

Client Support Policy & Procedure

RTO No 22234

1 Policy

- 1.1 Ashton College employs an effective client support policy to support all clients in successfully completing their training within the scheduled timeframe.
- 1.2 Under Standard 8 of the National Code 2018, Ashton College implements the DIBP Course Progress Policy and Procedures for its vocational education and training (VET) courses.
- 1.3 Ashton College monitors client's course progress and provides reasonable support where feasible and appropriate.
- 1.4 Ashton College will provide access to academic and personal/ welfare support services to all clients.
- 1.5 Ashton College will provide clients with information to inform them of the support services available in a timely manner.
- 1.6 Ashton College encourages learners with special needs to undertake its training courses.
- 1.7 This policy will be implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 clause 1.1, 1.3, 1.7 and 5.2 and the National Code of Practice 2018 standards 6, 8 and 9.
- 1.8 The length of a study period varies depending on the course. The duration of any study period including holiday breaks is no more than 24 weeks.

Course	Duration of study period (exc holidays)
ELICOS General English	10 weeks
ELICOS English for Academic Purposes	10 weeks
ELICOS English for High School Preparation	12 weeks
AUR30616 Certificate III in Light Vehicle Mechanical Technology	10 weeks
AUR31516 Certificate III in Automotive Diesel Engine Technology	10 weeks
AUR40216 Certificate IV in Automotive Mechanical Diagnosis	10 weeks
AUR50216 Diploma of Automotive Technology	10 weeks
BSB40215 Certificate IV in Business	10 weeks
BSB42015 Certificate IV in Leadership and Management	10 weeks
BSB51918 Diploma of Leadership and Management	10 weeks
SIT30816 Certificate III in Commercial Cookery	12 weeks
SIT40516 Certificate IV in Commercial Cookery	12 weeks
SIT50416 Diploma of Hospitality Management	12 weeks

Reporting students for unsatisfactory progress

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.
- Course progress in a non-compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory study periods.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.
- When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

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 Program Coordinator with questions.

3 Pre-enrolment information

- 3.1 All potential clients are provided with the following information (contained in the client information handbook) during the pre-enrolment stage:
 - a) Introduction to the RTO
 - b) Recognition of Prior Learning (RPL) and Credit Transfer
 - c) Language, Literacy and Numeracy (domestic clients only)
 - d) Training guarantee
 - e) Training and assessment process
 - f) Client feedback
 - g) Certificates
 - h) Monitoring course progress
 - i) Academic support
 - j) Welfare support

- k) Recreational activities
- l) Timetables
- m) English Language support
- n) Equity and access
- o) Privacy
- p) Access to records
- q) Academic misconduct
- r) Complaints and appeals
- s) Legal services
- t) Course information
- u) Course cancellation terms
- v) Referrals to external organization for other required services
- w) Impact of course progress on student visa (for int. students)
- x) Student visas (Int. students)
- y) Part time work (Int. students)
- z) Living in Melbourne (Int. students)
- aa) Costs of living (Int. students)
- bb) Cultural differences (Int. students)

3.2 All International students are 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 and library 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) Recognition of Prior Learning (RPL) and Credit Transfer
- d) Language, Literacy and Numeracy (domestic clients only)
- e) Training guarantee
- f) Training and assessment process
- g) Support services & contacts (internal & external)
- h) Client feedback
- i) Certificates
- j) Code of conduct
- k) Occupational Health and Safety
- l) Client safety
- m) Emergency and health services
- n) Monitoring course progress
- o) Academic support
- p) Welfare support
- q) Recreational activities
- r) Timetables
- s) English language support
- t) Course information
- u) Equity and access
- v) Privacy
- w) Access to records
- x) Academic misconduct
- y) Complaints and appeals

- z) Legal services
- aa) Course cancellation terms
- bb) Impact of course progress on student visa (int. students)
- cc) Student visas (Int. students)
- dd) Part time work (Int. students)
- ee) Living in Melbourne (Int. students)
- ff) Costs of living (Int. students)
- gg) Cultural differences (Int. students)

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

- 4.3 Ashton College provides access and equity to clients with disability and special learning needs.
- 4.4 Ashton College provides reasonable adjustment to learning processes and materials to accommodate learning needs where feasible.
- 4.5 As special needs and/or disability extend to more than identifying physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.
- 4.6 Ashton College trainers take special needs and/or disability into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate. Depending on any specification given in the standards, the trainer may be able to accept alternative evidence from a candidate with special needs.
- 4.7 In making arrangements for clients with special needs and/or disability needs all meeting minutes, advice and delivery/ assessment material is stored in the client file.
- 4.8 The client is kept informed at all times during this process.
- 4.9 Ashton College may refer clients to external organisations for support to enable them to successfully enrol and complete their course.
- 4.10 Clients are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.
- 4.11 Clients are provided with an orientation checklist covering the relevant topics identified in item 4.1 of this policy.

5. While Undertaking the course – General

- 5.1 Clients are encouraged to approach their trainer or the program Coordinator or other College staffs at any time during their training if they have any questions, issues, develops any medical conditions that affect their learning or are experiencing difficulties.
- 5.2 If a client acquires a disability or medical condition during the period of the course the client will be given the Change of Personal and/or Contact Detail form by the trainer and will need to complete it and

return it to the trainer, the Student Support Officer or the Course Coordinator. A copy of this form will be kept in the client's file.

- 5.3 The Change of Personal and/or Contact Detail form will be forwarded to the Course Coordinator and a meeting will be arranged by the Course Coordinator with the student and appropriate staff member(s) to discuss the situation and appropriate support strategies. An appropriate staff member could be:
- a) Student Support Officer
 - b) Course coordinator
 - c) A trainer/assessor
 - d) A combination of any of the above
- 5.4 It might be necessary to complete and assessment of the client's capabilities, knowledge and skills to determine what strategies should be employed. This assessment could be in the form of:
- a) a discussion between relevant parties i.e. the client, appropriate staff member, and/or trainer/assessor, and/or relevant expert, and/or parent/guardian, and/or anyone else who is appropriate,
 - b) written and/or oral testing of capabilities, knowledge and skills,
 - c) demonstration of capabilities, knowledge and skills,
 - d) third-party evidence/information received attesting to the person's capabilities, knowledge and skills,
 - e) evidence portfolio that illustrates the person's capabilities, knowledge and skills, or
 - f) a combination of any of the above
- 5.6 After this process, if necessary, an Individual Learning Plan will be created that outlines how the learning need will be addressed/supported during training and/or assessment. Once the Individual Learning Support Plan has been finalised it will be signed by all parties. If appropriate, a client will be given contact details for appropriate support organisation(s). See Support Services section below for organisations and contact details.
- 5.7 A copy of the Individual Learning Plan will be kept on the client's file and additional copies will go to the client and the trainer/assessor. Any other interested parties will also be given a copy.
- 5.8 At appropriate intervals (at least every 3 months) the Individual Learning Plan will be reviewed to ensure the strategies are effective and if necessary adjustments are made. This meeting will be documented on the Individual Learning Plan Review Meeting form.

5.9 The client is kept informed at all times during the process.

5.10 Support Services

There are a number of 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

Website vaeai.org.au

Deaf or Hearing Impaired

VicDeaf

Phone (03) 9473 1118

TTY (03) 9473 1199

Fax (03) 9473 1144

Email slcvc@vicdeaf.com.au

Website www.vicdeaf.com.au

Blind or Vision Impaired

Vision Australia

Phone 1300 84 74 66

Fax: 1300847329

Email info@visionaustralia.org

Website www.visionaustralia.org

Acquired Brain Disorder

BrainLink

Phone 1800 677 579

Fax: (03) 9845 2950

Website www.brainlink.org.au

Learning Difficulties

Learning Difficulties Australia

Phone (03) 9890 6138

Email enquiries@ldaustralia.org

Website www.ldaustralia.org

Physical Disability

Scope

Phone (03) 9843 3000

Fax (03) 9843 2033

Email contact@scopevic.org.au

Website www.scopevic.org.au

For more information on other contact details, please refer to Client Information Handbook.

6. Monitoring course progress - All clients

- 6.1 Ashton College provides clients with information relating to course progress pre-enrolment and at orientation. The support services and outcome of not achieving satisfactory course progress is communicated to all clients.
- 6.2 Ashton College training and assessment staff monitor client's progress in the following ways:
- 1) by judging their responses to questions,
 - 2) by the type and nature of questions asked,
 - 3) assessing their ability to complete tasks to the required standard,
 - 4) assessing their ability to complete tasks within appropriate timeframes,
 - 5) by engaging clients in discussions
 - 6) asking them if they require support with any aspect of their training or assessment
 - 7) by reviewing outcome of formative and summative assessments
 - 8) by monitoring participation
 - 9) Reviewing the progress of each client against the College criteria for achieving satisfactory course progress
- a) Course progress is deemed unsatisfactory both during and at the end of a study period if the client falls into one or more of the following categories:
- 1) Is judged as NS in one assessment in a pre-requisite unit
 - 2) Is judged as NYC in a prerequisite unit
 - 3) Is judged as NYC in two or more units during a study period
 - 4) Is judged as NYC in two units at the end of a study period
 - 5) Is identified by a trainer as requiring intervention
 - 6) Is unable to complete a course within the expected duration
 - 7) Does not participate as per course schedule
 - 8) Does not participate as per schedule in the Training Plan
- 6.3 If trainers identify that a client meets one or more of the criteria for not achieving satisfactory course progress they will notify their program Coordinator.
- 6.4 The Program Coordinator also reviews all clients' course progress by reviewing units successfully completed on the SMS on a fortnightly basis.
- 6.5 Clients who are identified as at risk of not achieving satisfactory course progress are contacted to schedule an intervention meeting with the program Coordinator.
- 6.6 Clients are deemed to have achieved satisfactory course progress if they do NOT fall into the categories identified in item 6.2a of this procedure.

7 Monitoring Course progress - Academic support

- 7.1 The purpose of the intervention meeting with the Coordinator is to establish the underlying reasons for unsatisfactory course progress and initiate an intervention strategy.
- 7.2 If the underlying reasons for unsatisfactory course progress 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 training and assessments staff
 - b) Reviewing learner materials with the client
 - c) Re-phrasing explanations
 - d) Providing information in a context that the client understands
 - e) Providing extra time to complete tasks
 - f) Providing access to supplementary reference materials
 - g) Providing supplementary exercises to develop understanding
 - h) Providing access to calculators
 - i) Providing access to dictionaries
 - j) Providing information in larger text
 - k) Arranging access to computers with relevant software
 - l) Arranging access to modified resources
 - m) Providing access to internal/ external academic support staff
 - n) Adjusting the clients timetable and/ or course schedule
 - o) Providing opportunities to re-attempt assessments
 - p) Providing opportunities to undertake additional units to catch up
- 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 contributes to client's intervention strategies.
- 7.5 An intervention strategy is negotiated and signed by the Program Coordinator 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 of competency will also be accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 7.8 International students 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.
- 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. International students who do not comply with the agreement negotiated may be reported for unsatisfactory Course progress.

- 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 Domestic and International students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Program Coordinator. A letter will be sent to the student within 5 working days of the issue being brought to the Program Coordinator attention.
- 7.15 At the meeting the reasons/ circumstances are identified and the Program Coordinator (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 Course Progress - Personal/ welfare support

- 8.1 The purpose of the intervention meeting is to establish the underlying reasons for unsatisfactory course progress and initiate an intervention strategy.
- 8.2 If at the Intervention meeting with the client he/ she identifies that the issues affecting course progress are personal/ welfare related issues the Program Coordinator may refer the client to Student Support Officer. If student support officer deems appropriate, they will refer to external support services.
- 8.3 If the client has personal issues that do not require external support services the Program Coordinator 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.
- 8.4 An intervention strategy is negotiated and signed by the Program Coordinator and client at the meeting. The Intervention strategy is provided to the client in writing.
- 8.5 A revised course schedule and delivery and assessment arrangements are negotiated with the client. (Where appropriate).
- 8.6 The client attends a review meeting every three weeks with the Program Coordinator. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
- 8.7 Appropriate College staff contributes to client's intervention strategies.
- 8.8 The guidelines in the unit of competency are accessed along with the regulator for guidance/ information on allowable adjustments to assessment.
- 8.9 International students 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.
- 8.10 Agreement is reached with the client prior to this occurring and the client informed of the ramifications.

- 8.11 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 course progress.
- 8.12 The Program Coordinator will review the client's progress and commitment to the arrangements every three weeks.
- 8.13 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 8.14 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file.
- 8.15 Intervention meetings are initiated as soon as possible after the client being identified as 'at risk' and within 5 working days.
- 8.16 Domestic students and International students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Program Coordinator. A letter will be sent to the student within 5 working days of the issue being brought to the Program Coordinator's attention.
- 8.17 At the meeting the reasons/ circumstances are identified and the Program Coordinator (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.
- 8.18 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.

9 Distance learning/ Workplace based/ Blended delivery – Domestic clients

- 9.1 If trainers identify that a client meets one or more of the criteria for not achieving satisfactory course progress they will notify the client in writing.
- 9.2 The notification will inform the clients to contact their trainer and discuss the underlying causes for not achieving satisfactory course progress. It will also remind the client of the availability of academic and personal/ welfare support services.
- 9.3 During the discussion trainers attempt to identify the underlying reasons for unsatisfactory course progress and offer support either academic or personal/ welfare support services.
- 9.4 If during the discussion the client identifies that the reason for the unsatisfactory course progress is a workplace issue i.e. not being provided the opportunities to learn, insufficient study leave or other factors identified in the workplace learning agreement the College will attempt to resolve these with the employer.
- 9.5 If during the discussion the client identifies that the reason for the unsatisfactory course progress is a personal welfare issue the trainer refers the client to the appropriate support service.
- 9.6 If during the discussion the client identifies that the reason for the unsatisfactory course progress is an academic/Language, Literacy and Numeracy issue the trainer will either attempt to identify strategies to support the client or refers the client to the Program Coordinator.

- 9.7 If the underlying reasons for unsatisfactory course progress are in relation to academic issues/ Language, Literacy and Numeracy the College will attempt to assist the client where feasible by some of the following:
- a) Providing access to training and assessments staff
 - b) Reviewing learner materials with the client
 - c) Re-phrasing explanations
 - d) Providing information in a context that the client understands
 - e) Providing extra time to complete tasks
 - f) Providing access to supplementary reference materials
 - g) Providing supplementary exercises to develop understanding
 - h) Providing access to calculators
 - i) Providing access to dictionaries
 - j) Providing information in larger text
 - k) Arranging access to computers with relevant software
 - l) Arranging access to modified resources
 - m) Providing access to internal/ external academic support staff
 - n) Adjusting the clients timetable and/ or course schedule
 - o) Providing opportunities to re-attempt assessments
- 9.8 If the client has learning/ academic issues that College staff cannot address then the client may be referred to external organizations for assistance.
- 9.9 An intervention strategy is negotiated with the client and reviewed and discussed once per month by the trainer and client.
- 9.10 The client is required to abide by the new arrangements negotiated or the College may cease provision of the services/ arrangements.
- 9.11 The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 9.12 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file.
- 9.13 Clients who fail to abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are sent a letter asking them to contact their trainer to discuss the reasons.
- 9.14 At the meeting the reasons/ circumstances are identified and the trainer (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.
- 9.15 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.

10 Reporting unsatisfactory course progress (International students)

- Ashton College will report a student for unsatisfactory course progress only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress. Ashton College does not report the student for unsatisfactory course progress.

- 10.1 Ashton College reviews students' course progress during the two consecutive compulsory study periods.
- 10.2 International clients who have failed 50% or more of the units in their course for the study periods are identified.
- 10.3 The identified clients are notified in writing of the College's intention to report them to the relevant authorities for not achieving satisfactory course progress.
- 10.4 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.
- 10.5 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
- 10.6 The College reports the client with 5 working days of the completion of the processes/ time periods.
- 10.7 Reporting is completed through PRISMS. The letter also advises clients to contact the relevant authorities within 10 days of receipt of the letter.
- 10.8 A copy of all communication is stored in the client file.
- 10.9 When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the NOICC and explain their situation

11 Attendances – Domestic Clients

- 11.1 College training staff record client attendance at each session.
- 11.2 It is a requirement for clients to attend all scheduled classes at the times indicated if they have enrolled for face to face training.
- 11.3 Ashton College recognises that sometimes clients may be unable to attend due to unforeseen circumstances. If for any reason a client is unable to attend all or part of a planned session they are to contact their trainer or Ashton team by calling the College on 03 93492344.
- 11.4 Ashton College monitors clients' attendance and provides appropriate support to ensure successful completion within the scheduled period.

- 11.5 If a client is absent for part/ all of the day for a course, for 5 consecutive days of a full qualification or has a pattern of non-attendance they will be considered at risk of not completing their course within the agreed timeframe.
- 11.6 If a client's attendance is affecting their ability to complete the course within the scheduled timeframe (deemed at risk) they will be invited to meeting with the Ashton College administrator.
- 11.7 The purpose of the meeting is to identify the underlying reasons for the unsatisfactory attendance and initiate corrective action.
- 11.8 Intervention action is initiated at this meeting.
- 11.9 An intervention strategy is negotiated and signed by the staff member and client at the meeting.
- 11.10 The client will attend a review meeting every two weeks with the Ashton College administrator.
- 11.11 Each meeting, agreement, adjustment and communication in this process is documented and placed in the clients file
- 11.12 Intervention meetings take place as soon as possible and within appropriate time frames depending on the length of the course.

12 Client support service contacts

- 12.1 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.

13 Complaints and appeals

- 13.1 Clients may lodge a complaint via the College complaints and appeals policy if they have an issue with the College client support services.
- 13.2 Clients may appeal any decision made by Ashton College when implementing this policy.
- 13.3 Complaints and appeals can be made by lodging a complaints/ appeal form as per Ashton College Complaints and appeals policy.
- 13.4 The complaints and appeals policy and lodgement form is available in the client information handbook, the website and from the admin team on request.
- 13.5 This policy is reviewed annually in accordance with the Ashton College continuous improvement policy.

14 Client Welfare Support

- 14.1 Clients who are experiencing welfare issues can access support services.

Examples of welfare issues may be in relation to:

- a) attending scheduled classes
- b) studying at home
- c) meeting course progress requirements
- d) accommodation
- e) housemates or neighbours
- f) cultural differences

- g) living in a big city
- h) travelling to or from college
- i) homesickness
- j) money worries
- k) finding a part time job
- l) paying your tuition fees
- m) family members
- n) communicating and learning in English
- o) finding your cultural foods
- p) your student visa
- q) events in your home country
- r) loneliness

15 Welfare support services

- 15.1 All clients are provided the office telephone number and e-mail address of their trainer. They are encouraged to contact them outside scheduled class times for assistance with academic issues. Trainers provide support to clients via telephone, e-mail or arrange one to one sessions.
- 15.2 English language support services are available to clients upon request.
- 15.3 Clients who experience difficulties using the College IT facilities or resources can contact IT support services at Ashton College Main Campus reception, by phone on 9349 2344 or email at info@AshtonCollege.edu.au for assistance.
- 15.4 Meetings with the external Welfare Counsellor can be arranged on request.
- 15.5 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.
- 15.6 Access to welfare support services can be arranged by the College by contacting admin@AshtonCollege.edu.au or contact Ashton College Main Campus Reception or by phone on 9349 2344. College services and contact numbers are also available in the Client Information Handbook.
- 15.7 If clients require immediate assistance they can contact the College client services manager/ student support officer on 9349 2488 for assistance.
- 15.8 The Ashton College administrator liaises with the student support officer and external student welfare services where appropriate. All details relating to support services accessed by clients are recorded and maintained in the student file. A separate file may be employed to record and store sensitive information the student support officer identifies as confidential. E.g. welfare related issues.
- 15.9 The Student Support Officer may deem information provided by the client as confidential and only needs to provide advice to the Client Services Officer and/or CEO of the outcome of the issue/ situation and the impact on studies/ enrolment.
- 15.10 Clients' may be placed on an intervention strategy where appropriate.

- 15.11 Clients' study load may be adjusted where appropriate.
- 15.12 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.
- 15.13 Access to internal and College nominated external personal/welfare services is provided free of charge.
- 15.14 Students' 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.

16 Recreational activities

- 16.1 The College arranges recreational activities for students time to time.
- 16.2 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
- 16.3 A list of activities is produced and displayed on the notice boards around the college also updated on the college website and social media sites.
- 16.4 Recreational and/ or sports activities can be accessed by contacting the Student Services Officer.
- 16.5 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
 Language, literacy and Numeracy test
 Pre-Training Review (for Foundation Skills Training)
 Client orientation form/checklist
 Complaints and appeals policy and form
 Course progress monitoring form
 At risk warning letters
 Intervention meeting records
 Intervention plans
 Website
 Change of Personal and/or Contact Details form
 Individual Learning Plan

Revision History

Date	Revision	Revised by	Version No.
9/08/2009	Policy and procedures developed and initial implementation	CEO	1
15/03/2010	Revised	Compliance Officer	2
15/03/2011	Revised	CEO	3
15/11/2011	Revised	Chris Donaghy	4
1/8/2012	Revised	Chris Donaghy	5
20/09/2012	Revised	CEO	6
07/02/2013	Revised	Chris Donaghy	7
30/07/2013	Revised	CEO	8
10/01/2014	Use new company logo; delete course list in section 1.6; re-format Revision History	Compliance Manager	9

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