



Student Support Policy and Procedures

Version: 2.1

Last Modified: June 2020

1 POLICY

PURPOSE:

Duke College is committed to providing continuous support to all its students so that they can adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. For this purpose, Duke College determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

This policy ensures that all students have access to support services for individual academic or non-academic issues during the entire period of engagement with Duke College.

SCOPE:

This policy applies to:

- Students enrolled at Duke College
- Duke College Marketing, Admissions, Academic, Student Services and Academic and Administrative staff who deal with Students.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through Enrolment Application form, Offer letter/ Student Agreement, Student Handbook, during the enrolment and orientation processes and also throughout the course.

2. PROCEDURES:

2.1 Nominated Student Support Officers

Whilst all staff employed at Duke College have the shared responsibility of providing support to all students, Duke College has nominated 'Student Support Officers' who are primarily the first point of contact. These offices are responsible for establishing the needs of students, arranging relevant services in order to assist with student issues and are available on campus at all times during Duke College's standard operation hours.

Students can contact the student support officers directly or via student administrations/ reception and an appointment will be organised as soon as practical.

Currently the role and responsibility of the 'Student Support Officers' are maintained by the following:

Student Support Officers

Rajeshwari Bajracharya	+61 2 9687 3200	support@duke.edu.au
Punam Gurung	+61 2 9687 3200	accounts@duke.edu.au
Palistha Shrestha	+61 2 9687 3200	admissions@duke.edu.au
Paaras Singh	+61 2 9687 3200	marketing@duke.edu.au
Shweta Kasatkar	+61 2 9687 3200	info@duke.edu.au
Nalini Jishtu	+61 2 9687 3200	studentservices@duke.edu.au
Hakan Guler	+61 2 9687 3200	it@duke.edu.au

This information is also made available to students at the time of orientation.

2.2 Student Support Services

The following support services are always available and accessible for all students studying at Duke College at no cost. When a student contacts any member of the student support team, initial consultation is made to explore the issue. Then based on the nature of the issue, the student support team organise referral to relevant professional services.

Note: All referrals organised by Duke College are at no cost to the student. However, the student may be charged a service fee by the external service provider. This amount is payable by the student directly to the service provider.

- ***Principles of access and equity***

Duke College is committed to providing and promoting non-discriminatory, inclusive practices and processes to provide equal opportunities for all students to achieve their learning outcomes and strives to ensure that its decision-making processes reflect a commitment to access and equity and treats all students or prospective students fairly.

Access and Equity means ensuring that people with differing needs and abilities have the same **opportunities** to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location.

Duke College uses the same recruitment and enrolment processes for all applicants which is designed to be free from discrimination. Students who advise of their disability and/or learning difficulty after the enrolment will be issued a revised Offer of Enrolment and Enrolment Acceptance Agreement to accommodate any areas of reasonable adjustment that have been agreed to for the student.

If a Student with a disability and/or learning difficulty cannot cope even after agreed reasonable adjustment, an alternative lower AQF level course will be offered. Duke College training and assessment resources are designed to be flexible and to be able to make reasonable adjustments if required. Duke College will ensure that language, literacy and numeracy requirements are consistent with the vocational level of the qualification being considered or offered.

Duke College provides support services for students with a recognised disability and/or learning difficulty including:

- learning support;
- alternative assessment methods;
- extra time to complete a course or assessment;
- learning support for basic literacy or numeracy difficulties

People from all social and cultural backgrounds will be equally treated and due respect will be given to people from Culturally and Linguistically Diverse background, people with disability and mature age students.

The Campus Manager/Director of Studies is responsible for ensuring campus buildings, rooms, toilets and resources comply with relevant building code requirements including access for people with

disabilities. All staff are required to assist anyone needing help to access training materials, files, equipment, or other items that may be inaccessible to students.

Online materials can be available in print for students who do not have internet access.

Duke College does not deliver a course exclusively by online or distance learning to an international student. Duke College does not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an international student.

Individuals who consider they have been treated unfairly are encouraged to use Duke College's Complaints and Appeals Policy and Procedure. Duke College supports the rights of students with a disability to training and assessment and will protect them wherever possible from discrimination, harassment or victimisation on the basis of their disability.

- **Reasonable adjustment**

Reasonable adjustment will be provided for students with special learning needs (such as a disability or learning difficulty) according to the nature of the learning need. Students may negotiate to customise assessment tasks to meet their individual needs in relation to workplace setting, interests, learning style, literacy, disability or cultural background.

Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

A student seeking a reasonable adjustment in an assessment must discuss their requirements with the trainer/assessor prior to the start of the component of study or at the earliest possible time once the class has commenced. Students may be requested to provide documentation to support their request for reasonable adjustment.

If reasonable adjustment to an assessment task is made, a record of the reasonable adjustment will be documented and a copy kept in the student file. The integrity of the assessment must be maintained.

- **Academic issues**

Where a student needs assistance with academic issues or where a student is identified to be at risk of not completing the course within the expected duration, student support officer will organise a meeting with the student in presence of Campus Manager.

During this meeting an academic plan will be worked out to provide extra support to the student so that he/she can complete the course within the expected duration of the course.

If as a result of the meeting, there are any variations indicated in student enrolment or study load, appropriate notes will be recorded in student files and PRISMS will be updated if applicable.

All students regardless of their academic progress are able to gain advice and support at any time from the student support team in order to maintain satisfactory academic levels at all times

- **Personal / Social issues / Counselling and Mental Health Support**

There are many issues that may affect students' social or personal lives.

Students have access to the student Support officers through normal business hours to gain advice and guidance on personal issues, social, accommodation issues, or family / friend issues, counselling and mental health support. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised at no cost to the student.

Student counsellors	Location	Contact details
Student Welfare Officer	On-Campus	02 9687 3200

- Accommodation**

While Duke College do not offer accommodation services or take any responsibility for accommodation arrangements, student support team is able to refer students to appropriate accommodation services and is 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.

Referral Services Available	Name & Location	Contact Phone
Hotel	Mantra Apartments Cnr Parkes St & Valentine Ave Parramatta, NSW 2150	Ph : 13 15 17, +617 5665 4450
Hostel	UWS Village Corner of Pemberton St & Victoria Road Parramatta NSW 2150	Ph : 02 8024 6060
Real Estate (Rental)	Ray White 64 Macquarie St Parramatta, NSW 2150	Ph : 02 9891 3333

- Emergency and Health services**

An up to date list of medical professionals is always available at the reception. Any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	Westmead Hospital Cnr Hawkesbury Road and Darcy Road, Westmead NSW 2145	Ph : 02 9845 5555
Doctor (General Practitioner)	Parramatta Medical Centre Shop 2, Entrada Building/20 Victoria Rd, Parramatta NSW 2150	Ph : 02 9762 1041
Dentist	My Smile Doctors	02 80362411, 0413308911

	37 Grose St, Parramatta NSW 2150	
Optometrist	Optometrist Parramatta 9A/103 George St Parramatta NSW 2150	Ph : (02) 9891 2020 Fax : (02) 9891 2525

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

- Legal Services**

Duke College is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer finds it appropriate for students to gain professional legal advice, they will refer students to an **appropriate** legal professional.

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Parramatta Legal Aid Office Level 5, 91 Phillip St Parramatta 2150	Ph: 02 98911600 Fax: 02 96891082
	Parramatta Justice Precinct Level 1, 160 Marsden St Parramatta 2150	Ph: 02 86883800 Fax: 02 86883890
Lawyer	Barber & Massey Vaughan Massey Suite 10, 71A Macquarie St Parramatta. NSW 2150	Ph : 02 98915400 Fax : 02 98915716
Employment Awards and Agreements	https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students	Fair Work Infoline: 13 13 94

- Employment Awards and Agreements**

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students> [International students - Fact sheets - Fair Work Ombudsman](#)

Fair Work Infoline: 13 13 94

- Social Programs**

Apart from the Student Orientation Program, the Student Support Officer will occasionally organise social events that allow all students enrolled with the Duke College to mingle and socialise with other students from different cultural backgrounds and community. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

Students are welcome to forward any suggestions to Duke College's Student Support Team for future social program etc.

2.3 Student Orientation Program

All students are required to attend an orientation program at the beginning of their studies. This orientation program is managed by the Student Support Officers and includes the following:

- A tour of the Duke College identifying classrooms, student areas, student administration area, and any other relevant areas within the Duke College such as toilets, fire exits, and restricted areas
- A presentation on services and facilities available.
- All students are given a copy of the 'Student Handbook'. This document includes information about but not limited to:
 - o Student support services available to Duke College students
 - o Transfer between providers
 - o Monitoring Course Progress
 - o Facilities and resources at Duke College
 - o An overview of the Australian Education System
 - o Student visa conditions
 - o Legal Services
 - o Local Transport
 - o Shopping
 - o Banking
 - o Entertainment/Recreation
 - o Government services
 - o Emergency and Health Services (including information about private insurance) and detailed information on accommodation
 - o Complaints and Appeals process
 - o Fees and refund policy
 - o Plagiarism policy
 - o Critical incident policy
 - o Accommodation
 - o Cost of living
 - o ESOS framework
 - o Privacy policy
 - o Sexual harassment policy
 - o Deferment, suspension and cancellation of enrolment
 - o Duke College Staff contact details (Student Support Officer)
 - o Legal Services
 - o Course Progress Requirement
 - o Course Attendance Requirements
 - o Emergency and Medical Services

Orientation program/sessions are supported through appropriate resources posted on the website, email and Mobile- SMS notifications to the student.

The Student Support officer or delegated member of staff is responsible for checking student attendance at Orientation and following up with students who do not attend or who arrive late. The Orientation and follow up procedures are designed to ensure that all students are appropriately inducted into their course.

3. Important Information - VET and Related Legislation

VET and Related Legislation

Study in Australia - information about living and studying in Australia:

<https://www.studyinaustralia.gov.au/>

My Future - career information and resources provided as a joint initiative of the Commonwealth, state and territory governments: <http://myfuture.edu.au/>

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) - all the education providers who are registered to teach overseas students in Australia:

<http://cricos.education.gov.au/>

Education Services for Overseas Students (ESOS) framework - frequently asked questions and factsheets about the Education Services for Overseas Students framework:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

Fact Sheet choosing a training or education provider <https://www.asqa.gov.au/news-publications/publications/fact-sheets/choosing-training-or-education-provider>

Tuition Protection Service - assists international students whose education providers are unable to fully deliver their course of study: www.tps.gov.au

Fact Sheet ESOS refund specification <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Department of Education Skills and Employment - national policies and program information: <https://www.education.gov.au/>

Department of Home Affairs (DHA) - student visa information: www.homeaffairs.gov.au

Council for International Students Australia (CISA) - the national peak student representative body for international students studying at postgraduate, undergraduate, private college, TAFE, ELICOS and foundation levels: www.cisa.edu.au

Australian Federation of International Students (AFIS) - unites international students in Victoria and addresses their interests and needs: www.afis.org.au

Victorian International Student Care Service (ISCS) is a free and confidential support and welfare service for international students studying in Victoria: www.studymelbourne.vic.gov.au

The Independent Tertiary Education Council Australia - The Independent Tertiary Education Council Australia (ITECA) is a membership-based peak body bringing together independent providers in the higher education, vocational education and training sectors. Individually and collectively these providers share a commitment to providing students and their employers with the quality outcomes they are looking for.

English Australia is the national peak body for the English language sector of international education in Australia: <http://www.englishaustralia.com.au>

WHS Acts, Regulations and Codes of Practice <http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx>

Equal Opportunity <http://www.humanrightscommission.vic.gov.au/>

Privacy <http://www.oaic.gov.au/>

Australian Skills Quality Authority <http://www.asqa.gov.au/>

Australian Qualifications Framework <http://www.aqf.edu.au/>

Australian Apprenticeships

Official Australian Government website on Australian Apprenticeships.
www.australianapprenticeships.gov.au

Training Services NSW

Training Services NSW in the NSW Department of Industry is responsible for government-funded vocational education and training (VET) in NSW. Training Services NSW is responsible for the implementation of funded programs, including Smart and Skilled, apprenticeships and traineeships and adult and community education. It undertakes contract management of approved Smart and Skilled training providers and implements quality assurance and performance monitoring to achieve the best possible outcomes for students. <https://www.training.nsw.gov.au/>

NSW Department of Industry

The NSW Department of Industry leads strategic policy, planning, funding, regulation

National Code of Good Practice for Australian Apprenticeships

Australian Apprenticeships, which may be referred to as apprenticeships and traineeships in some States and Territories, offer many benefits to employers and Australian Apprentices. This Code of Good Practice has been developed to assist both parties entering into a Training Contract with a clear understanding of each other's obligations and expectations. A copy of this Code should be retained by the employer and the Australian Apprentice.

For details go to: <https://www.australianapprenticeships.gov.au/publications/national-code-good-practice-australian-apprenticeships>

Victorian Law Today:

This repository contains Versions of all the Principal Public Acts and Principal Statutory Rules of Victoria. It can be accessed through the Victorian Legislation and Parliamentary Documents Home Page Go to: <http://www.legislation.vic.gov.au/>

Australasian Legal Information Institute:

The Australasian Legal Information Institute (AustLII) provides free internet access to Australian legal materials including Commonwealth & State legislation as well as having links to several overseas sites. Go to: <http://www.austlii.edu.au/>

Commonwealth Acts:

Commonwealth Acts and Regulations are available from a number of Resources: Comlaw

<http://www.comlaw.gov.au/>

[Education Services for Overseas Students Act 2000 \(ESOS Act\)](#): This Act applies to students in that it mandates certain policies, procedures and actions by the Institute. For example, the Act requires Duke College to report those students who have not met student visa conditions relating to attendance and academic performance to DIBP. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

[National Vocational Education and Training Regulator act 2011](#): This act was established to ensure quality VET standards and regulation and to strengthen Australia's international VET sector.

[National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#) : This Act provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

[Migration Act 1958](#): This Act applies to students in that it allows the Immigration Department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DIBP. Students are to be advised that they must visit DIBP within 28 days of a Section 20 notice if they wish to remain on their student visa.

[Work Health and Safety Act 2011](#): This Act applies to students in that it mandates certain policies, procedures and actions by Duke College. For example, the Act requires Duke College to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.

Reference:

This policy/procedure supports 'Standard 6' of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ' and 'Clauses 1.7, 5.4 and 6.1 to 6.6—Supporting and informing learners; managing complaints and appeals' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

Documents/Forms:

1. Meeting with Student Form
2. Complaint and Appeal forms
3. Complaint and Appeal policy and Procedure
4. Monitoring Attendance Policy and Procedure
5. Monitoring Course progress Policy and Procedures
6. Orientation Program and Supporting Documents (Flyers. Emails Student Handbook etc)
7. Critical Incident Policy and Procedures
8. Offer Letter and Student Agreement
9. Student Code of Conduct



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Revision History

Version	Date	Revision Description
2.0	8 August 2018	Reflects Changes in National Code (online learning)
1.0	12 February 2015	Original