

## ELICOS - Client Support Policy & Procedure

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RTO No 22234

### Policy

- 1.1 Ashton College employs an effective client support policy to support all clients in successfully completing their course within the scheduled timeframe.
- 1.2 Ashton College monitors client's attendance and provides reasonable support where feasible and appropriate.
- 1.3 Ashton College will provide access to academic and personal/ welfare support services to all clients.
- 1.4 Ashton College will provide clients with information to inform them of the support services available in a timely manner.
- 1.5 Ashton College encourages learners with special needs to undertake its courses.
- 1.6 The length of a study period for each level is as follows:
  - a) 10 weeks each for General English.
  - b) 10 weeks each for English for Academic Purposes.
  - c) 12 weeks each for English for High School Preparation
- 1.7 Ashton College expects students to maintain 100% attendance. Student visa holders are required under the conditions of their visa to attend at least 80% of the scheduled contact hours.
- 1.8 This policy must be read in conjunction with Attendance Monitoring policy and procedure (ELICOS).
- 1.9 The ELICOS Director of Studies is responsible for implementing this policy and reviewing its effectiveness.
- 1.10 This policy will be implemented in compliance with the requirements of the ELICOS Standards 2018 and National Code of Practice 2018 standards 6,8,9,10.

### Procedure

#### 2 Client support services information

- 2.1 Client support services information is provided to all potential clients via the client information handbook, the College website, on notice boards at the campuses and via staff.
- 2.2 On enquiry clients are directed to the website, e-mailed a copy or posted a copy of the information handbook.
- 2.3 An up to date copy of the client information handbook is maintained on the College website.
- 2.4 Clients are encouraged to seek assistance with any part of this process and to contact the ELICOS department with questions.

#### 3 Pre-enrolment information

- 3.1 All potential clients are provided with the following information (contained in the client information handbook and or on Ashton college website) during the pre-enrolment stage:
- a) Introduction to the RTO
  - b) Teaching and assessment process
  - c) Client feedback
  - d) Monitoring attendance
  - e) Academic support
  - f) Welfare support
  - g) Recreational activities
  - h) Timetables
  - i) English Language support
  - j) Privacy
  - k) Access to records
  - l) Academic misconduct
  - m) Complaints and appeals
  - n) Legal services
  - o) Course information
  - p) Course cancellation terms
  - q) Referrals to external organization for other required services
  - r) Impact of unsatisfactory attendance on student visa
  - s) Student visas
  - t) Employment rights and conditions
  - u) Living in Melbourne
  - v) Costs of living
  - w) Cultural differences
- 3.2 All International students are also provided the following information pre-enrolment (appropriate sections are also included in orientation):
- a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
  - b) the course content and duration, qualification offered if applicable, modes of study and assessment methods
  - c) campus locations and a general description of facilities, equipment, and learning resources available to students

- d) details of any arrangements with another registered provider, person or business to provide the course or part of the course
- e) indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- g) a description of the ESOS framework is made available electronically
- h) relevant information on living in Australia, including:
  - i. indicative costs of living
  - ii. accommodation options; and
  - iii. where relevant, schooling obligations and options for school aged dependants of intending students, including that school fees may incurred.
- i) student safety information
- j) Student visa information

#### **4. Prior to Course Commencement / At the Orientation Day**

4.1 Prior to course commencement an orientation is provided to clients covering the following areas:

- a) Introduction to the RTO
- b) Staff contacts and housekeeping
- c) Teaching and assessment process
- d) Support services & contacts (internal & external)
- e) Client feedback
- f) Code of conduct
- g) Occupational Health and Safety
- h) Client safety
- i) Emergency and health services
- j) Monitoring attendance
- k) Academic support
- l) Welfare support
- m) Recreational activities
- n) Timetables
- o) English language support
- p) Course information
- q) Equity and access

- r) Privacy
- s) Access to records
- t) Academic misconduct
- u) Complaints and appeals
- v) Legal services
- w) Course cancellation terms
- x) Student visas
- y) Employment rights and conditions
- z) Living in Melbourne
- aa) Costs of living
- bb) Cultural differences

The orientation program is delivered to all clients prior to course commencement.

- 4.2 Ashton College provides access and equity to clients with disability and special learning needs.
- 4.3 Ashton College provides reasonable adjustment to learning processes and materials to accommodate learning needs where feasible.
- 4.4 As special needs and/or disability extend to more than identifying physical or learning difficulties, our teachers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- 4.5 Ashton College teachers take special needs and/or disability into consideration from the planning stage onwards and adopt delivery and assessment methods as appropriate. Depending on any specification given in the standards, the teacher may be able to accept alternative evidence from a candidate with special needs.
- 4.6 In deciding for clients with special needs and/or disability needs all meeting minutes, advice and delivery/ assessment material is stored in the client file.
- 4.7 The client is kept informed always during this process.
- 4.8 Ashton College may refer clients to external organisations for support to enable them to successfully enrol and complete their course.
- 4.9 Clients are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.
- 4.10 Clients are provided with an orientation checklist covering the relevant topics identified in item 3.2 of this policy.

## **5. While Undertaking the course – General**

- 5.1 Clients are encouraged to approach their teacher or the English Head of Department or other College staff at any time during their training if they have any questions, issues or are experiencing difficulties.

- 5.2 All client information materials and processes are reviewed annually and improvements made as part of the College continuous improvement policy.
- 5.3 Client information materials and processes may be amended at any time in response to stakeholder feedback.
- 5.4 Clients are also provided access to their teachers outside of class time if they require support or assistance. Each class is provided with their teacher/s e-mail addresses. Clients can also arrange times to meet their teacher to access study support.
- 5.5 Clients are provided access to range of social events through the College international student support services.
- 5.6 Clients who are experiencing personal/ welfare issues that are affecting their studies can contact:
  - a. Kate Brennan (Client Services Manager), at 213, Nicholson Street, Footscray or via telephone on 03 93492488 or email: [kate@ashtoncollege.edu.au](mailto:kate@ashtoncollege.edu.au)
  - b. Ben Cao (Marketing Manager) at 213, Nicholson Street, Footscray or via telephone on 03 03492344 or email: [ben@ashtoncollege.edu.au](mailto:ben@ashtoncollege.edu.au)

## **6. Monitoring Attendance**

- 6.1 Ashton College provides clients with information relating to attendance monitoring pre-enrolment and at orientation. The support services and outcome of not achieving satisfactory attendance is communicated to all clients.
- 6.2 Client's attendance will be monitored as per ELICOS attendance monitoring policy and procedures.

## **7 Monitoring Attendance - Academic support**

- 7.1 The purpose of the intervention meeting with the English Head of Department is to establish the underlying reasons for unsatisfactory attendance and initiate an intervention strategy.
- 7.2 If the underlying reasons for unsatisfactory attendance are in relation to academic issues/ Language, Literacy and Numeracy the College will attempt to assist the client where feasible by:
  - a) providing access to teachers
  - b) reviewing on the learner materials with the student
  - c) re-phrasing explanations
  - d) providing information in a context that the student understands; providing information in larger text
  - e) providing extra time to complete tasks
  - f) providing access to supplementary reference materials
  - g) providing supplementary exercises to develop understanding
  - h) arranging access to computers with relevant software and modified resources
  - i) providing opportunities to re-attempt assessments

- j) providing additional tutorial or study session
  - k) providing sustained academic counselling sessions
  - l) appointment of a peer/mentor
  - m) providing advice on Time Management and improvement of study skills
- 7.3 If the client has language, learning/ academic issues that College staff cannot address then the client may be referred to external organisations for assistance.
- 7.4 Appropriate College staff, on the discretion of the English Head of Department, contributes to client's intervention strategies.
- 7.5 An intervention strategy is negotiated and signed by the English Head of Department and client at the meeting. The Intervention strategy is provided to the client in writing and a copy placed in the client file.
- 7.6 A revised course schedule and delivery and assessment arrangements may be negotiated with the client.
- 7.7 The guidelines in the unit will also be accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 7.8 Students may have their COE amended because of the Intervention strategy. The existing COE is cancelled and the reasons for the new one being created are recorded in PRISMS.
- 7.9 Agreement is reached with the client prior to this occurring and the client informed of the ramifications.
- 7.10 The client is required to abide by the new arrangements negotiated or the College may cease provision of the services/ arrangements. Clients who do not comply with the agreement negotiated may be reported for unsatisfactory attendance.
- 7.11 The intervention strategy will last for as long as it is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 7.12 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file.
- 7.13 Intervention meetings are initiated as soon as possible after the client being identified as 'at risk' and within 5 working days.
- 7.14 Students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory attendance are invited to a meeting with the English Head of Department. A letter will be sent to the student within 5 working days of the issue being brought to the English Head of Department attention.
- 7.15 At the meeting the reasons/ circumstances are identified and the English Head of Department (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the client of the College's intention in writing.

- 7.16 If the decision is to not enter into another intervention strategy clients are sent a letter informing them along with their right to appeal the decision by accessing the College complaints and appeals policy within 20 working days.

## **8 Monitoring Attendance - Personal/ welfare support**

- 8.1 The purpose of the intervention meeting is to establish the underlying reasons for unsatisfactory attendance and initiate an intervention strategy.
- 8.2 If at the Intervention meeting with the client he/ she identifies that the issues affecting attendance and their course progress are personal/ welfare related issues the English Head of Department may refer the client to external support services where appropriate.
- 8.2 If the client has personal issues that do not require external support services the English Head of Department may make adjustments to the training program to facilitate learning and achievement.
- Eg starting earlier/ later or finishing early to accommodate domestic arrangements or rescheduling the course.
- 8.3 An intervention strategy is negotiated and signed by the English Head of Department and client at the meeting. The Intervention strategy is provided to the client in writing.
- 8.4 A revised course schedule and delivery and assessment arrangements are negotiated with the client. (Where appropriate).
- 8.5 The client attends a review meeting every three weeks with the English Head of Department. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
- 8.6 Appropriate College staff contributes to client's intervention strategies.
- 8.7 The guidelines in the unit/s are accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 8.8 Clients may have their COE amended as a result of the Intervention strategy. The existing COE is cancelled and the reasons for the new one being created are recorded in PRISMS.
- 8.9 Agreement is reached with the client prior to this occurring and the client informed of the ramifications.
- 8.10 The client is required to abide by the new arrangements negotiated or the College may cease provision of the services/ arrangements. International students who do not comply with the agreement negotiated may be reported to the relevant authorities for unsatisfactory attendance.
- 8.11 The English Head of Department will review the client's progress and commitment to the arrangements every three weeks.
- 8.12 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 8.13 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file.

- 8.14 Intervention meetings are initiated as soon as possible after the client being identified as 'at risk' and within 5 working days.
- 8.15 Clients who do not abide by the terms of the agreement or after intervention do not achieve satisfactory attendance are invited to a meeting with the English Head of Department. A letter will be sent to the student within 5 working days of the issue being brought to the English Head of Department attention.
- 8.16 At the meeting the reasons/ circumstances are identified and the English Head of Department (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the client of the College's intention in writing.
- 8.17 If the decision is to not enter into another intervention strategy, clients are sent a letter informing them along with their right to appeal the decision by accessing the College complaints and appeals policy within 20 working days (Available in Client Information Handbook).

## **9 Reporting unsatisfactory Attendance**

- 9.1 Students who, after the intervention strategy has taken place, still do not achieve satisfactory attendance are invited to a further meeting with the English Head of Department. A letter will be sent to the student within 5 working days of the issue being brought to the English Head of Department's attention.
- 9.2 At the meeting, the reasons/ circumstances are identified and the English Head of Department (with input from appropriate internal/ external stakeholders if required) will decide whether to implement another intervention strategy and informs the student in writing of the College's intentions.
- 9.3 Students failing to follow the intervention strategy without a reasonable excuse may be reported to DIBP via prisms for unsatisfactory attendance.
- 9.4 The letters are sent to clients within 5 working days of being identified. The letter also informs them of their right to appeal the decision within 20 working days of receipt by accessing the College complaints and appeals policy.
- 9.5 The College reports clients to the relevant authorities if:
  - a) No appeal is lodged after 20 working days from sending the intention to report letter
  - b) The appeal is not upheld after the conclusion of the internal and external appeals process
  - c) The client withdraws from the appeals process

The College reports the client with 5 working days of the completion of the processes/ time periods.

Reporting is completed through PRISMS.

A copy of all communication is stored in the client file.

## **10 Exceptions**



10.1 Ashton College will not report a student to DIBP where:

- a) the student can demonstrate compassionate or compelling reasons,
- b) the student is attending at least 70 per cent of the scheduled course contact hours or

Note:

CEO will assess whether a suspension of studies is in the interests of the student as per the College's Deferment, Suspension and Cancellation Policy and may suspend the student's study.

## **11 Client support service contacts**

11.1 Clients' are provided with a list of academic and personal/ welfare support contacts in the client information handbook, at orientation and by College staff on request.

11.2 Support Services

There are many services that can be contacted for advice and support for clients who require learning support.

### **Aboriginal and Torres Strait Islander**

Victorian Aboriginal Education Association

Phone (03) 9480 0800

Fax: (03) 9481 4072

Email [vaeai@vaeai.org.au](mailto:vaeai@vaeai.org.au)

Website [vaeai.org.au](http://vaeai.org.au)

### **Deaf or Hearing Impaired**

Vic Deaf

Phone (03) 9473 1118

TTY (03) 9473 1199

Fax (03) 9473 1144

Email [slcvic@vicdeaf.com.au](mailto:slcvic@vicdeaf.com.au)

Website [www.vicdeaf.com.au](http://www.vicdeaf.com.au)

### **Blind or Vision Impaired**

Vision Australia

Phone 1300 84 74 66

Fax: 1300 84 73 29

Email [info@visionaustralia.org](mailto:info@visionaustralia.org)

Website [www.visionaustralia.org](http://www.visionaustralia.org)

### **Acquired Brain Disorder**

BrainLink

Phone 1800 677 579

Fax: (03) 9845 2950

Website [www.brainlink.org.au](http://www.brainlink.org.au)

### **Learning Difficulties**

Learning Difficulties Australia

Phone (03) 9890 6138

Email [enquiries@ldaustralia.org](mailto:enquiries@ldaustralia.org)

Website [www.ldaustralia.org](http://www.ldaustralia.org)

### **Physical Disability**

Scope

Phone (03) 9843 3000

Fax (03) 9843 2033

Email [contact@scopevic.org.au](mailto:contact@scopevic.org.au)

Website [www.scopevic.org.au](http://www.scopevic.org.au)

For more information on contacts please refer to Client Information Handbook.

## **12 Complaints and appeals**

- 12.1 Clients may lodge a complaint via the College complaints and appeals policy if they have an issue with the College client support services.
- 12.2 Clients may appeal any decision made by Ashton College when implementing this policy.
- 12.3 Complaints and appeals can be made by lodging a complaints/ appeal form as per Ashton College Complaints and appeals policy.
- 12.4 The complaints and appeals policy and lodgement form is available in the client information handbook, the website and from the English Head of Department on request.
- 12.5 This policy is reviewed annually in accordance with the Ashton College continuous improvement policy.

## **13 Client Welfare Support**

- 13.1 Clients who are experiencing welfare issues can access support services at any time.

Examples of welfare issues may be in relation to:

- a) attending scheduled classes
- b) studying at home
- c) accommodation
- d) housemates or neighbours
- e) cultural differences
- f) living in a big City
- g) travelling to or from college
- h) homesickness
- i) money worries
- j) finding a part time job

- k) paying your tuition fees
- l) family members
- m) communicating and learning in English
- n) finding your cultural foods
- o) your student visa
- p) events in your home country
- q) loneliness

#### **14 Welfare support services**

- 14.1 All clients are provided the telephone number and e-mail number of their teacher. They are encouraged to contact them, outside scheduled class times for assistance with academic issues. Teachers provide support to clients via telephone, e-mail or arrange one to one sessions.
- 14.2 English language support services are available to clients. Support is provided through drop in sessions at nominated times during the week or by appointment.
- 14.3 Clients who experience difficulties using the College IT facilities or resources can contact IT support services at reception 213, Nicholson Street, Footscray, by phone on 9349 2344 or email at [itsupport@ashtoncollege.edu.au](mailto:itsupport@ashtoncollege.edu.au) for assistance.
- 14.4 Kate Brennan is the Client Services Manager. Access to support services can be arranged by the College by contacting [admin@ashtoncollege.edu.au](mailto:admin@ashtoncollege.edu.au) or contact reception 213, Nicholson Street, Footscray or by phone on 93492344. College services and contact numbers are also available in the Client Information Handbook.
- 14.5 Meetings with the external Welfare Counsellor can be arranged on request.
- 14.6 Access to external welfare services can be arranged by the College or accessed directly. External support services and contacts are also provided in the Client Information Handbook.
- 14.7 If clients require immediate assistance they can contact the College Student Support Officers on 9349 2488 for assistance.
- 14.8 The English Head of Department liaises with student services on academic matters. All details relating to support services accessed by clients are recorded and maintained in the student file.
- 14.9 The Student Support Officers may deem information provided by the client as confidential and only needs to provide advice to the English Head of Department and or CEO of the outcome of the issue/ situation and the impact on studies/ enrolment.
- 14.10 Clients' may be placed on an intervention strategy where appropriate.
- 14.11 Clients' study load may be adjusted where appropriate.
- 14.12 International Students' may have their COE amended in exceptional circumstances in compliance with this policy, Completion within expected duration policy and Defer, suspend and cancel enrolment policy.

- 14.13 Access to internal and College nominated welfare services is provided free of charge.
- 14.14 Clients' are communicated the availability of welfare support services pre-enrolment in the Client Information Handbook, the College website, at orientation and by College staff throughout their period of study at the College.

**15 Sports/ recreational activities**

- 15.1 The College arranges sports/ recreational activities for students from time to time.
- 15.2 The sports and recreational activities may include:
- a) Sports events – tennis, cricket, AFL, Melbourne Cup
  - b) Festivals – Local street music, arts and food festivals
  - c) Trips to local attractions e.g. Victoria Market, Federation square, museums, galleries
  - d) Tour of Melbourne CBD and surrounds
  - e) Movies – in College and at the cinema
  - f) Arranging sports activities – swimming, tennis, badminton, cricket
  - g) Cultural food nights in the College
- 15.3 A list of activities is produced and displayed on the notice boards around the college and also updated on social media sites.
- 15.4 Recreational and/ or sports activities can be accessed by contacting the Student Services Officer/s.
- 15.5 Attendance at most events is free apart from those that require an entrance fee to be paid. E.g. attending sporting events.

**Documents to be employed when implementing this policy and procedure:**

- Client information handbook
- Enrolment form
- English placement test
- Client orientation form/checklist
- Complaints and appeals policy and form
- Intervention meeting records
- Intervention plans
- Completion within expected duration policy and procedure
- Defer, Suspend or Cancel an Enrolment policy and procedure
- ELICOS attendance monitoring policy and procedure

**Revision History**

Date	Revision	Revised by	Version No.
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30/07/2013	Policy and procedures developed and initial implementation	CEO	1
10/01/2014	Use new company logo; delete course list in section 1.6; re-format Revision History	Compliance Manager	2
30/06/2014	Policy revision	CEO	3

Please Note: The further versions are stored in Document management System - Novacore with Comments.