



Student Support and Welfare Policy

V.2

NB. Student Support Request Form is included (see page 18).





STATUS, DETAILS AND SUMMARY OF CHANGES

Policy Reference	SSWP/POL-PRO/2023	Document Category	Academic	
Policy Version	2.0	Policy Status	Current	
Effective From	01.10.2024	Next review	01.10.2026	
Endorsement Authority	ASIA Board of Director(s)			
Enquiries	Academic Manager: joy.academic@asia.edu.au			
Available On	Moodle	<input checked="" type="checkbox"/>	Website	<input type="checkbox"/>
Legislative and regulatory references	<ul style="list-style-type: none"> Standards for RTO 2015 - Clauses 1.3, 1.7 and 5.1 to 5.3 National Code 2018 - Standard 6 			
SUMMARY OF CHANGES				
Date	Changes			
30.06.2022	Version 1.0 of Student Support and Welfare Policy			
01.10.2024	New version with the correct email addresses on page 4			



1. Purpose

This policy aims to assist overseas students in adapting to Australian study and life. It provides access to age and culturally appropriate orientation programs and ensures all students receive the necessary academic, non-academic, and informational support to successfully complete their courses within their designated duration.

In accordance with Standard 6.3 of the National Code 2018, ASIA offers reasonable support services, at no additional cost, to enable overseas students to achieve expected learning outcomes, irrespective of their study location or mode of delivery.

ASIA maintains a documented policy and procedure for managing critical incidents that may impact an overseas student's ability to undertake or complete their course. These incidents include, but are not limited to, those that may cause physical or psychological harm.

ASIA provides access to learning support services tailored to the course requirements, mode of study, and learning needs of overseas student cohorts. This includes documented processes for supporting and maintaining contact with students enrolled in online or distance learning units.

This policy adheres to the requirements of:

- Standards for RTO 2015 - Clauses 1.3 and 1.7
- National Code 2018 - Standard 6

2. Scope

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

ASIA addresses diverse student learning needs and encourages students to express their learning needs throughout their learning journey, from initial counselling to enrolment. All on-campus support services are free of charge. Some external referral services may incur charges determined by the service provider.

3. Policy

ASIA provides students with relevant information regarding the services and programs mentioned above upon request, at no additional cost.

ASIA offers reasonable support to help students achieve expected learning outcomes, regardless of their study location or mode of study, at no additional cost.

ASIA facilitates access to learning support services aligned with course requirements, mode of study, and individual or cohort learning needs. Documented processes are in place to support these services.

A designated Student Support Officer serves as the primary point of contact for students and maintains up-to-date information on ASIA's support services (see procedures for details). All administrative and academic staff provide student support within their respective areas.





The Student Support Officer and other ASIA staff adhere to the obligations outlined in Standard 6 of the National Code 2018 and Standard 1.7 of the Standards for RTOs 2015.

ASIA's documented Critical Incident policy and procedure outlines the management of critical incidents that may affect a student's ability to undertake or complete their course (including, but not limited to, incidents causing physical or psychological harm). ASIA maintains written records of critical incidents and remedial actions for at least two years after a student's departure.

ASIA takes all necessary steps to provide a safe campus environment and advises students and staff on enhancing personal security and safety.

Students receive information on seeking assistance and reporting incidents that significantly impact their well-being, including critical incidents.

ASIA provides students with, or refers them to (including electronically), general safety and awareness information relevant to life in Australia through ASIA's Safety and Security Kit.

4. Responsibility

ASIA is committed to promoting awareness of and access to a variety of student support services. Our goal is to ensure international students effectively transition to life and study in Australia, achieve satisfactory course progress, and ultimately attain their desired academic outcomes.

The CEO and Student Support Officer are responsible for implementing this policy. The Student Support Officer will have access to current information on ASIA's support services.

ASIA has appointed a Student Support Officer and designated staff members as official contact persons for student support, ensuring adequate support personnel. Each officer and designated staff member will assist students seeking support. While multiple staff members contribute to student support, one designated Student Support Officer will be responsible for specific tasks. Other staff members will provide support in different areas.

Official point of contact for support: Student Support Officer

Email: studentsupport@asia.edu.au

The other support staff are:

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incidents/First aid, student's health and safety	CEO/Admin Manager	+61 2 4608 9972 (Office hours) (In case of a life-threatening emergency, CALL 000)	info@asia.edu.au
Academic support <i>(including catch up classes, academic progress, attendance, LLN Support, intervention)</i>	Trainer & Assessor/ Academic Manager	+61 2 4608 9972	info@asia.edu.au





Complaints & Appeals / Administration Matters (including enrolment, orientation, deferral, results, Refunds)/ Accommodation Support	Administration Officer/ Support Officer	+61 2 4608 9972	info@asia.edu.au ; elle@asia.edu.au
Student support services/ Counselling support	Student Support Officer	+61 2 4608 9972	studentsupport@asia.edu.au

4. Requirements

ASIA assists students in accessing study support and welfare-related services.

In accordance with Standard 6.8 of the National Code 2018, ASIA's Critical Incident Policy and Procedures outline actions to be taken in the event of a critical incident, including recording the incident and actions taken. This policy ensures ASIA is prepared for such incidents and has a clear protocol to follow in potentially distressing circumstances. For further information, refer to ASIA's Critical Incident Policy and Procedures.

ASIA maintains sufficient student support personnel to meet the needs of its enrolled overseas students, aiming for a ratio of one student support officer per 80 students (1:80) to ensure adequate availability. All ASIA staff members execute the procedural aspects of this policy, with specialized personnel addressing specific matters.

Reasonable steps are taken to provide a safe environment for students both on and off campus. Students and staff are advised to take actions to enhance their personal security and safety.

ASIA ensures staff members who interact directly with overseas students are aware of ASIA's obligations under the ESOS framework and the potential implications for overseas students.

ASIA provides access to free welfare-related support services to assist students with issues that may arise during their studies, including course progress, attendance requirements, and accommodation.

ASIA organizes various student support services as outlined below in point 5.

5. Procedures

5.1 Orientation Programs

All students participate in an orientation program during their first week at ASIA. Students are advised to attend this orientation session. ASIA ensures an age and culturally sensitive orientation program delivered by the Student Support Officer. This program provides information on campus safety.

The orientation program covers the following:

- Support services available to assist overseas students in adjusting to study and life in Australia
- Campus safety





- English language support and study assistance
- Relevant legal services
- Emergency and health services
- ASIA's facilities and resources
- Complaints and appeals processes (as outlined in Standard 10)
- Information on visa conditions related to course progress and attendance
- Support services available for students experiencing general or personal circumstances adversely affecting their education
- Services providing information on employment rights and conditions, and how to resolve workplace issues (e.g., through the Fair Work Ombudsman)

After orientation, students complete and sign a student induction checklist, which is then filed in their student record.

5.2 Student Handbook

All students receive a link to the student handbook on ASIA's website (www.asia.edu.au) before enrolment. The handbook provides information on (but is not limited to):

- Student support services
- Available services, facilities, and resources
- Language, Literacy, and Numeracy
- Assessments and reassessments
- Recognition of Prior Learning and credit transfer
- Plagiarism and cheating
- Complaints and appeals
- Student Code of Behaviour
- Maintaining up-to-date contact details
- Visa requirements for international students
- Policies and procedures (e.g., refund policy, deferment, suspension and cancellation policy, complaints and appeals policy)
- Other relevant information to assist students in adjusting to life and study in Australia

6. Student Support Services

Students requiring support can contact ASIA's student support officer via email, phone, or in person. Student support services are always available.



Students complete a "Student Support Request Form" to detail their support needs. The student support officer or representative records the details in the student support register and ensures student satisfaction with the support provided.

ASIA maintains records of support provided to students, including:

1. **Student Support Request Form:** Available from ASIA's reception or website. Regular meetings are conducted with students to assess the adequacy of support. ASIA recognizes the challenges students face while away from home and ensures support is provided at no additional cost (except for external services, where costs may apply).
2. **Academic Support with low attendance and academic progression (Intervention Strategy Form):** Students with unsatisfactory attendance (below 80%) or at risk of unsatisfactory course progress (not demonstrating competency in at least 50% of units) are called for intervention meetings to discuss and implement intervention strategies. Refer to the Attendance and Course Progress Policy (available on the website or from reception) for more information.

6.1 Academic Support

Students experiencing academic or other related difficulties that may jeopardize their course completion can seek advice and support. ASIA monitors student progress and provides guidance and support to those demonstrating unsatisfactory progress.

Unsatisfactory Course Progress: A student is considered to have made unsatisfactory course progress if they do not successfully complete or demonstrate competency in at least 50% of the units within a given study period, or if they do not achieve the minimum competency level stipulated in the individual program requirements.

Students can discuss academic or other study-related issues with the student support officer at any time. The officer provides advice, guidance, and referrals as needed.

Intervention strategies are implemented to help students achieve their study goals. Students facing difficulties are advised to contact student support services as early as possible to receive optimal support.

Intervention strategies can include (but are not limited to):

- Academic skills support
- English language support
- Additional classes, tutorials, or teaching support
- Counselling/Mentoring
- Placement in another class





- Course load reduction or change of course
- Timetable adjustments with a new study plan
- Reviewing assessment strategies
- Extension of Confirmation of Enrolment (conditions apply)

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

Pre-Training Review and LLN Test

A pre-training review is conducted before enrolment, and an LLN test is administered before the course begins. This ensures proper course placement and identifies any LLN deficiencies. Prospective students must complete pre-training review questions in the application form before enrolment. The LLN test is conducted using an LLN robot in the classroom under the supervision of a qualified assessor. The LLN Robot assessment tools are mapped against ACSF levels.

LLN Support Services

ASIA has a dedicated LLN support officer to provide LLN support to all students. Agents are not permitted to conduct LLN assessments.

If a trainer/assessor identifies a student with LLN difficulties, or if a student requests additional LLN support, appropriate strategies are implemented using an ACSF Support Plan. Students should speak to the LLN support officer to discuss necessary support measures. ASIA provides this support at no additional cost. Student confidentiality is maintained in accordance with ASIA's Privacy Policy.

ACSF Support Plan

The ACSF Support Plan assists students struggling to meet LLN requirements. It aims to help students achieve expected learning outcomes by providing support in areas where difficulties have been identified, particularly if a student's exit level is below the required level. Support plans are developed on a case-by-case basis and can cover:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

Support can also be provided for grammar, vocabulary, and pronunciation. Students needing LLN assistance or support should contact ASIA.

A detailed ACSF Support Plan is available in the LLN Policy and from reception.





6.3 Counselling

Counselling, Study Skills, and Practical Help

Students needing counselling, study skills assistance, or practical help can schedule an appointment with the Student Support Officer at the main campus. Appointments can be made at reception completing an Academic Counselling Form or emailing the form to studentsupport@asia.edu.au.

Personal Counselling Services

Personal counselling services are available for students in need and may include advice or referrals to other services. These services adhere to the institute's code of practice and confidentiality procedures. Counselling services include, but are not limited to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, and family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

Medical Services

For medical service and support near the main campus, students can seek help from reception or the student support officer.

Medical Centres near campus:

1. **Parramatta Doctors Medical Centre**
 - Phone: +61 2 9762 1041
 - Address: Shop 2, Entrada Building, 20 Victoria Rd Parramatta NSW 2150
(Cnr Victoria Rd & Church St)
2. **Argyle Street Medical Centre**
 - Phone: +61 2 9893 8733
 - Address: Shop 13 Marsden St, Parramatta NSW 2150, Australia





3. AMI Clinic - Parramatta

- Address: 16/11 Ada St, Harris Park NSW 2150, Australia
- Phone: +61 1800 101 090

After Hours Care: Provided through National Home Doctor Service (Phone: 13 74 25)

Academic and Welfare Counselling

Counselling is provided on (but not limited to):

- Academic and future progress advice
- Welfare matters

These services are accessible to all students at suitable times.

Please Note: Referrals to medical services or external counsellors are provided free of charge by the institute. However, fees charged by medical practitioners and/or counsellors are the student's responsibility.

General Support

ASIA offers reasonable support to students to help them achieve expected learning outcomes, regardless of study location or mode, at no additional cost. ASIA ensures students receive sufficient support to adjust to studying and living in Australia. Contact reception for more information.

Students needing assistance with course progress should contact student support services as soon as possible. For further information, including medical services or external support near campus, please speak to the student support officer.

6.4 Student Welfare Services

ASIA provides a designated Student Support Officer to offer basic counseling and assistance to all students facing academic or personal difficulties. The officer helps students access various support and welfare-related services, including:

Legal Services

- ASIA can refer students needing legal advice to Legal Aid NSW (typically free) or a legal practitioner. Referrals are free, but students are responsible for any legal practitioner fees.

Accommodation

- Accommodation advice is available to all international students from application through course completion. ASIA provides free, up-to-date information on accommodation options and providers. Fees for external agencies are the student's responsibility.





Emergency and Health Services

- During orientation, students receive information on campus safety and accessing emergency and health services in Australia. For non-urgent matters, students should consult student services. In medical or other emergencies, students should contact the appropriate services (e.g., 000) and inform ASIA as soon as possible.

Facilities and Resources

- Orientation includes a campus tour and explanation of available facilities and resources.

Complaints and Appeals Processes

- The complaints and appeals policy and procedures are detailed on the website (www.asia.edu.au) and available from the administration department upon request.

Student Visa Conditions

- Students are advised during orientation about meeting their student visa conditions related to course progress and attendance.

External Counselling Services

- ASIA can refer students to external counselling services for various issues on a case-by-case basis. This welfare support and referral service is free.
- Students should contact ASIA's student support officer for assistance and support.

6.5. Student health and Safety

- Student support is primarily provided by the Administration Officer and Student Support Officer, who respond to student requests for assistance.
- ASIA's Student Services team is available to support students. Reception is open daily from 9:00 am to 5:00 pm, Monday to Friday, with a student support officer present during these hours.
- Students can approach any ASIA staff member for help or general inquiries (e.g., directions, public transport, daily needs, banking, access to other services).
- Students requiring additional assistance are referred to appropriate institute staff (e.g., Trainers/Assessors, Administration Officer, Chief Executive Officer) or an external support provider, if necessary.
- Other staff members are also available to support students. Their contact details are in the student handbook and available at reception.

6.6. Disability Support

Australian law protects individuals from discrimination in many areas of public life, including education. Students with disabilities have the same right to study as other students.





ASIA makes reasonable adjustments for students with disabilities, ensuring these adjustments do not hinder their ability to achieve course outcomes. This means the institute will not:

- Refuse admission based on disability.
- Accept students with disabilities on less favourable terms than other students (e.g., charging higher fees).
- Deny or limit access for students with disabilities (e.g., restricting access to excursions, providing inaccessible common rooms or lecture facilities).

7. Critical Incident Policy

ASIA has a Critical Incident Policy and procedures in place, as required by Standard 6.8 of the National Code 2018. This includes actions to be taken during a critical incident, required follow-up, and record-keeping.

Critical incidents can include, but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury, or threats thereof
- Natural disasters
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non-life-threatening events may also qualify as critical incidents.

Immediate Action

If you need assistance with a critical incident, contact emergency services immediately by calling 000 and inform institute staff or the CEO.

Upon Receiving Information about a Critical Incident

The CEO or a senior staff member will:

- Gather the known facts.
- Contact emergency services if an emergency exists and they haven't been contacted already.
- Ensure the safety of students and staff, including evacuation if necessary.
- Contact Translating and Interpreting Services if translators are needed.
- Liaise with emergency services upon their arrival.
- Deploy institute resources and supervise the critical incident and emergency response.
- Contact Lifeline if counselling services are required.
- Contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for assistance if the incident occurs at an offshore location.
- Plan an immediate response and ongoing strategies.





- Allocate individual roles and responsibilities for ongoing tasks.

All actions taken regarding a critical incident are recorded, including outcomes or evidence if the incident is referred to another person or agency.

For detailed information, visit the ASIA website: www.asia.edu.au

8. Health and Safety on Campus and Off Campus

Safety On Campus

Students are expected to maintain a safe environment on campus. ASIA does not tolerate misbehaviour, sexual harassment, or sexual assault. For campus safety, students should:

- Stay alert and aware of their surroundings.
- Observe safety signs, read instructions, and be familiar with security and emergency procedures.
- Note the location of the first aid box and list of first aid officers (displayed on the campus notice board).
- Check train and bus schedules, especially for travel outside of office hours.
- Park close to the campus in well-lit areas.
- When leaving campus late in the evening, walk with a friend or group, using well-lit and frequently used paths.
- Report all incidents and suspicious behaviour to ASIA staff immediately, no matter how minor.

ASIA provides support and guidance to students. Initial contact persons/support staff are listed earlier in the policy.

Safety Off Campus

For safety off campus, students should:

- Observe safety signs and be attentive when using escalators, road crossings, and public transport.
- Use the first carriage on trains when traveling late at night.
- Avoid shortcuts through dark lanes or parks, especially at night.
- Walk in groups and stay in well-lit areas of stations, preferably near emergency intercoms, when traveling late at night.
- Observe crossing lights when walking and road signs and speed limits when driving.

Important safety-related links:

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

<https://nsw.crimestoppers.com.au/>

Emergency Contact List

- **Emergency and Support Services**





Emergency Service	Contact Details/Numbers
Emergency Fire Police Ambulance	000 (Zero, zero, zero)
State Emergency Service (SES)	132500 (For emergency help in flood, storm and tsunami) www.ses.nsw.gov.au/about-us/contact-us
Non-Emergency Police	131 444
Poisons Information Centre (24 hours)	131 126
Care Ring: 24-hour counseling service	136 169
Lifeline: 24-hour service	131 114
Public transport and timetables	https://transportnsw.info/
Dentists: Dental Hospital Service	9341 1040 (NB. Emergency only)
Search and rescue: Australian Maritime Safety Authority	Within Australia - 1800 627 484, Outside Australia - +61 2 6279 5000
Health Direct Australia	1800 022 222

9. External Support Services

ASIA provides information and guidance to students about external support services available in Australia.

Arrival Assistance

ASIA offers information about the government-run "Welcome Desk" at Sydney Airport, which provides information, advice, and a welcome pack for arriving students. For Welcome Desk opening hours, visit:

- <https://www.study.sydney/programs/welcome-desk>
- <https://www.sydneyairport.com.au/info-sheet/information-desks-t1>

ASIA also offers pre-arranged airport pickups. Students can request a pickup by filling out the form on ASIA's website or by emailing info@asia.edu.au. Students should contact ASIA at +61 2 4608 9972 at least five working days in advance. The airport pickup fee is AU\$100.

A help desk is also available at the airport to assist international students with finding airport pickup services like Uber, Sky Bus, and taxis.

Accommodation Assistance

While ASIA does not have its own accommodation facilities, it provides accommodation assistance to students upon request. Accommodation advice is free, but students are responsible for the cost of any booked accommodations. Four weeks' notice is required.

International Student Welcome Desk

The ISWD, an initiative of Study NSW and its partners, provides a welcoming environment for international students arriving in Sydney and NSW. It offers free support services and referrals for various needs, including health, wellbeing, legal services, accommodation, financial management, and safety.





Interpreters are available upon request. The ISWD can also assist students facing personal difficulties by providing emotional and practical support.

Location: Sydney Airport, T1 International Arrivals Hall, opposite passenger exit A.

Hours: Monday-Sunday, 7:00 am to 9:00 pm

For more information, visit the ISWD website: <https://www.study.sydney/programs/welcome-desk>

Other Notable External Services:

1	<p>NSW Fair Trading</p> <p>It provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.</p> <p>Contact no.: 13 32 20, 8:30 AM to 5 PM local time, Monday to Friday</p> <p>Website: https://www.fairtrading.nsw.gov.au/about-fair-trading/our-services</p> <p>Address: NSW Fair Trading 4 Parramatta Square 12 Darcy Street Parramatta NSW 2150</p>
2	<p>Alcohol and Other Drugs</p> <p>ADIS provides 24-hour 7 day a week telephone counselling, support, referrals and information for those affected by alcohol or other drugs. ADIS counsellors are trained to work with people who are concerned about their own alcohol and drug use, as well as callers who are concerned about their family or friends. ADIS is a free service which is available to all residents of NSW.</p> <p>Contact no.: 1800 250 015</p> <p>Local Intake Lines:</p> <p>Southern NSW - 1800 809 423</p> <p><u>Sydney</u> - 1800 793 466</p> <p><u>Western NSW</u> - 1300 887 000</p> <p><u>Western Sydney</u> - (02) 9840 3355</p> <p>Website: www.health.nsw.gov.au</p>
3	<p>Legal Aid NSW</p> <p>Legal Aid NSW is a statewide organisation providing legal services to socially and economically disadvantaged people across NSW.</p> <p>Contact no.: 1300 888 529 Monday to Friday from 8.30am to 5.30pm for Sydney (Central Sydney) and 9am to 5pm for all other offices., for free information over the phone about the law and how they can help you.</p> <p>Legal Aid NSW offices: www.legalaid.nsw.gov.au/contact-us/legal-aid-nsw-offices</p>





4	<p>Work Rights</p> <p>Fair Work Ombudsman</p> <p>Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand</p> <p>Website: https://www.fairwork.gov.au/</p>
5	<p>Reach Out</p> <p>Website designed for young people. Information and resources to assist with self-help or help for others.</p> <p>http://au.reachout.com</p>

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

Hospitals and Medical Issues (NSW):

Westmead Hospital: (02) 8890 5555

Auburn Hospital: (02) 8759 3000

Blacktown and Mount Druitt Hospital: (02) 9881 800

Royal North Shore Hospital: (02) 9926 7111

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

The National Translating and Interpreting Service: 131 450

Lifeline 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

Places of Worship

Churches: www.australianchurches.net

Mosques: <http://www.islamiccouncilwa.com.au/mosque/>

Temples Australia: www.hinducouncil.com.au

Sikh Temple: <http://www.sikhyouthaustralia.com/>

Other Support Services

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
- ✓ Domestic Violence NSW: (02) 9698 9777, (02) 9698 9771
- ✓ 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

ASIA encourages students to seek assistance whenever needed and is committed to providing comprehensive support.

For assistance, contact ASIA:

- **Phone: +61 2 4608 9972**
- **Email: studentsupport@asia.edu.au**

10. Review Processes

This policy and associated procedures will be reviewed biennially by the compliance/academic manager.





Student Support Request Form

Instruction: Please fill out this form and send it to our Student Support, either by email at studentservices@asia.edu.au or by handing in a physical copy to an ASIA's staff. Once we receive it, our Student Support will review it and get in touch with you to discuss and assist you in resolving your request.

Your Personal Details:

Your Name:			
Student ID:		Contact Number:	
Email address:			
Current Course			

Type(s) of support requesting for:

<input type="checkbox"/>	Academic support	<input type="checkbox"/>	LLN (Language, Literacy and Numeracy)
<input type="checkbox"/>	Health and safety	<input type="checkbox"/>	Emergency and health services
<input type="checkbox"/>	Disability support	<input type="checkbox"/>	Facilities and resources
<input type="checkbox"/>	Counseling	<input type="checkbox"/>	Complaints and appeal
<input type="checkbox"/>	Legal services (e.g., referral)	<input type="checkbox"/>	Wellbeing
<input type="checkbox"/>	Other (please specify):		

NB. Unless it is an emergency, ASIA's Student Support Officer will contact the student to make an appointment within five working days of the receipt of the request form.

Describe the support services you are requesting for:

Student's signature:		Date:	
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For ASIA Office Use Only

Request received by:		Date:	
Request handled by:			
Details of the support provided:			
Request outcome(s):			
Request status:	<input type="checkbox"/> Concluded <input type="checkbox"/> Ongoing <input type="checkbox"/> Rejected	Date:	
Name:		Position:	
Signature:		Date:	

Additional notes (if any):

