

## Student Support, Welfare and Wellbeing Policy

### 1. Purpose

The purpose of this policy is to ensure that M.S Aviation Pty Ltd t/a Australian School of Commerce (ASOC) identifies the support and wellbeing needs of students and implements appropriate strategies to address those needs by providing timely, adequate, and tailored support services.

These services aim to promote student wellbeing, support individual progression, and assist VET Students throughout their educational journey.

This policy has been documented to meet the requirements of, and align with, the Standards for RTOs 2025 enabled by National Vocational Education and Training Regulator Act 2011 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
  - Standard 2.3 – VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.
  - Standard 2.4 – Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis.
  - Standard 2.5 - The learning environment promotes and supports the diversity of VET students.
  - Standard 2.6 – The wellbeing needs of the VET student cohort are identified, and strategies are put in place to support these needs.
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6 - Overseas student support services.

### 2. Scope

This policy applies to all Australian School of Commerce staff, trainers and assessors, and students. and outlines the ASOC's commitment to providing access to student support services throughout the student lifecycle - prior to enrolment, during enrolment, and throughout the duration of their studies.

All support services provided by ASOC will be free of charge. However, some referred services external to the Institute may come at a charge determined by the provider of the service.

### 3. Policy

ASOC will provide support services at no additional cost to ensure all students can access and participate in training and assessment on an equal basis. Support includes reasonable adjustments, learning assistance, and wellbeing services tailored to course requirements, study mode, and student needs.

Key measures:

- Student Support Officer will be the primary contact and will maintain up-to-date support services information.
- All staff, including trainers and assessors, will be informed of available support and assist students within their roles.
- Students have access to support services, trainers and assessors, and other staff to assist with their progress throughout their course.
- Students receive clear guidance on how to seek help, who to contact, and available services prior to enrolment.
- Safety and awareness information is provided via ASOC's Safety and Security Kit on [www.asoc.edu.au](http://www.asoc.edu.au).

In alignment with the Standards for RTOs 2025, ASOC:

- Promotes diversity and inclusivity in the learning environment.
- Provides timely, accessible, and culturally sensitive support.
- Embeds culturally safe practices for First Nations students to support engagement and success.

- Advises students and staff on actions to enhance safety and wellbeing.

#### 4. Responsibility

CEO and Training Manager will be responsible for the implementation of this policy. Student Support Officers, including all administrative and academic staff, as well as trainers and assessors, will have access to up-to-date details of the Australian School of Commerce's support services including academic assistance, wellbeing support, and reasonable adjustments. Students will be informed of these support services throughout their enrolment and learning journey with ASOC.

#### 5. Requirements

Australian School of Commerce will keep students informed of the support and wellbeing services available to them, ensure they are able to access these services, and identify support needs throughout the student's learning journey to enable them to achieve the expected learning outcomes and support their progress.

Australian School of Commerce has sufficient student support personnel to meet the needs of its overseas student cohort. A minimum staffing ratio of one Student Support Officer per 80 students (1:80) is maintained to ensure timely and effective support. All ASOC staff members are responsible for fulfilling student support responsibilities and implementing the procedural requirements of this policy, with specialised personnel managing specific student support and welfare matters.

To accommodate current and future enrolments and maintain the required ratio, ASOC will conduct staff recruitment procedures and appoint additional Student Support personnel as needed. This ensures that the Student Support Officer ratio is consistently upheld and that sufficient support and wellbeing services remain available to students.

Australian School of Commerce (ASOC) is committed to providing accessible, inclusive, and timely support services in line with the Standards for RTOs 2025.

#### Training Support and Wellbeing (Standards 2.3, 2.4 & 2.6):

ASOC identifies both the training support and wellbeing needs of each student prior to enrolment and throughout their course. Appropriate support services will be provided, including access to trainers, assessors, and support staff. Students will be informed about how and when to access these services, including wellbeing resources and external referrals that can assist students with their academic progress and personal wellbeing. Reasonable adjustments will be made for students with disabilities, with clear and timely communication if such adjustments are not feasible.

Australian School of Commerce shall organise various student support as outlined below.

#### 5. Procedures

##### 5.1 Identifying and Accessing Student Support Services

5.1.1 Support needs will be identify including wellbeing and any reasonable adjustments required by students during the pre-enrolment phase via Language, Literacy, Numeracy and Digital (LLND) assessments, application and Pre-Training reviews, and enrolment interviews (PTR interview).

5.1.2 Students will be informed through the Student Handbook, this Student Support, Welfare and Wellbeing Policy available on ASOC's website and orientation materials about:

- Who to contact
- When they are available (i.e. campus opening hours)
- How to access them (email, appointments, calls or drop-in sessions)

Service	Responsibility	Phone no	Email
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<b>Emergency Health</b> , safety and security, critical incident/ student's health, and safety.	CEO	+61 493891886 (Office hours)  (In case of life-threatening emergency, CALL 000)	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Academic support/IT Support</b> (Including course progress, catch-up classes, assessments, navigating through digital platform/links, trainer/assessor access, attendance, First Aid,)	Training Manager Trainer/assessors, Student Support Officer	+61 493891886/1300 781 194	<a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Student Health, Wellbeing, and Safety</b>  (Includes emotional, physical and mental wellbeing, referrals to external support services, counselling)	Student Support Officer	+61 493891886/1300 781 194	<a href="mailto:apply@asoc.edu.au">apply@asoc.edu.au</a>
<b>Complaints &amp; Appeals / Administration Matters</b> (Enrolment, orientation, deferral, results, refunds, feedback, complaints/appeals, LLN support, digital literacy support intervention, IT access issues)	Administration Manager / Support Officer / Enrolment Officer	+61 493891886/1300 781 194	<a href="mailto:apply@asoc.edu.au">apply@asoc.edu.au</a> , <a href="mailto:info@asoc.edu.au">info@asoc.edu.au</a>
<b>Non-Academic Support Services / Internal mentoring/ Orientation Support</b>  (Includes wellbeing services, access to reasonable adjustments, external support services)	Student Support Officer, Trainer/assessor	+61 493891886/1300 781 194	<a href="mailto:apply@asoc.edu.au">apply@asoc.edu.au</a>
<b>Marketing/Accommodation Support</b> (Accommodation guidance/referrals, local support services)	Marketing Officer	+61 493891886/1300 781 194	<a href="mailto:apply@asoc.edu.au">apply@asoc.edu.au</a>

- 5.1.3 Students will be introduced to their assigned trainer and assessor during orientation; therefore, it is mandatory for all students to attend orientation session prior to course commencement.
- 5.1.4. Trainers and assessors, Student Support Officer and other staff members responsible for providing support are reachable by email, phone, and during set weekly hours (e.g. drop-in sessions or office hours).
- 5.1.5. Ongoing support needs will be monitored throughout the student journey using course progress monitoring tools, attendance records, and trainer observations.
- 5.1.6. Students requiring support during their course journey will be required to fill up a "Student Support Request Form" available on ASOC's website [www.asoc.edu.au](http://www.asoc.edu.au) allowing students to mention the support they require in written detail.
- 5.1.7. All academic and support queries will be acknowledged within 2 working days and responded to within 5 business days or as soon as possible.
- 5.1.8. A tailored Individual Support Plan will be developed and implemented for students who require academic or personal wellbeing support throughout their study journey with ASOC. Each unit includes scheduled access times for one-on-one academic support.

5.1.9. Student support officer or representative will record the details in student support register and will make sure that student is satisfied with the support requested by him or her.

## **5.2. Orientation Program**

All students at the Australian School of Commerce are required to attend an age- and culturally appropriate orientation session, typically held on or before their enrolment day. Delivered by ASOC's Student Support Officer or designated representative, the session covers safety on and off campus and provides key information on:

- Support services to help students adjust to study and life in Australia.
- Being safe on campus and around campus
- English language and study assistance programs
- Language Literacy, Numeracy & Digital (LLND) support
- Any relevant legal services
- Emergency and health services
- Individualised Support from trainers and assessors
- Wellbeing Support Services - physical, mental, and emotional wellbeing support
- Cultural Safety and Inclusion
- Reasonable adjustments for students with disability or special learning needs
- Academic Support and course progress.
- Australian School of Commerce facilities and resources
- Complaints and appeals process as outlined in Standard 10 (Complaints and appeals)
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

## **5.3 International Student Handbook**

All students will be provided with information on the link to the Australian School of Commerce's website of the International Student Handbook prior to enrolment. The International Student Handbook provides full details of available academic and non-academic support services, including course progress, complaints and appeals, wellbeing, and safety. It also includes:

- Services, facilities, and resources available to students
- Access and Equity Principles
- Entry Requirements
- Language Literacy, Numeracy & Digital (LLND) Skills
- Assessments, Reassessments
- Recognition to Prior Learning (RPL), Credit transfer
- Attendance and Course Progress Requirements.
- Plagiarism and cheating
- Feedback, Complaints and Appeals
- Code of Conduct
- Student Obligations, Maintaining contact details up to date
- Visa requirements for international students
- Policies and Procedures (Fee Payment & Refund policy, Deferment, Suspension and Cancellation Policy, Feedback, Complaints and Appeals policy, Student Support etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

## Available Support Services

### 5.4 Academic and Training Support

Students may experience concerns related to their academic performance or other issues that could place them at risk of not meeting the requirements of their course or being unable to continue their studies, unless appropriate support measures are identified and implemented. Students are informed of the available support services both prior to enrolment, prior to commencement and throughout their studies to help them meet their course progress requirements. They are encouraged to seek academic advice and support to help maintain satisfactory academic performance, as well as access welfare and wellbeing services to support their overall course progress.

**Unsatisfactory Course Progress:** A student will be deemed to have made unsatisfactory course progress during a given study period if they are unable to demonstrate competency in at least 50% of the units in that study period, or if they fail to meet the minimum competency level as specified in the individual program requirements.

#### Supporting Students at Risk

Students identified as being at risk - or potentially at risk - of not making satisfactory progress are offered additional academic support. ASOC uses a structured approach to monitor course progress and attendance in accordance with ASOC's Attendance and Course Progress Policy, available on ASOC's website: [www.asoc.edu.au](http://www.asoc.edu.au).

#### Academic Support Services Include:

- **Learning Resources:** Students will be provided with comprehensive learning materials, including handouts, access to reading materials in the library and/or supplementary learning resources.
- Reduced Study Load
- English language Support
- **Language, Literacy, Numeracy and Digital (LLN&D) Support:** Support is available to students who require additional assistance in developing the foundational skills necessary to undertake their training. This need is identified through the **LLN&D test**, which all students are required to complete prior to enrolment. The outcome of this test helps determine whether a student requires additional support. Based on the results, support may include implementing an **ACSF Support Plan\*** or referring students to **ELICOS programs** at other institutions, as ASOC does not offer an ELICOS program.

**ACSF Support Plan - An ACSF (Australian Core Skills Framework) Support Plan** is developed for students who are facing challenges in meeting the LLN&D skill levels required for their course. This plan is designed to help students achieve the expected learning outcomes by providing targeted support in the areas where they have been identified as needing improvement.

Support will be provided if a student's **exit level is below the required level** for their course. Each support plan is developed **on a case-by-case basis**, tailored to the individual needs of the student. Support may be offered in the following core areas: Learning, Reading, Numeracy, Writing, Oral Communication, Digital Literacy. Additional support may also be provided in areas such as **grammar, vocabulary, and pronunciation**, if required.

Students are encouraged to contact the **Australian School of Commerce** to seek LLN&D support. For more information, please refer to the **Language, Literacy, Numeracy and Digital (LLN&D) Skills Policy**. To arrange digital support, students must contact the Student Support Officer or contact us at 1300 781 194.

- **Individualised Support:** Trainers and assessors, Student Support Officers will provide tailored academic support based on individual learning needs. Students can book sessions or seek assistance as needed by reaching out to ASOC student support staff or trainers and assessors by calling us at 1300 781 194 or email us at [Info@asoc.edu.au](mailto:Info@asoc.edu.au), [appy@asoc.edu.au](mailto:appy@asoc.edu.au).
- **IT and Technical Support:** Dedicated technical support is available for students requiring help such as accessing e-books for self-learning purposes, email, and word processors; access and submit assessments; and use collaboration tools like Zoom, MS Teams, and Google Docs as needed. Key topics include cybersecurity basics (e.g., password safety, phishing awareness), document management, and digital communication etiquette.



- **Early Interventions:** Academic progress will be regularly monitored, and early intervention strategies are implemented where students are identified as being at risk of not making satisfactory progress.
- **Assessment Support:** Students will receive guidance on understanding assessment requirements, feedback on submissions, and support with reassessments or resubmissions where applicable.

In addition to the above-mentioned academic services, Intervention strategies are available for students and include:

- Specific subject enrolment
- Change of Course.
- Re-assessment
- Counselling (referrals to external counselling service providers)
- Mentoring
- New Study Plan: Placing students in suitable alternative subjects within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.
- Extension of CoE

Through this proactive and supportive approach, ASOC aims to ensure that all students - regardless of the challenges they face - have the opportunity to undertake their course with appropriate guidance and support.

## 5.5 Reasonable adjustments and Disability Support

Australian School of Commerce (ASOC) is committed to fostering a safe, inclusive, and culturally respectful learning environment that ensures equal access and opportunities for all students, including those with disabilities, medical conditions, or learning support needs.

In line with the Standards for RTOs 2025, ASOC offers reasonable adjustments to support individual learning without compromising the integrity or outcomes of the training product.

At the time of application and enrolment, students are informed of their right to voluntarily disclose any disability, medical condition, or other circumstances that may affect their learning. Any personal information provided is managed in strict confidence, used solely for identifying and planning appropriate support strategies in accordance with ASOC's privacy obligations.

Students who require support are encouraged to have a confidential discussion with the Student Support Officer or Administration Team—either at enrolment or as soon as a need arises. Early disclosure enables ASOC to provide timely, tailored support. If a student is unsure whether adjustments are required, they are welcome to initiate a conversation to explore suitable options.

If a student has disclosed the presence of a disability, impairment, or long-term condition, the following adjustments may be considered:

- **Modified learning materials**, such as large print, audio, or easy-read formats, for students with vision impairments or learning difficulties.
- **Flexible scheduling** for classes, assessments, and medical appointments.
- **Visual alert systems** for alarms and announcements
- **Extended time for assessments or tasks**, and **alternative formats** such as one-on-one demonstrations.
- **Rest breaks** during class or assessments, where required.
- **Physical adjustments** to the learning environment, such as accessible seating, or adjustable desks.
- **Assistive technologies**, including screen reading software with features like keyboard navigation and text highlighting.
- **Customised content delivery**, such as simplified instructions, one-on-one support, coaching, and visual aids.
- **Additional academic support**, including tutoring or mentoring.

All adjustments will be:

- Developed **in consultation with the student**, based on individual needs and training package requirements.

- Implemented **to the extent practicable**, while maintaining the **competency standards** outlined in the qualification.
- **Documented, monitored, and reviewed** on a case-by-case basis.

Reasonable adjustments will be applied to the level it can be made for students and ASOC will not:

- Refuse admission based on disability.
- Accept a student with a disability on less favourable terms than 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).

## Privacy and Collaboration

ASOC values your privacy. Any disclosure of disability or support needs is treated with strict confidentiality and used exclusively to arrange appropriate adjustments. Students may disclose needs during enrolment, orientation, or at any point during their course.

ASOC works collaboratively with students, trainers, assessors, and—where necessary—external professionals to determine and apply suitable adjustments. Where a proposed adjustment is found insufficient to meet core course requirements, this will be clearly documented and communicated.

In such cases, ASOC will explore **alternative pathways**, such as additional support or referral services, to assist the student in reaching their learning goals.

## 5.6 Wellbeing Support

Students will be actively informed of available wellbeing supports and encourage them to seek help when needed. Information is provided:

- Prior to enrolment, through the application form and PTR interview, and in the Student Handbook available at [www.asoc.edu.au](http://www.asoc.edu.au)
- During orientation.
- On the ASOC website and noticeboards.
- Via direct communication from staff.

VET Students wellbeing support will be available and include services and strategies that address:

- Mental health and emotional wellbeing
- Stress, anxiety, or personal difficulties
- Work-life-study balance
- Bullying, harassment, or discrimination
- Adjustment to a new learning or cultural environment
- Referrals to external support services when required

## Wellbeing support services available for students

- **Study Skills Support** – including time management, managing assessment-related stress, and how to seek academic help by reaching out to trainers and assessors.
- **Financial Wellbeing Resources** – To help manage financial stress, which can lead to emotional distress, students may be offered additional time to make payments, monthly instalment options, or revised payment plans based on individual hardship circumstances.
- **Social Wellbeing:** Students may be referred to relevant agencies to assist with cost-of-living pressures or other personal concerns.
- **Counselling** refer to section 5.7 of this policy.
- **Support for Safety and Crisis Situations:** If students are experiencing abuse, harassment, domestic or family violence, we can confidentially help you connect with local specialist services and provide appropriate internal support and referrals.
- **Culture or Demographic-Specific Supports** – referral to community-based services, such as First Nations organisations, CALD community groups, and religious or faith-based support services.

- Support for Abuse, Harassment, or Violence – information on how to access crisis support, make a complaint, or seek legal assistance confidentially and safely.

**Including First Nations voices** in organisational decision-making, particularly by involving First Nations staff and industry experts in the design, delivery, and review of our training and assessment practices.

**Championing cultural awareness** and safety across our organisation by actively promoting training and learning opportunities that enhance understanding and respect among staff and students.

ASOC's trainers, assessors and staff will receive ongoing training in inclusive practices, unconscious bias, and cultural awareness to better support all VET Students. If you ever need support whether academic, personal, cultural, or emotional, please contact our Student Support Services or speak with any member of our staff.

**Confidentiality:** All personal information shared regarding wellbeing or support needs is treated as strictly confidential. Any disclosures will be used solely to support your success and wellbeing, in accordance with ASOC's **Privacy Policy**.

**External Mental Health and Wellbeing telephone and online services** - <https://www.health.vic.gov.au/mental-health-services/telephone-and-online-services>

ASOC recognises and respects the unique cultures, histories, and contributions of Aboriginal and Torres Strait Islander peoples. We are dedicated to creating a culturally safe and inclusive space for First Nations students by:

- Promoting cultural awareness and respect across our campus.
- Ensuring learning and assessment practices are inclusive and culturally sensitive.
- Providing tailored support and guidance that meets the needs of Aboriginal and Torres Strait Islander learners.

Our trainers and staff receive ongoing training in inclusive practices, unconscious bias, and cultural awareness to better support all VET Students. If you ever need support whether academic, personal, cultural, or emotional, please contact us Student Support Services or speak with any member of our staff. We are here to support your success and wellbeing.

External Support Services for Aboriginal & Torres Strait Islander people

External Support Service providers		Contact/Link
<b>13YARN</b>	13YARN is the first national service of its kind for Aboriginal & Torres Strait Islander people in crisis. They offer a confidential one-on-one over the phone yarning opportunity and support with a trained Lifeline Aboriginal & Torres Strait Islander Crisis Supporter for mob who are feeling overwhelmed or having difficulty coping.	<a href="https://www.13yarn.org.au/">https://www.13yarn.org.au/</a> Ph: 13 92 76 (Available 24/7 across Australia from any phone)
<b>MindSpot</b>	MindSpot provides free online and telephone-based mental health support, including a culturally adapted course for Aboriginal and Torres Strait Islander communities, called the Indigenous Wellbeing Course.	<a href="https://www.mindspot.org.au/">https://www.mindspot.org.au/</a> Email - <a href="mailto:contact@mindspot.org.au">contact@mindspot.org.au</a> Ph: 1800 614 434
<b>WellMob</b>	WellMob offers free, online resources specifically for Aboriginal and Torres Strait Islander people and those who support them, focusing on social and emotional wellbeing.	<a href="https://wellmob.org.au/">https://wellmob.org.au/</a>

## 5.7 Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a VET Student's ability to settle into study. Our staff members offer a confidential support by listening to the issues faced by the VET Student and provide reference for the counselling to external agencies, as Australian School of Commerce student support officers are not qualified counsellors.



All VET Students needing counselling, study skills assistance or practical help can make an appointment with the Student Support Officer, on Campus. An appointment can be made at reception or by emailing student support officer at [apply@asoc.edu.au](mailto:apply@asoc.edu.au). Personal Counselling Services will be organised where student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling 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 counselling

For Medical service and support near main campus, VET Students may seek help from the reception or from student support officer on 1300 781 194.

For health concerns, call direct health on 1800 022 222 <https://www.healthdirect.gov.au/contact-us>

After-hours care is provided through National Home Doctor Service- Phone number: 13 74 25.

Students will be provided with counselling on:

- i. Academic and future progress advice
- ii. Welfare and wellbeing matters

These services will be available and accessible to all VET Students at suitable times.

**Please Note:** Referral to medical services available or external counsellors will be provided free of cost by the school. However, fees of medical practitioners and/or counsellors will be borne by the VET Students.

#### Free counselling services for international students:

**Melbourne** - CAREinMIND counselling services are free of cost which provide counselling 24/7. CAREinMIND Wellbeing Support Service is a free, 24/7 counselling resource available to students living, studying, or working in Melbourne. This service provides free online and phone counselling to assist students in coping with the challenges of academic life and daily pressures. No referral is required, making it accessible whenever students need it most. While the counselling service itself is free, local call charges may apply when calling through telephone. Please check with your phone provider. <https://careinmind.com.au/> for more details.

**Hobart** – Hobart City Mission - Hobart City Mission provides personal and family counselling services to help reduce the stress and struggles of everyday life. Their professional counselling service provides trained counsellors for children, adults and families. They provide a safe and non-judgmental environment for you to express your feelings.

To find out more about their Counselling Service or to make an appointment, call (03) 6215 4200 or fill in the form available on their website. For more details, refer to the link provided.

[https://hobartcitymission.org.au/counselling/?gad\\_source=1&gclid=Cj0KCOjwhMq-BhCFARIsAGvo0KeeY\\_gyzuAj87LtZNzDrKMXQvKxP3DNKcQp\\_G3vqAo6a8ma1K9vVN4aApaOEALw\\_wcB](https://hobartcitymission.org.au/counselling/?gad_source=1&gclid=Cj0KCOjwhMq-BhCFARIsAGvo0KeeY_gyzuAj87LtZNzDrKMXQvKxP3DNKcQp_G3vqAo6a8ma1K9vVN4aApaOEALw_wcB).

#### Across Australia

- Beyond Blue offers free 24/7 online and telephone counselling services, providing mental health support for issues such as anxiety, depression, and stress. These services are especially beneficial for students across Australia including Melbourne

and Tasmania, who often face unique challenges related to academic pressures, transitions, and personal concerns. Beyond Blue provides a range of free resources tailored to support students, helping them navigate mental health difficulties and maintain their wellbeing. <https://www.beyondblue.org.au/> for more details.

- Lifeline is a national charity in Australia including Melbourne and Tasmania that provides 24/7 crisis support and suicide prevention services to individuals experiencing emotional distress. Lifeline offers confidential, free support through phone, text, and online chat, aiming to provide immediate help to those in need. Visit <https://www.lifeline.org.au/> for more details. Their services are particularly focused on preventing suicide, offering guidance, and providing emotional support to VET Students facing mental health challenges.

Student Support Officer will provide referral to services depending upon the type of support required. ASOC will offer reasonable support to VET Students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the VET Student. An appointment can be made at reception or by emailing us at [info@asoc.edu.au](mailto:info@asoc.edu.au)

Australian School of Commerce will ensure that VET Students are provided with sufficient support so that they can adjust to study and life in Australia.

### Student Welfare Services

The student support officer is available to VET Students to help them access study support and welfare-related services such as.

- **Legal Services** – Australian School of Commerce (ASOC) can refer a VET Student who requires to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the VET Student. VET Students would be responsible for any cost related to the legal advice charged by legal practitioners.
- **Accommodation** – Accommodation advice is available to all international VET Students from the point of application through to the completion of their course. Australian School of Commerce (ASOC) will provide up to date information on accommodation options and or providers available for VET Students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the VET Student.
- **Emergency and Health Services** – During orientation, VET Students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, VET Students are encouraged to speak with VET Student services. For medical or other emergencies, VET Students are instructed to contact the appropriate services, e.g. 000 and inform Australian School of Commerce (ASOC) as soon as possible.
- **Facilities and Resources** – At orientation, VET Students are given a guided tour of the campus and Australian School of Commerce (ASOC) facilities. VET Students will be given detailed descriptions of all available resources.
- **Feedback, Complaints and appeals processes** – Feedback, Complaints and Appeals policy and procedures are available in detail on the website [www.asoc.edu.au](http://www.asoc.edu.au) and can be made available from reception and from Australian School of Commerce (ASOC)'s website.
- **Student visa conditions** relating to course progress and or attendance as appropriate – VET Students are advised at orientation of their requirements to continue to meet their visa conditions. VET Students can seek help from Student support officers if they have any concerns regarding visa requirements and conditions.

### 5.8 Safety and Security

Australian School of Commerce undertakes a formal safety/security audit of its premises every year. In addition, the senior staff are instructed to 'notice' any safety or security issues during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

VET Students leaving late in the evening from the school advised are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving, and request accompanied to their mode of transport if necessary. VET Students and staff are to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff are on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record, and a critical issue report is compiled describing the issue, the people involved, the action taken, and follow-up required or planned. When the issue is closed, the report and record are stored in Australian School of Commerce files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

Australian School of Commerce will provide staff and students access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is contained in the staff and international student handbook, and it is also summarised during the orientation of students and induction of staff. Information will be available on Australian School of Commerce' website with links to other organisations that supply additional information.

Information provided to staff and students in seeking assistance for and reporting an incident or a matter concerning their well-being is contained amongst the information provided in the handbooks and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

Australian School of Commerce and its staff may be trained and experienced to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, Australian School of Commerce is not equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staff is instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident; unless instructed to by the CEO or director of the Australian School of Commerce and they are accompanied by Australian School of Commerce' legal representative.

## **5.9 Critical Incident**

As per standard 6.8 of the National Code 2018, Australian School of Commerce has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. Critical incidents that may cause physical or psychological harm include, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug, or alcohol abuse

Australian School of Commerce intends to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

**Critical incident officer:** Sukhdeep Singh

Phone no: 1300 781 194

By email: [Info@asoc.edu.au](mailto:Info@asoc.edu.au), [apply@asoc.edu.au](mailto:apply@asoc.edu.au)

### Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency, Fire, Police, Ambulance	000 (zero, zero, zero)
State Emergency Service	132 500 , <a href="https://www.ses.vic.gov.au/">https://www.ses.vic.gov.au/</a> , <a href="https://www.ses.tas.gov.au/">https://www.ses.tas.gov.au/</a>
Non-Emergency Police	131 444, <a href="https://www.police.vic.gov.au/police-assistance-line-and-online-reporting">https://www.police.vic.gov.au/police-assistance-line-and-online-reporting</a>
Poisons Information Centre: [24 hours]	131 126
Lifeline: 24-hour service – Urgent Crisis Support	131 114,
Australian Maritime Safety Authority (Search & Rescue)	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000 <b>Maritime search and rescue</b> - Within Australia: 1800 641 792, Outside Australia: +61 2 6230 6811 <a href="https://www.amsa.gov.au/about/contact-us">https://www.amsa.gov.au/about/contact-us</a>
Health Direct Australia HealthDirect provides free trusted health information 24 hours per day, 7 days per week.	1800 022 222

### 6.0 External Support services

Australian School of Commerce ensures that students are informed about the external support services for their life and study support in Australia.

#### Arrival Assistance

Australian School of Commerce can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport or Hobart Airport. Australian School of Commerce provides airport pick-up. Students are required to fill out the Airport Pick up form available on Australian School of Commerce website or students can also email their request (preferably prior to 5 working days) for Airport Pick up at [Info@asoc.edu.au](mailto:Info@asoc.edu.au). Students are requested to contact Australian School of Commerce at 1300 781 194 for any other information.

Airport pick-up fees: AU\$300.

Supporting Links:

<https://hobartairport.com.au/>

visit [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au).

<https://www.melbourneairport.com.au/>

There is a help desk available at the airport for international students to assist students in finding suitable airport pick-up services e.g. Sky Bus (for Melbourne), UBER services and taxi services.

### **Fair Work Ombudsman**

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically, and ethically.

Refer to this link for more information <https://www.fairwork.gov.au/>

### **Other external support services (Contact details)**

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

### **Hospitals and Medical Issues:**

Royal Children's Hospital: (03) 9345 5522

Royal Women's Hospital: (03) 8345 2000

Royal Melbourne Hospital: (03) 9342 7000



**Refer to [www.yellowpages.com.au](http://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: +61(0)3 9607 6908

Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au), 1300 792 387

**Study in Australia:** [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

**Youth Central:** [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

### **Places of Worship**

Churches: [www.australianchurches.net](http://www.australianchurches.net)

Mosques: <https://mosque-australia.directory/>



Temples Australia: <https://hinducouncil.com.au/>

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

## Other Support Services

The following support services are free. They can 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, <https://mensline.org.au/>

Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year), <https://griefline.org.au/>

Direct Line (Drug and alcohol service): 1800 888 236, <https://www.directline.org.au/>

Health Direct Crisis Help: 1800 627 727

Family violence support services - <https://www.police.vic.gov.au/family-violence-support-services>

Family Violence Counselling and Support Service (FVCSS) - 1800 608 122, <https://www.health.tas.gov.au/health-topics/family-violence/family-violence-counselling-and-support-service-fvcss>

Direct Line (Drug and alcohol service): 1800 888 236, <https://www.directline.org.au/>

Crisis Accommodation Information (Homelessness Help Services): 1800 825 955, <https://www.housing.vic.gov.au/crisis-emergency-accommodation>, <https://www.homestasmania.com.au/housing-and-homelessness/housing-connect>

The Gambling Help Line: 1800 858 858, <https://www.gamblinghelponline.org.au/>

## State and territory crisis support numbers

Here's how you can get support across different states and territories in Australia:

- NSW - call the Mental Health Line on 1800 011 511
- VIC - call Lifeline on 13 11 14, Beyond Blue on 1300 22 4636 or Suicide Call Back Service on 1300 659 467. You can also use Victoria's Mental Health Services directory to find specialist mental health services around Victoria.
- QLD - call 1300 MH CALL on 1300 642 255
- SA - call the Mental Health Triage Service on 13 14 65
- WA - call the Mental Health Emergency Response Line on 1300 555 788 (Metro) or 1800 676 822 (Peel)
- TAS - call the Mental Health Services Helpline on 1800 332 388
- NT - call the Mental Health Line on 1800 682 288
- ACT - call the Access Mental Health Line on 1800 629 354

***Students are always encouraged to seek assistance or help if they need any. M.S Aviation Pty Ltd t/a Australian School of Commerce will make sure to provide all the support we can at no additional cost to the overseas student so that students can overcome difficulties, problems, or challenges.***

***Challenges are what make life interesting. Overcoming them is what makes life meaningful— Joshua J. Marine***