

MELBOURNE COLLEGE OF HAIR & BEAUTY

MCOHB Student Support Services

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| 132 500 Anywhere in Vic | 19 |
| N/A | 19 |
| Alcohol and Drug Foundation | 19 |
| 1300858584 | 19 |

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| www.adf.org.au | 19 |
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| 1300224636 | 20 |
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| Lifeline..... | 20 |
| 131144 | 20 |
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| +61 (3) 9519 7000 | 20 |
| https://www.mhvic.org.au/..... | 20 |
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| http://melbourne.gumtree.com.auhttp://www.domain.com.auhttp://www.realestate.com.au..... | 20 |
| Iglu..... | 20 |
| Iglu Melbourne City | 20 |
| +61 3 9002 5600..... | 20 |
| Iglu South Yarra..... | 20 |
| +61 3 9002 5610..... | 20 |
| https://iglu.com.au/melbourne/?gclid=EA1aIQobChMI_4a-35u78AIVWAVgCh3INArSEAAAYAiAAEgK_zvD_BwE | 20 |
| Scape | 20 |
| +61 (3) 9977 8088 | 20 |
| https://www.scape.com/en-au/student-accommodation/melbourne?gclid=EA1aIQobChMI_4a-35u78AIVWAVgCh3INArSEAAAYASAAEgLaTPD_BwE | 20 |
| UNILODGE | 20 |
| +61 7 3233 3700..... | 20 |
| Email: nfo@unilodge.com.au..... | 20 |
| https://www.unilodge.com.au/student-accommodation-melbourne | 20 |
| Asthma | 20 |
| 1800278462 | 20 |
| Crime stoppers Victoria | 20 |
| 1800333000 | 20 |
| Consumer Affairs Victoria—Overseas Students..... | 20 |
| 1300558181 | 20 |
| Department of Home Affairs | 20 |
| 131881 | 20 |
| Disabilities | 20 |
| 1800029904 | 20 |
| Domestic violence..... | 20 |
| 1800737732 | 20 |
| www.respectvictoria.vic.gov.au..... | 20 |
| Domestic Violence Victoria | 21 |

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|---|----|
| + 61 (3) 9921 0828 | 21 |
| Email: admin@dvvic.org.au | 21 |
| http://dvvic.org.au..... | 21 |
| Epilepsy | 21 |
| 1300374537 | 21 |
| www.epilepsy.org.au | 21 |
| Gambling Helpline..... | 21 |
| 1800858858 | 21 |
| www.gamblinghelponline.org.au | 21 |
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| 1300 735 030 | 21 |
| https://lifesupportscounselling.com.au/specialist-areas/grief- counselling/?gclid=EA1aIQobChMI4KuH9aK78AIVjV1gCh18ogGtEAAAYASAAEglu9PD_BwE | 21 |
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| National Accreditation Authority for Translators and interpreters..... | 21 |
| +61 (3) 96423301 | 21 |
| www.naati.com.au..... | 21 |
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| TIS National services (provided by the Dept. of Home Affairs) | 21 |
| 131 450 (within Australia)..... | 21 |
| +613 9268 8332 (outside Australia)..... | 21 |
| https://www.tisnational.gov.au/ | 21 |
| Overseas Students Ombudsman..... | 21 |
| 1300362072 | 21 |
| www.ombudsman.gov.au..... | 21 |
| Study Melbourne Student Centre (SMSC) | 21 |
| 1800056449 | 21 |
| www.studymelbourne.vic.gov.au | 21 |
| St Vincent de Paul Society..... | 21 |
| +61 (3) 9895 5800 | 21 |
| https://www.vinnies.org.au/ | 21 |
| Support Service | 24 |
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| Website | 24 |
| (03) 9890 6138 | 21 |
| Email enquiries@ldaustralia.org..... | 22 |
| Website www.ldaustralia.org | 21 |
| 1300 6 555 06..... | 22 |

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| Email vaeai@vaeai.org.au..... | 22 |
| 0402225051 | 22 |
| (03) 9473 1111 | 22 |
| Email: info@vicdeaf.com.au | 22 |
| This is not a definitive list of support services and organisations that are available, however they are organisations where support service can begin..... | 22 |

1.0 Policy

- 1.1 ... This policy/procedure supports the requirements to provide student support services to all students.
- 1.2... This policy ensures that all students are given support while studying with the Melbourne College of Hair and Beauty (MCOHB). This support includes both academic and personal support and the following procedures ensure that students are made aware of the support available.
- 1.3... MCOHB will do it’s best to support students with their personal and academic needs, however there are support services that MCOHB is not able to provide in house. In these cases students will be referred to the appropriate external support service/s.
- 1.4... There are no costs for a referral to an external support service however accessing services outside of MCOHB may incur costs and should be clarified prior to engaging external support services.

Relevant Legislation and Standards that this Policy and Procedure Supports:

- 1.5... This policy and procedure is in accordance with the following Acts and Standards:
 - *Education Services for Overseas Students Act 2000,*
 - *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (CRICOS standards),*
 - *National Vocational Education and Training Regulator Act 2011,*
 - *Standards for Registered Training Organisations (RTOs) 2015, and*
 - *Disability Standards for Education 2005.*

2.0 Responsibility

- 2.1 ... Director of Studies is responsible for implementation of this policy and ensure that staff and students are aware of its application and that the Operations Manager will execute its procedures and manage student support services on daily basis.
- 2.2... It is the responsibility of Head trainers, trainers and admin support staff to monitor students welfare daily and ensure students are provided with front line support when they need support.

3.0 Definitions

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| Australian Core Skills Framework (ACSF) | The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy. |
| ACSF entry level | ACSF entry level is a threshold at which students/applicants demonstrate that they have achieved a sufficient level of core skills to be able to access and complete a chosen course. |
| Accepted Student | Accepted student of a registered provider (Student) means a student (whether within or outside Australia): (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and (b) who is, or will be, required to hold a student visa to undertake or continue the course. |
| Applicant | A prospective student prior to receiving an official Letter of Offer |
| Authorised representative | Means an authorised representative of the RTO or an authorised Education Agent, who is permitted to undertake the enrolment assessment with a prospective international student. |
| Compulsory Study Period | A period of study in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies. |
| Course | Full time registered University or vocational education and training courses or ELICOS courses offered by or through RTO and registered on Registered Providers CRICOS scope of registration. |
| Confirmation of Enrolment (CoE) | The Confirmation of Enrolment (CoE) is an official document that provides important information about an international student's enrolment status. This document is required to be submitted to the Department of Home Affairs before applying for a student visa. |
| CRICOS | Commonwealth Register of Institutions and Courses for Overseas Students. |
| Discriminate/Discrimination | To make an unjust or prejudicial distinction in the treatment of different categories of people, especially on the grounds of race, sex, age, or disability. |

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| Education Agent | A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities). |
| Enrolment | Enrolment means where the student has been issued with a CoE and Letter of Offer to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods. |
| ESOS Act | Education Services for Overseas Students Act 2000 revised 2018 of the Commonwealth of Australia. |
| ESOS Regulations | National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) |
| Full time study | The amount of study for a particular Course which is approved by the accrediting body for the Course, or in cases where the accrediting body gives no such approval, means minimum of 20 contact hours per week. |
| Foundation Skills | <p>Foundation skills are the non-technical skills that support an individual's participation in the workplace, in the community and in education and training. They describe the language, literacy, numeracy (LLN) and employment skills that are essential to performance and are explicitly identified in the foundation skills field of a unit of competency, which:</p> <ul style="list-style-type: none"> • identifies the essential foundation skills that are not explicit in the performance criteria of the unit • describes the application of each skill in context of the performance criteria • should be considered as an integrated part of the unit for assessment purposes. <p>The language, literacy and numeracy skills are represented by the five core skills set out in the Australian Core Skills Framework (ACSF): Learning, reading, writing, oral communication and numeracy.</p> |

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| Mode of Study | Attendance including face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning. |
| National Code | National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. |
| Overseas Student | 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. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parent or legal guardian. |
| Pre-training Review (PTR) | Pre-training Review (PTR) is the process of determining suitability and appropriateness of a chosen training option per an individual's present competencies with reference to the domains of; background education, interest, aspiration, and abilities. PTR involves diagnostic assessments to measure applicants LLN and Foundation Skills. |
| Principal Course of Study | The principal course of study that refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. |
| PRISMS | The Provider Registration and International Students Management System (the electronic system that holds CRICOS course and provider registration details and the electronic Confirmation of Enrolment) and reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as provider compliance with the ESOS Act. |
| Prospective Student | An intending overseas student (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student |
| Pre-requisite | Means any requirement that the applicant must meet prior to being accepted into a course of study. |

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| Reasonable adjustment/s | Reasonable adjustments can be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the support needs of a learner with disability. The purpose of reasonable adjustments is to make it possible for learners to participate fully. It is not to give learners with additional or different needs an advantage over others, to change course standards or outcomes, or to guarantee success. |
| Recruitment | The pre-enrolment processes of engaging and assisting overseas students (or parent or guardian if the overseas student is under 18) to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a Confirmation of Enrolment for an application for a student visa; |
| Registered Training Organisation (RTO) | Registered training organisations (RTOs) are providers and assessors of nationally recognised training that have been registered by the Australian Skills Quality Authority (ASQA). |
| Relevant Acts and Standards that govern this policy and procedure | <ul style="list-style-type: none"> • <i>Education Services for Overseas Students Act 2000</i> • <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> • <i>Standards for Registered Training Organisations (RTOs) 2015</i> • <i>Disability Standards for Education 2005</i> |
| Recognition of Prior Learning (RPL) | RPL is a process that involves assessment only of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (Australian Qualifications Framework, second edition, January 2013). |
| Student Management System (SMS) | An approved NCVER AVETMISS Data Entry Tool for the collection and storage of a VET students information, collected by an RTO during the students course of study of an AQF accredited qualification. |
| Student Support Officer (SSO) | A member of the RTO's staff who provides effective and customer-focused frontline support service to students. The SSO is responsible in delivering efficient and professional information, advice and support to meet the needs of students on a range of personal, pastoral, welfare and academic issues. They also provide a seamless referral service to specialist services. |
| VET qualification | Means a qualification that is delivered to international students, is approved on the CRICOS register and is listed on the RTO's scope of registration on training.gov.au. |

4.0 Purpose of Student support services

Learner support

- 4.1 ... MCOHB is committed to supporting students to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. MCOHB has an extensive orientation program devoted to providing comprehensive information about available student support services and support staff to meet the needs of all students enrolled within our Institute. This service is at no additional cost to the student.
- 4.2... In accordance with Standard 1 Clause 1.7 of the Standards for RTOs 2015;
- MCOHB determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.
- 4.3... In accordance with Standard 6 Clauses 6.3 and 6.4 of the CRICOS Standards MCOHB:
- offers reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
 - facilitates access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
- 4.4 ... MCOHB's policies and procedures ensures the interests of the student and their families are managed appropriately and show that MCOHB is prepared for incidents that may befall a student and have a clear protocol to follow in what can be distressing and upsetting circumstances.

5.0 Student Support Officer

- 5.1 ... Whilst all staff employed by MCOHB has the responsibility to provide support to all students, MCOHB has nominated a Student Support Officer (SSO) who shall be available to students, on an appointment basis, through the standard Institute hours of business.
- 5.2... Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.
- 5.3... If a student has an emergency outside of college business hours they can call the Operations Manager first, and the Operations Manager will assist them in accordance with this policy and procedure.

MCOHB will:

- a. Provide sufficient student support personnel for the number of students enrolled.
- b. Provide student support officers at each campus to direct or arrange appropriate student support services.
- c. Provide appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues.
- d. Maintain and deliver up-to-date and correct information for students relating to support services; study issues; emergency, legal and health services; and facilities and resources.
- e. Make accessible to students information on institutional complaints and appeals procedures.
- f. Regularly review and deliver a comprehensive orientation program that includes all of the above as well as information on course progress, attendance and visa conditions (applicable only to International students).
- g. Provide welfare-related support services at no cost to the students including referrals to any additional services.
- h. Ensure staff who interact directly with students are aware of Baxter's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

6.0 Orientation & Transition to study Support

COMPULSORY ORIENTATION

- 6.1 ... New students at MCOHB benefit from opportunities to become familiar including the academic and support services provided by MCOHB.
- 6.2 ... Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions.
- 6.3 ... It is mandatory for new students to complete the Pre-enrolment student feedback form.
- 6.4 ... New students also complete a compulsory component of Orientation Online so that essential elements such as academic integrity are understood prior to commencing study.

Recommended Orientation and Transition Activities

- 6.5 ... It is acknowledged that the first year of learning can present challenges to all new learners, particularly those students from backgrounds in which Overseas education might not be a typical path. Regardless of the campus a structured orientation programme is provided to cater to the diverse needs of learners who may be at different stages of preparedness for study. These experiences ensure new students have opportunities to:
- Identify and meet key academic, support and other relevant campus staff to build connections within acumen education.
 - Be introduced to MCOHB's Learning Management System and understand how it is used to support students.
 - Familiarise themselves with academic and support services that will assist with the development of successful study and learning habits.

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- Develop a sense of belonging to the college campus and services.
- 6.6... Orientation Online provides information for new students and practice opportunities to use features of the Learning Management System prior to commencement of studies. Orientation Online is also a resource for students to refer back to during their first two terms of study because transition is an ongoing process.
- 6.7... The student support services identified during orientation to students in the transition to a new study life in a new environment.
- a. Legal services.
 - b. Academic issues
 - c. Personal and Social issues
 - d. Accommodation
 - e. Medical Issues
 - f. Social Programs
 - g. Emergency and health services.
 - h. Facilities and resources.
 - i. Complaints and appeals processes.
 - j. Any student visa condition relating to course progress and/or attendance as appropriate.
- 6.8... A free orientation program is conducted before classes begin in consideration of the following:
- Student's privacy and confidentiality as per the Privacy Act.
 - Student Code of Behavior.
 - Cultural sensitivities considered to prevent offence to the students, their families or any of their representatives, for example education agents.
 - Attendance for Overseas and domestic students.
 - Attendance in regard to international student visa conditions.
- 6.9... The orientation program also involves social activities, which will help you to meet other students and familiarize yourself with the college and surrounds.
- 6.10. Apart from the Student Orientation Program the SSO will occasionally organise social events that allow all students enrolled with MCOHB 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.

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

- A tour of the MCOHB identifying classrooms, student areas, student administration area, and any other relevant areas within the college campus such as toilets, fire exits, and restricted areas.
- Details of the course, timetable, staff members contact details
- All students are to receive a copy of the Student handbook.
- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- MCOHB's facilities and resources
- complaints and appeals processes as outlined in MCOHB's policy and procedure
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

7.0 Requirements/Process

Linked Services

7.1 ... Student Support is wide overarching requirement to enable the student to excel at their chosen course. Many areas of support are more specifically dealt with by other policies and procedures and will not be repeated in this document.

7.2 ... This policy should be read in conjunction with the following:

- Assessment Policy and Procedure
- Attendance Policy and Procedure
- Critical Incidents Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Completion within Expected Duration Policy and Procedure
- Course Progress and Intervention Policy and Procedure
- Defer, Suspend or Cancel/Withdraw Policy and Procedure
- Fees and Refunds Policy and Procedure
- International Student Transfer policy & procedure
- Language Literacy and Numeracy Policy and Procedure
- Pre-Training Review Policy and Procedure
- Plagiarism and Cheating Policy and Procedure

- Student Code of Behaviour Policy and Procedure
- Students with Special Needs Policy and Procedure
- Unique Student Identifier Policy and Procedure
- From Application to Enrolment
- Student Engagement Before Enrolment

7.3... Prior to MCOHB accepting a student, or an intending student, for enrolment in a course, MCOHB will provide, in print or through referral to an electronic copy, current and accurate information regarding the following:

- the requirements for acceptance into a course;
- the minimum level of English language proficiency;
- educational qualifications or work experience required and whether course credit or RPL may be applicable;
- the course content and duration, qualification offered if applicable, modes of study and assessment methods;
- campus locations and a general description of facilities, equipment, and learning and library resources available to students;
- details of any arrangements with another registered provider, person or business to provide the course or part of the course;
- indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
- a description of the ESOS framework made available electronically by DET; and
- relevant information on living in Australia, including:
 - indicative costs of living; and relevant accommodation options.

8.0 Student Support Services available times and contact details

8.1 ... Initial points of contact for students to the MCOHB Student Services team are:

8.2 ... Student support reception is open daily from 11.00am – 2pm and 6.00pm - 7.30pm Monday to Friday and 9am - 1pm on Saturday. Reception at the administration office is opened from 9am to 5.30pm Monday to Saturday.

8.3 ... Students are free to approach any MCOHB staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.

8.4 ... The initial point of contact for students is the Student Support Officer who has access to up to date details of MCOHB's support services.

8.5 ... Student Support Officers/Manager are highlighted during Orientation and information can be found in the student handbook.

8.6 ... For emergency after hours, students are advised to ring: (03) 9462 3464, or: (03) 9469 4522

8.7 ... All other staff members are also available to support students at all times.

8.8 ... Academic, Language and Learning Support

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- 8.9... Academic support is the immediate responsibility of the Head trainer and training staff, however in the event that a student's academic problem presents with difficulty that the Head trainer and trainers do not have expertise to handle, then the student is to be referred to the Director of Studies for assessment of the type of academic support the student requires.
- 8.10. Students are advised to approach their Trainers, Course Coordinator, the Student Support/ Academic Officer or Student Support/Academic Manager if they need assistance in meeting course requirements.
- 8.11. The Student Support Officer, Student Support Manager and/or Director of Studies can assist students with the following aspects of their academic journey with MCOHB:
- Study Skills
 - Timetables
 - Learning Support Strategies
 - Any other academic issues
- 8.12. Students newly arrived in Australia, whether as permanent residents or international students may experience issues relating to language.
- 8.13. Domestic students typically undertaking Certificate II or III qualifications or units may in addition, experience difficulties with Literacy and/or Numeracy requirements. If any member of staff, suspects issues here, they should discuss with the relevant coordinator of the course and the Director of Studies with a view of early intervention.
- 8.14. Failure to support a student in this area can lead to a student beginning to fail or not attend classes. Dependent upon the needs, an intervention strategy should be put in place with the agreement of the student to aid and support them. They may require some additional coaching, mentoring, pairing or attendance on English Language classes.
- 8.15. Whilst the Student Support Officer or Student Support Manager may lead any intervention plan, it should be agreed with the Director of Studies and may also use the services of the English Department for additional support.

9.0 Student Welfare Services

- 9.1... MCOHB designated Student Support Officer and Student Support Manager provide basic advice services to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The table "Support Organisations" at the end of this document contains contact details of a non-exhaustive list of appropriate support organisations.
- 9.2... The Student Support Officer is available to students to help them access study support and welfare-related services such as;
- a. Legal Services,
 - b. Accommodation,
 - c. Emergency and Health Services,
 - d. Facilities and Resources,
 - e. Complaints and appeals processes and,
 - f. course progress and or attendance as appropriate.

9.3... MCOHB can refer students to external Counselling Service for various issues when necessary. Each case is dealt with on a case by case basis. There is no fee attached to the internal welfare support and referral service. However, any cost charged by the external service provider will be paid by students.

10.0 Special needs

- 10.1. Students with a disability or special need are encouraged to disclose the nature of their disability and their special needs during enrolment process through the Pre-training review to allow MCOHB determine the type of support the student will require during their learning journey.
- 10.2. Admin staff will notify student support manager and Head Trainer of the course in which the student with a disability is enrolled.
- 10.3. The student with a disability will be documented in the training plan.
- 10.4. The Student support manager with the Compliance manager and Head trainer shall be responsible for:
 - a....Academic support services for students with disabilities;
 - b....The supervision and review of the progress of the students with disabilities;
 - c....The development of teaching and assessment methods appropriate to students with disabilities.

The Head trainer of the relevant course shall be responsible for:

-Monitoring the students with disability
-Communicating with the Student support manager to facilitate appropriate teaching and assessment methods (where applicable)
-Assigning qualified trainer to assist and provide extra support to the students
-Allocating suitable classroom for students who may have mobility issues.

11.0 Reasonable adjustments:

- 11.1. MCOHB will assess a students' need for any reasonable adjustments at the PTR interview.
- 11.2. Reasonable adjustments can be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the support needs of a learner with disability. The purpose of reasonable adjustments is to make it possible for learners to participate fully. It is not to give learners with additional or different needs an advantage over others, to change course standards or outcomes, or to guarantee success.
- 11.3. A reasonable adjustment in learning and assessment activity needs to be justifiable and uphold the integrity of the unit/qualification. An adjustment is reasonable if it can accommodate the learner's support needs while also considering factors such as the views of the learner, the potential effect of the adjustment on the learner and others, the costs and benefits of making the adjustment.
- 11.4. Reasonable adjustments will be negotiated on an individualised basis, recognising that each person with a disability will have specific learning needs and requirements for adjustment.

- 11.5. Inherent requirements are the fundamental parts of a course that must be met by all learners in order for them to be deemed competent. They are the abilities, skills and knowledge learners need to undertake the course those components which, if removed, would compromise the learning outcomes.
- 11.6. Learners with a disability will be provided with reasonable adjustments to enable them to meet these inherent requirements, provided this would not cause unjustifiable hardship to the RTO. However, if a learner cannot meet the inherent requirements, even with adjustments, then they cannot undertake the course.
- 11.7. Learners will be given as much information as possible to allow them to make informed decisions about whether they will be able to meet inherent course requirements.
- 11.8. Adjustments must:
- be discussed with and agreed to by the learner with disability
 - benefit the learner with disability
 - maintain the integrity of the competency standards
 - be a reasonable expectation in a workplace or training and assessment environment.
 - Adjustments are not required if they could:
 - cause the RTO unjustifiable hardship
 - harm other learners.
- 11.9. Making reasonable adjustments requires the RTO to balance the need for change with the expense or effort involved in making this change. If an adjustment requires a disproportionately high expenditure or disruption, it is not likely to be reasonable.

Indigenous students

- 11.10 Any individual who in the application for enrolment answers "Yes" to the question: "Are you of Aboriginal or Torres Strait Islander origin?" may be referred to the Victorian Aboriginal Education Association, phone (03) 9480 0800, fax: (03) 9481 4072, email vaeai@vaeai.org.au, website vaeai.org.au, or the Victorian Aboriginal Education Association may be consulted by the college when determining the most appropriate support strategies.

12.0 Critical Incidents

- 12.1. MCOHB has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident the recording of the incident and the action taken.
- 12.2. Critical incidents are not limited to, but could include:
- a. missing students;
 - b. severe verbal or psychological aggression;
 - c. death, serious injury or any threat of these;
 - d. natural disaster; and
 - e. issues such as domestic violence, sexual assault, drug or alcohol abuse
 - f. For further information see Critical Incident Policy.

13.0 Support Services Procedure/s

Access to support services

- 13.1 . All students have unlimited access to our student support services by making initial contact with the Student Support Officer (SSO).
- 13.2. Reception keeps a list of day to day information that might be needed by a newly arriving student such as local banks, doctors, telephone providers etc. This list will be continuously updated as information loses its currency.
- 13.3. Where the nature of the request is more than basic information or instructions on how to find something, then the student should speak to the SSO.
- 13.4. Where the service required to assist the student is beyond the scope of the SSO, then the SSO should offer to refer the student to an appropriate 3rd party service provider. The SSO is authorised to refer the student to any professional welfare assistance (Centrelink Social Workers, Legal Aid, etc.) as they see fit. The table “Support Organisations” at the end of this document contains contact details of a non-exhaustive list of appropriate support organisations.

14.0 SSO Duties

- 14.1 . MCOHB ensures that the staff members who interact directly with students are aware of the obligations of MCOHB 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.
- 14.2. 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.
- 14.3. 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.
- 14.4. Many 3rd party support services providers are free. However, some provider may charge consultation fees. The SSO will make it clear to the student that MCOHB does not charge for their services and also does not pay for the 3rd party services on behalf of the student.
- 14.5. 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.
- 14.6. The SSO shall assist with accommodation or general welfare issues by providing appropriate advice and direction.
- 14.7. The SSO is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit
- 14.8. The SSO shall detail the student support services provided to each student and ensure details of services provided are placed on the student’s file.
- 14.9. The Course coordinator shall ensure that the Student Support Services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate
- 14.10 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.

- 14.11 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.
- 14.12 The following table is a quick guide of who is responsible to assist students in key areas of their learning journey at MCOHB.
- 14.13 MCOHB is **NOT** an accommodation agency and will not undertake this role but refer students to external agencies. For further information, please refer to Student Handbook and see the table below.
- 14.14 Recording of Support Services
- 14.15 For internal support the Student Support Officer/Manager should ensure that a note covering the issue is recorded in “Student Communication Log”. It may become important later to be able to trace the history of a developing issue.
- 14.16 A note should be made on the Student File- (counselling form) that such information exists.
- 14.17 Any external referral should also be noted on the file and followed up with the student to ensure a satisfactory outcome.
- 14.18 The CEO shall ensure that the Student Support Services are reviewed in management meetings, and corrective actions are applied as appropriate.
- 14.19** MCOHB may refer students to the following organisations for support, or alternatively, the college staff may refer to these organisations when determining the best support strategies for students.

15.0 Table 1 Quick reference guide support responsibilities

| Service | Academic staff | Admin staff | SSO | Operations Manager | External Agency | Director of Studies |
|-------------------------------------|----------------|-------------|-----|--------------------|-----------------|---------------------|
| Informal advice | X | X | X | X | | X |
| General Information regarding MCOHB | X | X | X | X | | X |
| “How to” in Australia | X | X | X | X | X | |
| Course Information | X | X | X | X | | X |
| Course Progress | X | X | X | X | | X |
| Finances | X | X | X | X | X | X |
| Language, Literacy & Numeracy | X | X | X | X | | X |
| Complaints / Appeals | | X | X | X | X | X |
| Counselling personal issues | | | X | X | X | |
| Legal | | | X | X | X | |
| Accommodation | | | X | X | X | |

16.0 Table 2 External support services reference guide

| Support Service | Phone number | Website |
|-------------------------------|--|---|
| Emergency Services: | | |
| Ambulance | 000 | N/A |
| Fire | 000 | N/A |
| Police | Emergency 000 Non-Emergency 131 444 | N/A |
| State Emergency Service (SES) | 132 500 Anywhere in Vic | N/A |
| Alcoholics anonymous | 1300 222 222 | http://www.aa.org.au/ |
| Alcohol and Drug Foundation | 1300858584 | www.adf.org.au |

Anxiety Support: Includes Depression, self harm

| | | |
|--|--|---|
| Beyond Blue | 1300224636 | www.beyondblue.org.au |
| Lifeline | 131144 | www.lifeline.org.au |
| Mental Health Victoria | +61 (3) 9519 7000 | https://www.mhvic.org.au/ |
| Accommodation: | | |
| Gumtree advertisements | N/A | http://melbourne.gumtree.com.au http://www.domain.com.au http://www.realestate.com.au |
| Iglu | Iglu Melbourne City +61 3 9002 5600 Iglu South Yarra +61 3 9002 5610 | https://iglu.com.au/melbourne/?gclid=EAlaIQobChMI_4a-35u78AIVWAVgCh3INArSEAAYAiAAEgK_zvD_BwE |
| Scape | +61 (3) 9977 8088 | https://www.scape.com/en-au/student-accommodation/melbourne?gclid=EAlaIQobChMI_4a-35u78AIVWAVgCh3INArSEAAYASAAEgLaTPD_BwE |
| UNILODGE | +61 7 3233 3700 Email: nfo@unilodge.com.au | https://www.unilodge.com.au/student-accommodation-melbourne |
| Asthma | 1800278462 | www.asthmaustralia.org.au |
| Crime stoppers Victoria | 1800333000 | www.crimestoppers.vic.com.au |
| Consumer Affairs Victoria– Overseas Students | 1300558181 | www.consumer.vic.gov.au/internationalstudents |
| Department of Home Affairs | 131881 | www.homeaffairs.gov.au |
| Disabilities | 1800029904 | www.ideas.org.au |
| Domestic violence | 1800737732 | www.respectvictoria.vic.gov.a u |

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| Domestic Violence Victoria | + 61 (3) 9921 0828 Email: admin@dvvic.org.au | http://dvvic.org.au |
| Epilepsy | 1300374537 | www.epilepsy.org.au |
| Gambling Helpline | 1800858858 | www.gamblinghelponline.org.au |
| Grief support | | |
| Life Support Counselling | 1300 735 030 | https://lifesupportscounselling.com.au/specialist-areas/grief-counselling/?gclid=EAlaIqobChMI4KuH9aK78AIVjV1gCh18ogGtEAAYASAAEglu9PD_BwE |
| Grief line | 1300 845 745 | https://griefline.org.au/ |
| The Salvation Army | + 61 (3) 8878 4500 | http://www.salvationarmy.org.au/ |
| National LGBTI Health Alliance | + 61 (2) 8568 1123 Email: info@lgbtihealth.org.au | http://lgbtihealth.org.au/ |
| Melbourne Water | 131722 | www.melbournewater.com.au |
| National Accreditation Authority for Translators and interpreters | +61 (3) 96423301 | www.naati.com.au |
| Interpreter Services: TIS National services (provided by the Dept. of Home Affairs) | 131 450 (within Australia) +613 9268 8332 (outside Australia) | https://www.tisnational.gov.au/ |
| Overseas Students Ombudsman | 1300362072 | www.ombudsman.gov.au |
| Study Melbourne Student Centre (SMSC) | 1800056449 | www.studymelbourne.vic.gov.au |
| St Vincent de Paul Society | +61 (3) 9895 5800 | https://www.vinnies.org.au/ |
| Learning Difficulties Australia | (03) 9890 6138 | Website www.lidaustralia.org |

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|--|--|---|
| | Email enquiries@ldaustralia.org | |
| Reading Writing Hotline | 1300 6 555 06 | https://www.readingwritinghotline.edu.au/ |
| Victorian Aboriginal Education Association | (03) 9480 0800 Email vaeai@vaeai.org.au | http://vaeai.org.au/ |
| Dyslexia Support Services and Educational Resources | 0402225051 | https://www.dyslexiasupportservices.com.au/ |
| Vision Australia (vision impairment and blindness support organisation) | 1300 84 74 66 Email info@visionaustralia.org | www.visionaustralia.org |
| VicDeaf | TTY (03) 9473 1199 (03) 9473 1111 Email: info@vicdeaf.com.au | www.vicdeaf.com.au |

This is not a definitive list of support services and organisations that are available, however they are organisations where support service can begin.