

Student Support and Welfare Policy

1. Purpose

The purpose of this policy is to support the overseas students in adjusting to study and life in Australia by providing information to the overseas students on or access to an age and culturally appropriate orientation programs and to ensure that all the students are given required academic, non-academic and informational support while studying in Australia to successfully complete their courses within the duration.

As per standard 6.3 of the National code 2018, ASIA offers reasonable support to the overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student.

ASIA has implemented and documented a policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to the incidents that may cause physical or psychological harm.

ASIA 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 the overseas students undertaking online or distance units of study.

2. Scope

This policy applies to all the Astral Skills Institute of Australia staff and the prospective and current international students of ASIA.

This support includes both academic and personal support and the procedures to ensure that the students are made aware of the support services available. ASIA will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Astral Skills Institute of Australia (ASIA) aims to identify and respond to the learning needs of all the students. Diverse student learning needs are addressed, and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the institute may come at a charge determined by the provider of the service.

3. Responsibility

THE EARLY CHILDHOOD COMPANY PTY. LTD. T/A ASTRAL SKILLS INSTITUTE OF AUSTRALIA (ASIA)

ABN: 80 600 951 264

RTO: 41322

CRICOS: 03858C



Head Office: Level 5, Suite 513A,
Westfield Parramatta, NSW 2150



(02) 4608 9972



info@asia.edu.au
www.asia.edu.au

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ASIA as an organisation is committed to creating awareness and access to a variety of student support services and ensuring that the international students make an effective transition into the life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

The CEO and the Student Support Officer are responsible for the implementation of this policy. The students support officer will have access to up-to-date details of the ASIA's support services.

ASIA has appointed a student support officer and staff members as official contact person for students to provide support to the students and to ensure that there are adequate support personnel. Each officer and a designated staff member at ASIA will help the students in supporting the students who request for support. However, there will be one student support officer who will be responsible for specific task requirements and other staff members who will be responsible for providing support in different areas.

Official point of contact for support: Helly (Student Support Officer)

Email: info@asia.edu.au

[The other support staff are:](#)

Service	Name	Phone no	Email
Critical incidents, Emergency Health Services,	Marie Armstrong	+61 403 143 543 Critical Incident: (02) 4256 2072 (24 hours available)	info@asia.edu.au
Counselling support, Appeals, external services support, legal assistance, Safety and Security, First Aid	Ankita Gohil/Rodrigo	+61 45403 143 543	info@asia.edu.au
Enrolment Officer/ Reception Services	Tania Narula	+61 403 143 543	info@asia.edu.au
Student Support, Complaints and Appeals	Healy/Rodrigo	+61 403 143 543	info@asia.edu.au
Administrative/Complaints	Ankita Gohil	+61 403 143 543	info@asia.edu.au
Student support officer, LL N support Officer, Training Manager,	Dev	+61 403 143 543	info@asia.edu.au



Accommodation support, Digital and IT Support Officer	Jason	+61 403 143 543	info@asia.edu.au
Academic support/course progress support	Hafiz	+61 403 143 543	info@asia.edu.au

4. Requirements

ASIA will help students to access the study support and welfare related services.

- As per standard 6.8 of the National Code 2018, ASIA has its Critical Incident Policy and procedures in place that covers the action to be taken in the event of a critical incident, and records the incident and action taken. Our Critical incident policy ensures that ASIA is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.

See Critical Incident Policy and Procedures of ASIA for more information.

- ASIA has sufficient student support personnel to meet the needs of the overseas students enrolled with ASIA. ASIA will maintain one student support officer for every 80 students (1:80 ratios) to ensure that sufficient officers are available for students. Every member of ASIA staff will execute the procedural aspects of this policy with specific matters dealt by specialised personnel.
- Reasonable steps will be taken to provide students with safe environment on campus and off campus, and it is advised to students and staff to take actions, which can enhance their personal security and safety.
- ASIA will ensure that the staff members who interact directly with the overseas students are aware of the ASIA's obligations under the ESOS framework and the potential implications for overseas students.
- ASIA provides an 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 are free of cost.
- ASIA shall organise various student support as outlined below in point 5.

5. Procedures

5.1 Orientation Programs

All students will go through an orientation program during their first week at ASIA





ASIA will ensure that an age and culturally sensitive orientation programmed is delivered by the official point of contact personal i.e. Student Support Officer. This program provides information on being safe on campus and around campus.

The orientation program will include information regarding:

- 5.1.1 Support services available to assist overseas students to help them adjust to study and life in Australia
- 5.1.2 Being safe on campus and around campus
- 5.1.3 English language support and study assistance
- 5.1.4 Any relevant legal services
- 5.1.5 Emergency and health services
- 5.1.6 ASIA's facilities and resources
- 5.1.7 Complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- 5.1.8 Information on visa conditions relating to the course progress and attendance requirements.
- 5.1.9 The support services available to assist the students with general or personal circumstances that are adversely affecting their education in Australia.
- 5.1.10 services that students can access for the information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (National Employment Standards).

After orientation program, students will be required to fill up and sign a student Induction checklist which will then be filed in the student's file.

5.2 Student Handbook

All students will be provided with the information on the link to the ASIA website of the international student handbook before the enrolment. Student handbook will provide information on:

- Support services available to the students
- Services, facilities and resources available to students
- Assessments
- Recognition to Prior Learning (RPL), Credit transfer
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behavior
- Maintaining contact details up to date





- Visa requirements for international students
- Policies and procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

6. Student Support Services

6.1 Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support to ensure that they maintain appropriate academic level, and general support to achieve satisfactory course progress. Student's course progress is monitored, and proper guidance and support is provided if unsatisfactory course progress has been identified.

Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies or achieved minimum competency level as stipulated in individual program requirement.

A student can discuss any academic or other related issues to study at ASIA at any time with the student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist the students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies may include, but are not limited to:

- Academic skills support
- Additional English support
- Additional classes, tutorials and teaching support
- Increased monitoring
- Personal counselling
- Placement in a more appropriate class; and





- Reduction in course load
- Timetable adjustments using the new study plan.
- Reviewing assessment strategies

6.2 Language Literacy and Numeracy (LLN) Support and Pre-Training Review

- The pre-training review will be conducted prior to enrolment and LLN test will be conducted prior to the course commencement, this is to ensure that the prospective students are placed into the correct course and to identify any LLN deficiencies.
- In the event that the trainer and assessor identifies students with LLN difficulties or based on the results of the applicant's enrolment, if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ASIA may be able to provide for a student, with a view to creating an action plan that best addresses a student's LLN needs or refer to appropriate courses e.g. ELICOS & EAL to other institutes.
- LLN requirements of the training package are identified and course materials and assessment tools are developed by qualified trainers and assessors. Relevant employees are provided with the necessary training to ensure that they have the skills required to manage the LLN issues as they arise.
- The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

6.3 Counselling

All the students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, at the main campus. An appointment can be made at reception or by emailing the student support officer at info@asia.edu.au. Personal Counselling Services will be organised where student is identified in need of counseling and may take the form of advice or referral to other services. Personal counseling services are provided in accordance with the institute code of practice and confidentiality procedures. Personal counseling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support



- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counseling

For Medical service and support in the vicinity of the main campus, students may contact the following:

Medical service and support near ASIA campus	
MEDICAL & HEALTH SERVICE NEAR CAMPUS.	1. Queen Street General Practice Address: 34 Queen Street, Campbelltown Phone no: 02 4620 1600

***Please speak to the student support officer for more information. Student support officer will guide you and assist you in finding medical services available near campus.**

6.4 Student Welfare Services

ASIA has a designated Student Support Officer to assist in providing basic counselling services to all the students. This service assists the students experiencing difficulties in any of the aspect of their lives, including issues of academic or personal nature. The student support officer is available to the students to help them access study support and welfare-related services such as (but not limited to);

- Legal Services – ASIA can refer a student who requires legal advice for a Legal Aid NSW (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student will be responsible for any cost related to the legal advice charged by the legal practitioner.
- Accommodation – Accommodation advice is available to all the international students from the point of application through to the completion of their course. ASIA will provide up to date information on the accommodation options and/or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – During orientation, the students are advised of the campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak to the student services. For medical or other emergencies,





students are instructed to contact the appropriate services, e.g. 000 and inform ASIA as soon as appropriate.

- Facilities and Resources – At orientation, the students are given a guided tour of the campus and all ASIA facilities. At this time, they will be given an explanation of all the available resources.
- Complaints and appeals processes – The complaints and appeals policy and procedures are given in detail on the website www.asia.edu.au and can be made available from the administration department upon request.
- Any student visa conditions relating to the course progress and/or attendance as appropriate – Students are advised during orientation of their requirements to continue to meet their visa conditions.
- ASIA can also refer the students to external counselling services for various issues if necessary, however, each issue is dealt on a case by case basis. There is no fee attached to this welfare support and referral service. Students are required to seek assistance from ASIA's student support officer so that sufficient support can be provided.

6.5. Student health and Safety

- The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from the students.
- ASIA has a Student Services team designated to support students. Reception is open daily from 9:00 am – 5:00 pm Monday to Friday. However, there will be one student support officer present during campus operating hours i.e. Monday to Sunday 8:30 a.m. - 9:15 p.m.
- Students are free to approach any ASIA 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, etc.
- Students requiring additional assistance will be referred to the appropriate institute staff, e.g. Trainers/Assessors, Administration Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.
- There are also other staff members available to support the students. Their contact details are available in the student handbook and can be made available from the reception.

6.6. Disability Support

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Australia has a law that protects the individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.

Institute will apply reasonable adjustments for student with disability. However, reasonable adjustment applied will not be detrimental for the student to achieve course outcomes.

ASIA will apply reasonable adjustments to the level it can for the students. This means that the institute cannot and **will not**:

- Refuse admission based on disability.
- Accept the student with a disability on less favourable terms than the other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

7. Critical Incident Policy

As per standard 6.8 of the National code 2018, ASIA has its Critical Incident Policy and procedures in place.

This standard mandate ASIA to 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.

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; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse

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

Immediate Action: If you need assistance in dealing with critical incident --> contact emergency help line immediately by **calling 000** and inform the institute staff or PEO/CEO.



On receipt of the information regarding a critical incident, the PEO or senior person will do following:

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when emergency services arrive and liaise with the emergency services
- Deploy institute resources and supervise critical incident and emergency response.
- If counseling services are required, contact Lifeline on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on best way of assisting student.
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Any action taken regarding a critical incident is recorded to include outcomes or evidence if the incident is referred to another person or agency.

For detailed Critical Incident Policy and procedure, visit ASIA website www.asia.edu.au

8. Health and Safety on Campus and Off Campus

Safety On campus

Students are required to be safe while they are on the campus. ASIA does not tolerate any kind of misbehavior, sexual harassment or sexual assault. In order to be safe on campus, students should:

- Stay alert at all time keeping yourself and others safe.
- Students are required to observe safety signs, read instructions and be aware of the security and emergency arrangements at ASIA campus.
- First aid box and list of first aid officers is displayed on the campus notice board.
- Check train, or bus shuttle services timetable before leaving campus for out of office hours.
- If you drive to ASIA campus, try to park close to campus and use well-lit car parks.
- When leaving ASIA at night, try to walk with a friend or group, and take paths that are well lit and ideally frequently used by other people.





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- Report all the incidents and suspicious behaviour to staff of ASIA immediately, no matter how minor it is.

ASIA will support and guide you at every step.

Initial contact person/support staff on campus are mentioned above in the policy.

Safety-Off Campus

In order to be safe off campus, students must:

- Observe safety signs; be attentive while using escalators, road crossings and public transport.
- Use first carriage on the train while travelling late nights.
- Avoid taking shortcuts through dark lanes, parks while walking late night.
- Walk in groups, stay in lit up area of station, preferably within reach of emergency intercom at the station during late nights.
- While walking, always observe crossing lights, while driving, observe road signs and adhere to the speed limits.

Important safety related links:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

<https://www.crimestoppersvic.com.au/project-studysafe/>

Emergency Contact List

➤ Emergency and Support Services

Police	000	www.police.nsw.gov.au
Ambulance	000	www.ambulance.nsw.gov.au
Fire	000	
National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
State Emergency Service	132 500	
Telstra Call Tracing Service	1800 007 097	www.telstra.com.au

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Poisons Information	13 11 26	www.rch.org.au/poisons
Gas Emergency	1800 678 198	
Electricity Emergencies	1800 678 198	
Royal Women Hospital	(03) 8345 2000	www.thewomens.org.au
John Fawcner Hospital	9346 3333	www.johnfawcnerprivate.com.au

Community Bodies

Australian Red Cross	03 9345 1800	www.redcross.org.au
Salvation Army Counselling Services	1300 627 727	www.salvos.org.au
Mensline	1300 78 99 78	www.menslineaus.org.au/cms/index.html
Road Trauma Support Team	1300 367 797	www.rtssv.org.au

9. External Support Services

ASIA ensures that students are informed about the external support services for their life and study support in Australia.

Arrival Assistance

The student's "Welcome Desk" at Sydney airport, run by the government, is open at key student arrival times and offers information, advice and a welcome pack when you arrive. For welcome desk opening hours, visit <https://www.study.sydney/programs/welcome-desk> or <https://www.sydneyairport.com.au/info-sheet/information-desks-t1>.

International Student Welcome Desk

The International Student Welcome Desk is an initiative of Study NSW and our partners to provide a friendly welcome for international students arriving into Sydney and NSW.

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The ISWD offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. ISWD can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Sydney Airport: You'll find the Welcome Desk at T1 International in the Arrivals Hall opposite passenger exit A.

Open: Monday-Sunday 7:00am to 9:00pm

Please refer to the website of ISWD for further details.

<https://www.study.sydney/programs/welcome-desk>

External Services

Fire, ambulance, police (life-threatening emergencies): Ring 000

Hospitals and Medical Issues:

- Royal North Shore hospital: (02) 99267111
- Napean Hospital: (02) 47342000
- St Vincent Hospital Sydney (02) 8382 1111
-

Refer to www.yellowpages.com.au for services near you.

- The National Translating and Interpreting Service: 131 450
- Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

- The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650
- Legal Aid NSW : <https://www.legalaid.nsw.gov.au>

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques
- Temples Australia: www.hindu council.com.au

Other Support Services

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The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- NSW Domestic Violence Resource Centre : 1800 737 732
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- The Gambling Help Line: 1800 858 858

Note: Students are always encouraged to seek assistance or help if they need any. ASIA will make sure to provide all the support we can to its students.



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