

# STUDENT SUPPORT SERVICES

## 1. POLICY

This policy/procedure supports ‘Standard 6 – Student Support Services’ of the ‘National Code of Practice for Providers of Education & Training to Overseas Students 2018’, which states:

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. RTO will conduct an orientation program for all new students

## 2. PROCEDURE

Whilst all staff employed by Kingsbury College has the responsibility to provide support to all students, Kingsbury College has nominated a ‘Student Support Officer’ who is available to all students, on an appointment basis, through the standard hours of business.

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practical.

Currently, the role and responsibility this ‘Student Support Officer’ is maintained by

Name: Nancy Pahuja  
Mob: XXX XXX XXX

As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through their orientation program outlined below.

### Student Support Services

The following support services are available and accessible for all students studying with Kingsbury College. Kingsbury College students with contact details to refer to any matters that require further follow up. Any referrals are conducted by Kingsbury College at no cost to the student but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of Kingsbury College’s scope.

#### Learning Support

We have learning support teachers on hand to help students if they are having difficulties with study. Learning support teachers can assist a student in the classroom or work in small groups with the student and can help with time management, making presentations and to improve general study skills.

English Language Support Trainer- Avneet Mandan  
Numeracy Support Trainer: Avneet mandan

#### Orientation Program

The orientation program provides culturally appropriate information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs offered by the Kingsbury College and external support
- Contact number, name and location of emergency, legal, personal/social, medical support, accommodation services.
- the registered provider's facilities and resources
- complaints and appeals processes
- requirements for course progress
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman

### Academic issues

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, and general support to ensure they achieve satisfactory results in their studies.

Students' progress is monitored and guidance and support provided where unsatisfactory results are identified.

A student is able to access the student support officer to discuss any academic or other related issues to studying at Kingsbury College at any time. The student support officer is available to provide advice and guidance, or referral, where required.

### Personal / Social issues

There are many issues that may affect a student's social or personal life and Students have access to the support officer through normal college's hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

Referral service available	Name and Location	Contact
Counselling services	A Counselling Service 8, 2 Old Cleveland Road STONES CORNER QLD 4120	Ph: 0733714993.

### Accommodation

While Kingsbury College does not offer accommodation services or take any responsibility for accommodation arrangements Kingsbury College is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

Some Local options include:

Particulars	Name & Location	Contact Phone
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Homestay	International Student Care Australia (ISCA) 14 Grays Rd, Hamilton, QLD 4007	phone: 0732686117
Student Accommodation Services	The Loft Student Accommodation 38 Ferguson Rd, Wavell Heights, QLD 4012	Ph: 0733590239
Hotel	Springwood Hotel Cnr Springwood And Rochedale Rds, Springwood, QLD 4127	Phone: 0732084444
Hostel	YMCA Logan 41-43 Mary St, Kingston, QLD 4114	Ph: 0734404333

### Medical Issues

Student support officer always have an up to date list of medical professionals within access from the Kingsbury College location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

Local medical services are as follows:

Referral service available	Name and Location	Contact
Hospital	Logan Hospital, Cnr Armstrong And Loganlea Rds, Meadowbrook, QLD 4131	Ph: 0732998899
Doctor	Loganlea Medical Centre 245 Unit 1 60 Haig Rd, Loganlea, QLD 4131	Ph: 0732005000.
Dentist	Crestmead Dental Pty Ltd, 55 Waratah Dr, Crestmead, QLD 4132	Ph: 0738057765.

### Legal Services

Kingsbury College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral service available	Name and Location	Contact
Free Legal service	Legal Aid Queensland Cnr Ewing Rd And Carmody, Logan, QLD 4114	1300 651 188
Free legal advice	Raniga Lawyers Logan Central, QLD 4114	Ph: 0738092539

Lawyer	Turner Freeman Lawyers 1 Wembley Rd, Logan, QLD 4114	Ph: 0733877111
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### The Overseas Students Ombudsman

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:

Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

Publishes reports on problems and broader issues in international education that we identify through investigations. For Further information:

Overseas Student Ombudsman	
Website	<a href="http://www.oso.gov.au">www.oso.gov.au</a>
Email	<a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a>
Contact Number	1300 362 072

### Social Programs

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with Kingsbury College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

### Student welfare and safety

Kingsbury College takes all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety.

Students are informed about safety measures during the orientation program.

### Student Safety

While Australia is considered to be a very safe country, obviously it is still wise to avoid dangerous situations. Personal safety and security are a matter of common sense and awareness. Trust your instincts. If in doubt, move away. Here are a few tips for your personal safety.

Useful Tips When You Are Out and About:

- Walk in well-lit areas
- Walk mid-point between travelled routes between buildings

- Try to walk with a group of people – organise a group of other students if you are going in the same direction.
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination and use it. Stick to the main roads if possible. Never hitchhike!
- Remain alert. Use your peripheral vision. Wearing headphones may decrease your awareness.
- If approached, maintain a comfortable distance while you answer a question or give directions. Never turn your back on someone who has approached you.
- Try and arrange a lift home from a friend or a taxi if you are going out late. Get dropped off as close to your door as possible.
- Avoid using ATMs in dark or lonely places.

If you suspect you are being followed:

- Be suspicious – keep looking behind you, so the person knows you cannot be surprised.
- Cross the street or change direction.
- Go to a well-lit area, enter a residence or building where there are people and phones.
- Do not wear a personal audio player or play music so loudly that you are unaware of your surroundings.
- If you are on campus, contact any staff member.

### Personal Safety on Public Transport

- Don't stand alone while waiting for a bus or train, especially at night. Stand with other people.
- If you're on a bus or train and it's nearly empty, sit near the driver or as close as possible to the guard's compartment.
- At the railway station, stand back from the edge of the platform. Avoid sitting near the exit door of the train as an attacker may be able to grab your property and run before you can react.
- When disembarking from public transport, walk with another commuter.
- If travelling by taxi, remember the driver's identification number displayed on the dashboard. There should also be a photo of the driver, if it is not there don't get in. Once you've reached your destination, ask the driver to wait until you have safely entered.
- If you are catching a bus, check the timetable before so that you are not waiting at the bus stop for long periods. Select a well-lit bus stop at night and make sure that you can see the area around you.

### Personal Safety When Driving

- Plan the safest route to your destination and avoid isolated roads especially at night.
- Be alert when walking to your car and always have your keys ready.
- Before you open the door, check the rear seat and luggage compartment.
- Lock your car once you're inside it. Keep your windows up when travelling alone.
- If your car breaks down, move the vehicle off the roadway if possible, raise the bonnet, activate the hazard lights and then lock yourself inside the vehicle call the RACV- 13 72 28 for Roadside assistance. Wait for an emergency vehicle to help.
- If you think you are being followed, drive to the nearest Police, Fire or Service Station for assistance. Don't drive home.
- Make sure you always have enough fuel in your vehicle.
- Never pick up hitchhikers.

## Stay safe outdoors

With so many beautiful natural landscapes — from beaches to the bush and the outback — Australia’s natural environment is well worth exploring. To ensure you have a good time, but still stay safe, it’s important to be aware of the dangers first:

- Only swim at beaches patrolled by surf life savers, and only swim in patrolled areas marked by red and yellow flags. If you need help, stay calm and wave your arm to attract the attention of a life saver.
- Before entering rivers, lakes or the ocean, take note of any warning signs and beware of hidden obstacles (such as a tree branch under the water), strong currents and dangerous animals such as jellyfish, sharks or crocodiles.
- If you plan on going hiking or bushwalking, ensure you let someone know where you are going and when you plan to return and take the correct equipment. You should also research the area you are travelling to and check whether there are dangerous conditions expected, such as potential fires or slippery tracks.
- It is a good idea to talk to a park ranger, surf life saver or a member of staff at a visitor information centre before you begin exploring to get some expert advice — as well as some great sightseeing tips.

## Handbag Snatching

- Keep your handbag in front of your body, avoid dangling it by your side from your hand or shoulder.
- Be aware of people coming from behind – even on motorbikes and cars.
- Never leave your bag on a shopping trolley – or at your feet or on the hook of the door in a public toilet – always keep it with you.
- When you put money in your handbag, don’t let people see where you put it – especially when you are using an ATM.
- Be constantly aware of what valuables are in your bag – eg. driver’s licence and credit cards.
- If your bag is taken, immediately cancel any credit cards, and change your house locks as soon as possible. Report to the police.
- When packing groceries into your car, never leave your handbag on the boot or roof of your car. Thieves are watching and can easily grab your property. Always leave your bag locked inside your car when you are packing groceries away.

**REMEMBER:** If confronted by somebody trying to take your bag, give it to them. No amount of money or inconvenience is worth serious injury.

## EMERGENCY CONTACTS

### Police, Ambulance and Fire Brigade – 000

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

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RTO Code: 45931   CRICOS CODE: 04075D	<a href="mailto:info@achieverscollege.edu.au">info@achieverscollege.edu.au</a>   <a href="http://www.achieverscollege.edu.au">www.achieverscollege.edu.au</a>

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station. Contact details for your local Police Station can be found at the [http://www.police.vic.gov.au/content.asp?Document\\_ID=7](http://www.police.vic.gov.au/content.asp?Document_ID=7)

### **OSHC World care 24-hour Emergency Helpline – 1800 814 781**

OSHC World care has a 24-hour Emergency Helpline that provides medical, legal and interpreting services to students in need.

### **Victims of Crime Helpline – 1800 819 817**

Whatever the incident, being a victim of crime can be a frightening experience with many short- and long-term consequences. If you are a victim of a crime and would like to speak to someone, please call 1800 819 817 (free call).

### **International Student Hotline**

1300 363 079 – Monday to Friday 8.00am to 6.00pm

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying. If you are having problems with your study, safety, accommodation or at work, you can call the International Student Hotline, which is operated by the Department of Education, Employment and Workplace Relations (DEEWR):

- For advice on who you should contact, or
- To report your concerns.

There is no need to give your name.