AUSTRALIAN
NATIONAL COLLEGE

PP193 STUDENT WELFARE AND SUPPORT POLICY AND PROCEDURE

Level 5 259 Collins Street, Melbourne, Victoria 3000| AUSTRALIA
CRICOS PROVIDER CODE: 03009M | TOID: 22134
Web: - www.anc.vic.edu.au Tel (+61 3) 9662 3300
Email: - info@anc.vic.edu.au

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2.0 RELEVANT STANDARDS AND LEGISLATION

- Standards for Registered Training Organisations (RTOs) 2025
    - Standard 2.6 The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.
- Part 3 of the Disability Standards for Education 2005
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
    - Standard 6: Overseas student support services
    - Standard 8: Overseas student visa requirements
- National Principles for Child Safe Organisations

3.0 DEFINITIONS

ANC - Australian National College, hereafter known as *the College*

ESOS Act - The Education Services for Overseas Students Act (2000) of the Commonwealth of Australia, as amended from time to time.

First Nations People – refers to people who have identified themselves or have been identified by a representative (for example, their parent or guardian), as being of Aboriginal and/or Torres Strait Islander origin.

National Code - National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx

Student - A student who is enrolled at Australian National College and includes both prospective students and currently enrolled students and both domestic and 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act (2000).

Study Period - The study period is defined as a semester.

4.0 SCOPE

This policy applies to:

- Students enrolled at ANC
- All staff employed at ANC
- All related third parties.

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5.0 COMMUNICATION OF THIS POLICY

5.1 Staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices.

5.2 Students are made aware of this policy through the Student Handbook, during the enrolment and orientation processes and also throughout their studies at the College.

5.3 This policy will be made available on the ANC website.

6.0 PURPOSE

6.1 This policy and procedure specifies how the College will identify the wellbeing needs of students and provide access to student welfare services to ensure the mental and physical wellbeing of both domestic and international students.

6.2 The policy also specifies how the College will provide student support strategies for all students.

6.3 This policy and procedures are compliant with both the requirements of the *Standards for Registered Training Organisations (RTOs) 2025* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018.*

6.4 For matters relating to learning support please refer to the *PP194 Training Support Policy and Procedure*.

6.5 For matters relating to diversity and inclusion please refer to PP112 Diversity and Inclusion Policy and Procedure.

7.0 INFORMATION PROVIDED TO STUDENTS PRE-ENROLMENT

7.1 Prior to the student's enrolment, the College will provide, comprehensive, current and accurate information about living and studying in Australia, campus safety, and student support services. This should be provided on the ANC website.

8.0 STUDENT SUPPORT SERVICES

8.1 The College will provide reasonable support to all students to enable them to achieve expected learning outcomes, irrespective of the student's place or mode of study (including online delivery).

8.2 DESIGNATED STUDENT SUPPORT OFFICER (DSSO)

8.2.1 The Designated Student Support Officer is the CEO.

8.2.2 The *Designated Student Support Officer* (DSSO) will be available to all students. The DSSO will be the main contact person for students for emergencies or critical incidents. The DSSO will be accessible to students 24 hours 7 days per week.

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8.2.3 The name and contact details of the DSSO will be made available on the ANC internet site, the Student Handbook, as well as communicated to all students during orientation.

8.2.4 The DSSO must have ready access and be fully conversant with the College's support services, and be able to provide advice to students as required.

8.3 STAFF REQUIREMENTS

8.3.1 The College will ensure that it has sufficient Student Support Officers (SSO) to meet the needs of enrolled students. This will be determined by the college's *PP167 Human Resources Policy and Procedure*.

8.3.2 The SSO's will provide advice, guidance or provide referrals to external professional services on matters relating to academic performance, attendance or any other issue that has an impact on any student's studies.

8.3.3 The College will employ additional SSO's if students under the age of 18 have been enrolled.

8.3.4 All staff who have contact with any student under the age of 18 must have a current W*orking with Children Check*.

8.3.5 Staff must be provided with professional development during their induction period or through regular workshops to ensure their understanding of socially inclusive training practices and working with diverse cohorts. This should include developing trainers' ability to adapt their delivery methods to suit the characteristics of students from various backgrounds, raising staff's awareness of unconscious bias, racism and discrimination and providing cultural awareness training.

8.4 OVERSEAS STUDENTS

8.4.1 Staff who interact directly with overseas students should be made aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations.

8.4.2 Information regarding the ESOS obligations must be conveyed to staff in the Staff Handbook and during Staff Induction. In addition, emails and discussions at staff meetings about the ESOS framework should inform staff as to how basic classroom administration may have different ramifications for overseas students compared to domestic students.

8.5 STUDENT SUPPORT AND WELFARE SERVICES

8.5.1 The College will provide, either through a third party or internally, information and workshop sessions regarding (at no cost to the student):

- study skills support (e.g. time management; help-seeking; coping with assessment-related anxiety)
- financial wellbeing support

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- counselling and mental health resources
- culture-specific or demographic-specific supports in their local community (e.g. youth support networks)
- support available if they are experiencing abuse, harassment or violence

8.6 EXTERNAL REFERRAL SERVICES

8.6.1 A list of external support and welfare services will be made available to all students and staff. Please refer to Appendix 1 for a current list of external referral services.

8.6.2 Upon request, students and staff will be referred to these professional services.

8.6.3 ANC will provide information or referrals to services at no additional cost to students. Fees and charges may apply where an external service is used by the student. This should be clarified to the student prior to using such services.

8.7 ACADEMIC SUPPORT SERVICES

8.7.1 A range of academic support services will be provided to students who may be at risk of not achieving the requirements of their course. Please refer to the *PP194 Training Support Policy and Procedure* for further information.

8.8 AT RISK STUDENTS

8.8.1 Please refer to the *PP194 Training Support Policy and Procedure* for further information regarding student monitoring and academic support for at risk students.

8.9 REASONABLE ADJUSTMENT

8.9.1 Students may wish to disclose any disability that may have an impact on their studies. This should be done during the enrolment process, or the student may elect to disclose this information at any time during their enrolment. All such information is to remain strictly confidential and managed in accordance with the College's *PP160 Record Management Policy and Procedure* and *PP178 Privacy Policy and Procedure*.

8.9.2 Please refer to the *PP194 Training Support Policy and Procedure* where reasonable adjustment is required for students to undertake their training.

8.10 STUDENT DIVERSITY

8.10.1 The College must provide a safe and inclusive learning environment for all students that is free from racism, discrimination or any other form of harassment.

8.10.2 The College must also provide a culturally safe learning environment for First Nations people.

8.10.3 The College must have anti-discrimination, bullying and sexual harassment policies and strategies in place, protecting the rights of all ANC students and staff. Please refer to *PP224 Sexual Harassment, Bullying and Discrimination Policy and Procedure* for further information.

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8.10.4 Monitoring of the learning environment to ensure it is inclusive, culturally safe and welcoming of students and staff should be undertaken each year. This information must be reported to the ANC CEO for review. Such data should include participation levels under-represented groups such as people with disability and First Nations people.

8.11 FIRST NATIONS PEOPLE

8.11.1 The College must take proactive measures to ensure cultural safety for First Nations people. Please refer to PP112 Diversity and Inclusion Policy and Procedure for additional information.

8.12 STUDENT PRIVACY AND CONFIDENTIALITY

8.12.1 At all times wellbeing issues impacting individual students will be done with their consent and approval.

8.12.2 Any such information regarding individual student welfare must be managed in accordance with the College's *PP160 Record Management Policy and Procedure* and *PP178 Privacy Policy and Procedure*.

8.13 USE OF THIRD PARTIES

8.13.1 Any use of third parties (e.g. for Work based Training (WBT) activities) will be strictly monitored by the WBT Coordinator or Course Coordinator to ensure the safety and wellbeing of students.

8.13.2 Please refer to *PP200 Use of Third Parties for Delivery of Training Policy and Procedure*.

9.0 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

9.1 Compassionate and compelling circumstances (i.e. Special Consideration) policies and procedures must be available to students who are experiencing issues beyond their control and that may have an impact on their studies or course progress.

9.2 Any special consideration application should be considered when ascertaining the "at risk" status of students as well as any supporting intervention that may be required.

9.3 Applications for compassionate or compelling circumstances should be made on a *FOR151 Special Consideration Form* and submitted to the Student Support Officer or Student Administration team.

9.4 Refer to the *PP113 Compassionate and Compelling Circumstances Policy and Procedure* for further information.

10.0 FEEDBACK, COMPLAINTS AND APPEALS

10.1 Students and staff should be encouraged to provide feedback using either the complaints and appeals process or the continuous improvement process to improve on the student welfare support strategies being provided. The College will endeavour to respond to the student/staff member within 5 working of receipt of any such feedback or complaint.

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10.2 Please refer to the *PP114 Complaints and Appeals Policy and Procedure*, *PP118 Continuous Improvement Policy and Procedure* and *PP133 Feedback Policy and Procedure* for further information.

11.0 CRITICAL INCIDENTS

11.1 The College will have in place strategies in case of any traumatic event that causes extreme stress, fear or injury. Please refer to the *PP125 Critical Incident Policy and Procedure* for further information.

12.0 POLICY REVIEW

12.1 This policy must be reviewed at a minimum of once every three years or as deemed required by the ANC Compliance Management Committee or the ANC CEO.

13.0 ASSOCIATED DOCUMENTS/FORMS

- DOC300 Student Handbook
- FOR151 Special Consideration Form
- PP112 Diversity and Inclusion Policy and Procedure
- PP113 Compassionate and Compelling Circumstances Policy and Procedure
- PP114 Complaint and Appeals Policy and Procedure
- PP125 Critical Incident Policy and Procedure
- PP153 Pre-Enrolment Engagement Policy and Procedure
- PP224 Sexual Harassment, Bullying and Discrimination Policy and Procedure
- PP160 Record Management Policy and Procedure
- PP178 Privacy Policy and Procedure
- PP194 Training Support Policy and Procedure
- PP200 Use of Third Parties for Delivery of Training Policy and Procedure.

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APPENDIX 1 – EXTERNAL REFERRAL SERVICES

Updated May 2025 – This may be subject to review.

Students and staff must be advised that additional expenses may be incurred if external referral services have been used.

MENTAL HEALTH SERVICES

A number of external personal and mental health support services are available. The Student Support Officer may recommend any of the following depending on the student's individual circumstances.

- ***Health Direct (Mental Health Helplines)***
  - A list of organisations that provide support and education for people with mental illness and their families and carers throughout Australia.
  - https://www.healthdirect.gov.au/mental-health-helplines
- ***Lifeline Australia***
  - Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention
  - Contact - 13 11 14 - Crisis Support / https://www.lifeline.org.au
- ***Beyond Blue***
  - Beyond Blue is one of Australia's most well-known, trusted, and visited mental health organisations.
  - Contact – 1300 22 4636 (24/7 support) / https://www.beyondblue.org.au/

MEDICAL SERVICES

- ***Health Direct (Mental Health Helplines)***
  - A government-funded service, providing quality, approved health information and advice
  - Contact – 1800 022 222 (24/7 support) / https://www.healthdirect.gov.au/
- ***Health. Vic***
  - Victorian Government health support and information
  - Contact – 1300 650 172 / https://www.health.vic.gov.au/
- ***Community Health Directory***
  - The Community Health Directory provides the locations and contact details for organisations that deliver state-funded community health services and programs in Victoria.
  - Contact – https://www.health.vic.gov.au/community-health/community-health-directory

DISABILITY SUPPORT

- **Disability Gateway**
  - The Disability Gateway helps people with disability, their families and carers find the information, services and support they need in Australia.
  - Contact – 1800 643 787 / https://www.disabilitygateway.gov.au/

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VISA AND IMMIGRATION ISSUES

- ***Department of Home Affairs***
  - Contact – https://immi.homeaffairs.gov.au/help-support/tools

ABORIGINAL AND TORRES STRAIT ISLANDER

- **Aboriginal Services Directory**
  - An online, interactive directory of Aboriginal Community Controlled Organisations and Services across Victoria with contact details and social media links.
  - Contact – https://www.vacca.org/page/get-involved/cultural-hub/articles/aboriginal-services-directory/

HOUSING SERVICES

- ***Tenants Victoria***
  - Information for international students, who frequently live in rooming houses or share houses, often don't know their rights as renters or what support is out there for help with food, health, legal advice and other matters.
  - Contact – https://tenantsvic.org.au/advice/different-tenancies/international-students/

LEGAL SERVICES

- ***Victoria Legal Aid***
  - Support and information on going to court; traffic offences; family violence intervention orders; divorce, separation and marriage annulment; COVID-19 Coronavirus; police powers and my rights; sex and the law; fines and infringements; parenting arrangements and child contact.
  - Contact - 1300 792 387 / https://www.legalaid.vic.gov.au
- ***Community Legal Centres***
  - Community Legal Centres are independent community organisations that provide free legal services to those who need it.
  - Contact - (03) 9652 1501 / https://www.fclc.org.au/
- ***International Student Legal Information***
  - A free resource for international students living in Victoria.
  - Contact - https://ishelp.org.au/
- ***The Victorian Aboriginal Legal Service (VALS)***
  - Provides legal aid services to Aboriginal and Torres Strait Islander peoples in Victoria. The service operates in Melbourne and regional locations.
  - Contact – 1800 064 865 / https://www.vals.org.au/
- ***Q+ Law***
  - Providing LGBTIQ+ Victorians with in-person and remote legal advice and services from trained legal professionals. Q+ Law is operated through the Victorian Pride Centre.
  - Contact – 03 9968 1002 / https://pridecentre.org.au/tenants/qlaw/

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CULTURAL ASSISTANCE

- ***Study Melbourne***
  - Information and support on accommodation, social life, health and safety, transport, legal, food support, consular assistance, employment, education institution, and financial security.
  - Contact - 24 hour service - 1800 056 449 / https://studymelbourne.vic.gov.au/

FOOD SUPPORT

- ***Community Food Guide***
  - The Community Food Guide provides information about food access programs, services and resources in Melbourne's centre and surrounding suburbs. It is published by the City of Melbourne council.
  - Contact - https://www.melbourne.vic.gov.au/community-food-guide

FINANCIAL HELP

- ***Good Shepherd Australia New Zealand***
  - Contact - https://goodshep.org.au/services/nils/
- ***Utility Relief Grant Scheme***
  - The Victorian Government's utility relief grant scheme makes grants to help pay electricity, gas or water bill that is overdue due to a temporary financial crisis. Eligibility requirements apply.
  - Contact - https://services.dffh.vic.gov.au/utility-relief-grant-scheme

DISASTER RELIEF

- ***Disaster Legal Help Victoria***
  - Support for Victorians affected by damaging weather events and recent bushfires, across regional and metropolitan communities.
  - Contact - **1800 113 432** / https://www.disasterlegalhelp.org.au/

SEX DISCRIMINATION

- ***Victorian Equal Opportunity and Human Rights Commission***
  - For information about discrimination, sexual harassment, victimisation, racial or religious vilification, or change or suppression practices
  - Contact – 1300 292 153 / https://www.humanrights.vic.gov.au

WORKPLACE AND EMPLOYMENT

- ***Worksafe Victoria - Safety In The Workplace***
  - WorkSafe is the workplace health and safety regulator.
  - Contact - https://www.worksafe.vic.gov.au/
- ***Fair Work Ombudsman***
  - For information about workplace rights and obligations.
  - Contact - https://www.fairwork.gov.au/.

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