a trainer or Student Services of the situation.

When any staff member becomes aware that an international student has been missing from the campus for 5 working days with no known contact with staff (general or academic) and/or other students, that staff member is responsible for informing a trainer or Student Services of the situation.

Should any student or staff member become aware of any critical incident affecting one or more of the ICT50115 Diploma of Information Technology international students, (either during or out of normal operating hours) that student or staff member will be responsible for informing the Partner's RTO Manager.

The RTO Manager will

- record details of the reported concern/incident;
- report the concern/incident to the Operations Director or PEO and the ACS;
- investigate the concern/incident to identify and evaluate the details and severity of the incident; and
- determine, in consultation with the Operations director or PEO and the ACS where it is considered necessary, what action needs to be taken.

If the incident is not severe and can be resolved with resources available to the ACS DIT Partner, the PEO, RTO Manager and/or Student Services will ensure that the appropriate level of action is taken and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the PEO and/or Student Services will initiate action to arrange that support. Personal details may be provided to the relevant emergency service(s) if the student involved is incapacitated and unable to provide these particulars themselves.

If the Principal Executive Officer has not been immediately available and involved, the incident and the consequent action must be reported to the PEO as soon as possible after the initial support has been provided, and to the ACS.

The PEO and/or Student Welfare will:

- monitor developments and the condition of, and provide appropriate support to, the international student/s through any period of treatment/convalescence;
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of the international student;
- coordinate the provision of any Partner or ACS resources required during any period of treatment/convalescence/support;
- liaise with the police and other emergency services personnel as required;
- advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements;
- ensure that detailed records are maintained of the incident.

Student Services will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File, and a copy sent to the ACS.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, Student Services will prepare a report on the investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of an International Student, the ACS DIT Partner's Principal Executive Officer will inform the ACS and with them will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;

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- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, notify PRISMS etc.

In implementing these procedures in response to any suspected or real critical incident the responsible officers will remain mindful of information privacy principles, laws and regulations.

Help available to students with regard to the English language and academic support for your studies

Three (3) types of support are available to students are:

A- Academic support to assist you with the subject matter, assessments, units of competency or other academic-related matters. This service is available Monday to Friday in room 2 on level 2 from 10.00am to 3.00pm and can be booked via the reception desk. You can attend academic help lessons as many times as you need within the specified hours above. These classes run from the start of the term to the conclusion of the term, but not during term breaks.

B- English language support to help you with language as well as literacy and numeracy issues (LLN) you may be facing or need assistance with. This service is available Monday to Friday in room 3 on level 2 from 10.00am to 3.00pm and can be booked via the reception desk. You can attend academic help lessons as many times as you need within the specified hours above. These classes run from the start of the term to the conclusion of the term, but not during term breaks.

C- Personal counselling and support to help you with any personal issues you may be facing. These support services are available from 9.00am to 5.00pm Monday to Friday during the term and also during term breaks, but you will need to book an appointment with the student counsellor who is located on level 1 of the building. The counsellor's contact details are shown below and you need to book an appointment no later than 1 working day prior to your proposed appointment.

Student Welfare Officer
(02) 9283 3601

Helping students adjust to life in Australia and to the new course

Moving to a new country to study can be challenging experience; we understand this and are here to support you in this rewarding and often life-enriching experience. Whether you have questions about Australian culture, basic law, lifestyle or the daily business of living in Australia, our counsellor will be glad to assist. Simply make an appointment with them at the latest one day prior to your preferred appointment, and they will be able to assist you over the phone or organise a meeting with you to provide further information and assistance. The counsellor's details are shown below.

Student Support Officer
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Services available to students, from the college, and from other sources to assist you in meeting your course requirements and/or maintaining your attendance.

In addition to the academic and personal counselling service referred to above, a range of advanced-level student's provider peer support to students in need of help. Support sessions are attended by advanced-level students who are able to support their colleagues and a trainer/assessor to ensure that you are provided with a supportive environment to help you study, get motivated or simply to discuss assessments and course content with other students.

These "open" sessions are over and above the academic support described above and runs in the meeting room on level 2 every Wednesday from 1.00pm to 3.00pm. You can simply attend a session at any time.

Availability of welfare services

In most cases international students do not have close family available to care and provide support for them in Australia, and it is therefore imperative that The Australian Computer Society and its Partners respond in a practical, professional and timely way to their educational, health, and psychological needs. This commitment includes responding to any critical incident involving an international student, and maintaining comprehensive records of all requests for support and responses to those requests.

The Australian Computer Society is committed to providing an effective and complete orientation to ensure that international students are introduced to key personnel, familiarised with the facilities and procedures of the ACS DIT Partner institution, and adequately prepared for study at the Partner institution and adapting to life in Australia.

The orientation program delivered at the commencement of study has to be viewed in the context of a developmental process which includes students':

- A- pre-enrolment contact with the institution;
- B- entry to the course of study;
- C- progress throughout the course; and their
- D- exit from the institution

In addition to the academic support and personal counselling services referred to above and the open classroom support sessions, a range of external organisations that may help you, if you feel that we cannot assist you, or we deem we are unable to provide you with the specialist support that we believe you may need. In the first instance, it is best to contact your counsellor on the details below and make an appointment to discuss your issue/s. If the counsellor is unable to assist, they may refer you to one of the organisations below, to assist with your issue. In all cases, the counsellor is available for contact in all cases of emergency and in case you wish to discuss whether these external organisations have been able to assist you, or you simply need to discuss the issues further.

The third party organisations that are not related to ACS or ECA that are able to potentially provide you with assistance are:

- A- The Australian Red Cross (general social support) www.redcross.org.au and 1800 811 700
- B- Mission Australia (general social support)- www.missionaustralia.com.au and 13 11 14

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C- St Vincent De Paul Society (general social support)- www.vinnies.org.au and (02) 9568 0262
D- Beyond Blue (depression)- www.beyondblue.org.au and 1300 22 36 46
E- Gambling Help Australia (issues with gambling and gaming addiction)
www.gamblinghelponline.org.au and 1800 858 858
F- Lifeline Australia (self-harm and suicide help line)- www.lifeline.org.au and 13 11 14
G- Relationships Australia (personal relationship support)- www.relationships.org.au and 1300 364 277

As an international student, once enrolled, applicants must:

- Satisfy their student visa conditions, which includes attendance, payment of fees and satisfactory academic progress
- Maintain their Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the written agreement with their provider
- Inform their provider if they change their address (within 7 days)
- Maintain satisfactory course progress
- Follow their provider's attendance policy (must attend at least 80% of all classes)

Student obligations and ESOS Information

Student Responsibilities
As an international student on a student visa you have responsibilities to satisfy your student visa conditions.
For more information:
http://www.immi.gov.au/students/visa-conditions-students.htm

Student's Obligation to Notify Change of Address
International students must advise the ACS and the institution where they are studying of any changes in their Australian and home country addresses and phone numbers **within 7 days**.
Changes to address and other contact details can be made by informing the ACS by email at
education@acs.org,au and the institution at <email address>

Student's Obligation to Maintain a Valid Visa and Health Insurance
International students must ensure that they maintain a valid visa and any health insurance
(OHSC) required as a condition of their visa. **Visa and health insurance renewal is the responsibility of the student.**

ESOS Information for Students

Information for International Students: https://aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx

ESOS Easy Guide:

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx

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International Student Fact Sheet:

https://aei.gov.au/Regulatory-Information/Documents/ESOS%20Framework%20fact%20sheet%20final%20draft%209%20May%202014%20%282%29.pdf

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End of Document
Student Support Services Policy and Procedures

Authors

Derinda Smith		

Version History

Date	Version	Revision History	Author /Reviser
September 2014	1	**Original draft**	DS
September 2014	2,3	**Minor changes resulting from editing by AJ**	DS
November 2014	4	**Clarification of roles of ACS and Delivery Partner incorporated**	DS
September 2015	5	**New header, new DIT Code, Education Program Manager replaced by Education Program Manager, and addition of new Version Control Panel**	DS

Approvals
This document requires the following approvals.
Date of issue and version details must be entered upon approval.

Name	Title	Date of Issue	Version
Asheley Jones	**Director, Education**	**September 2014**	1
Asheley Jones	**Director, Education**	**March 2015**	2-4
Simon Taylor	**Director, Education**	**September 2015**	5

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This document has been distributed to:

Name	Title	Date of Issue	Version

Custodian title & e-mail address:	Asheley Jones, Director, Education Asheley.jones@acs.org.au
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