

POLICY: STUDENT SUPPORT SERVICES	
NVR Ref:	Standard 2
MCC Ref:	MCC-3-S 1
Policy	<p>This Policy and Procedure ensures that all students are given support while studying at MCC. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. The Institute will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.</p>

PROCEDURE:	STUDENT SUPPORT SERVICES
NVR Ref:	Standard 2
MCC Ref:	MCC-3-S 1
Action/Method	<p>Nominated Student Support Officer (Geelong & Colac)</p> <p>Whilst all staff employed by the Institute has the responsibility to provide support to all students, the Institute shall nominate a ‘Student Support Officer’ who shall be available to all students, on an appointment basis, through the standard Institute hours of business.</p> <p>Students can access the Student Support Officer directly via the CFT Portal and an appointment will be organised as soon as practical.</p> <p>Currently the role and responsibility this ‘Student Support Officer’ is maintained by:</p> <p>Name: CFT Support Officers</p> <p>Ph: 1300 09 49 79</p> <p>Email: info@macquarieeducation.edu.au or info@civilforcetraining.edu.au</p> <p>The responsibility of this role is 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.</p> <p>Student Support Services</p> <p>The Student Support Officer offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where the Institute is not qualified.</p> <p>The types of common issues on which the Student Support Officer is able to provide support are:</p> <p>Contact Service</p> <p>Students are given a contact number on enrolment that allows students to always be able to contact the Institute in the case of an urgent course information.</p> <p>The following support services are to be available and accessible for all students studying at the Institute. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the Institute 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 the Institute.</p>

Procedure: STUDENT SUPPORT SERVICES (cont)

<p>Action/Method (cont)</p>	<p>Academic Issues</p> <p>Students may have concerns with their attendance, 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, attendance levels, and general support to ensure they achieve satisfactory results in their studies.</p> <p>All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.</p> <p>A student is able to access the Student Support Officer to discuss any academic, attendance, or other related issues to studying at the Institute at any time during work hours. The Student Support Officer will be able to provide advice and guidance, or referral, where required.</p> <p>Personal / Social Issues</p> <p>There are many study issues that may affect a student's social or personal life and Students have access to the nominated Student Support Officer through normal Institute hours to gain advice and guidance on personal study issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.</p> <p>Accommodation</p> <p>While the Institute does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services.</p> <p>All students are encouraged to have accommodation organised prior to arrival in Victoria but the Student Support Officer can refer students to appropriate accommodation services if required.</p>
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Procedure: STUDENT SUPPORT SERVICES (cont)

Action/Method (cont)	<p>Medical Issues</p> <p>A current list of medical professionals within access from the Institute location is available from the Student Administration Section. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.</p> <p>Local medical services are as follows:</p> <table border="1" data-bbox="438 510 1465 831"> <thead> <tr> <th>Referral Services Available</th> <th>Name & Location</th> <th>Contact Phone</th> </tr> </thead> <tbody> <tr> <td>Hospital (Emergency)</td> <td>Geelong Hospital Ryrie St Geelong</td> <td>03 5226 7111</td> </tr> <tr> <td></td> <td>St John of God Geelong 80 Myers St, Geelong Tel: 5226 8888</td> <td>Tel: 5226 8888</td> </tr> </tbody> </table> <p>Legal Services</p> <p>The Institute 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.</p> <table border="1" data-bbox="438 1025 1465 1182"> <thead> <tr> <th>Referral Services Available</th> <th>Name & Location</th> <th>Contact Phone</th> </tr> </thead> <tbody> <tr> <td>Free Legal Advice</td> <td>Victoria Legal Aid 199 Moorabool St Geelong Vic 3220</td> <td>03 5226 5666</td> </tr> </tbody> </table> <p>Pre-Enrolment Process</p> <p>The Pre-enrolment information pack is delivered to all prospective students as part of the Pre-training review process.</p> <p>All prospective students are required to attend an pre-enrolment interview. As part of this interview we provide access to a pre- enrolment information pack.</p> <p>All facilities including our classrooms, student areas, student administration area, and any other relevant areas within the College such as toilets, fire exits, and restricted areas can be accessed.</p> <p>Further information is available on the CFT website</p> <p>http://civilforcetraining.edu.au/pre-enrolment-information/</p>	Referral Services Available	Name & Location	Contact Phone	Hospital (Emergency)	Geelong Hospital Ryrie St Geelong	03 5226 7111		St John of God Geelong 80 Myers St, Geelong Tel: 5226 8888	Tel: 5226 8888	Referral Services Available	Name & Location	Contact Phone	Free Legal Advice	Victoria Legal Aid 199 Moorabool St Geelong Vic 3220	03 5226 5666
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**DIRECTORY OF USEFUL CONTACTS
(Geelong & Colac)**

EMERGENCY	Police, Fire, Ambulance: Tel: 000 . This is a 24 hour free service. You must state the service you require and your address.
CRISIS COUNSELLING	<p>Lifeline: Tel: 131 114 for confidential counselling by trained professions, 24 hours a day.</p> <p>Just Ask: Tel: 1300 131 114. This is also a Lifeline counselling service which operates Monday to Friday, 9.00 am to 5.00 pm.</p>
JUSTICES OF THE PEACE	Local JP registry is available on www.justice.vic.gov.au or visit your local Police Station.
HOSPITALS	<p>In the event of an emergency, phone 000 for an ambulance or attend the Emergency Department of the closest public hospital to you.</p> <p>* Indicates Hospitals closest to the Institute's Geelong Campus.</p> <hr/> <p>Barwon Health Geelong Hospital, Ryrie Street, Geelong Phone: 5226 7111</p> <hr/> <p>St John of God Geelong 80 Myers St, Geelong Tel: 5226 8888</p>
HEALTH AND MEDICAL SERVICES	<p>Medical Practitioners (Doctors): Look in the Yellow Pages Telephone Directory under Medical Practitioners for a doctor near you, or you can make an appointment to see the following doctors who are located in close proximity to the Institute:</p> <p>Aireys Inlet Aireys Inlet Medical Centre, 4 Pearse Road, Aireys Inlet. Phone: 5289 6432 Anglesea Surf Coast Community Health Service, McMillan Street, Anglesea. Phone: 5260 3901 Jan Juc Karuna Maya Medical Centre, 1 Stuart Avenue, Jan Juc. Phone: 5261 4146 Lorne Lorne Medical Centre, 230 Mountjoy Parade, Lorne Phone: 5289 4333 Lorne Hospital, Albert Street, Lorne Phone: 5289 4300 Torquay Surf Coast Community Health Service, 100 Surf Coast Highway, Torquay Phone: 5261 1111 Winchelsea Winchelsea Community Health Centre, 12 Gosney Street, Winchelsea Ph: 5267 2778 Winchelsea & District Hospital, 8 Gosney Street, Winchelsea Phone: 5267 2202 Winchelsea Medical Centre, 4 Palmer Street, Winchelsea Phone: 5267 2168</p>

	<p>Colac Youth Health Hub, 15-17 Hart St, Colac VIC 3250 Email: cherise.jettnergateways.com.au</p> <p>Youth Health Hub Telephone: (03) 5232 5520 Email: yhh@cah.vic.gov.au</p> <p>Colac Neighbourhood House Telephone: (03) 5232 5210 Email: nhouse@cah.vic.gov.au Website: http://colacneighbourhoodhouse.org.au/</p> <p>Adult Day Activity Centre Telephone: (03) 5232 5351 Email: adac@cah.vic.gov.au</p> <p>Birregurra Community Health Centre Telephone: (03) 5236 2000 Email: birregurrareception@cah.vic.gov.au Website: www.birregurra.com.au</p>
LEGAL MATTERS	<p>Victoria Legal Aid are available at: 199 Moorabool St GEELONG Tel: 5226 5666 or visit www.legalaid.vic.gov.au. The Law Institute of Victoria also has a list of Community Legal Aid Centres – www.liv.asn.au/public/clc</p>
CRIME STOPPERS	If you witness a crime. Free Call: 1800 333 000 .
VICTIMS REFERRAL AND ASSISTANCE	Department of Justice – Tel: 1300 365 111
CONSUMER PROTECTION	<p>Consumer protection provides advice and support regarding consumer issues such as tenancy. Tel: 1300 558 181 or visit www.consumer.vic.gov.au</p>
JOBWATCH	<p>Tel: 9662 1933 or 1800 331 617. Jobwatch provides legal information and advice for employees and workers in Victoria. It also produces publications on work rights and minimum pay rates. Website: www.jobwatch.org.au</p>
FAIRWORK	<p>FAIRWORK provides information on employment issues in Australia. Tel:1300 799 675 website: www.fairwork.gov.au</p>
TRANSPORT	<p>For Train, and Bus Information, call Tel: 1800 800 007 or visit www.ptv.vic.gov.au VicRoads Tel: 131 171 for information on Drivers License or other road related matters or website: www.vicroads.com.au</p>
TOURISM INFORMATION	<p>For Tourism related information visit www.victrip.com.au or www.tourism.vic.gov.au</p>

VERSION CONTROL**Review/ amendment history****Policy Approved by:** Chief Executive Officer**Responsible Officer:** Chief Executive Officer**Next Policy Review Date:** July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	July 2015	No material change
4.0	July 2016	No material change
5.0	Jan 2017	Updated to reflect Geelong and Colac support services
6.0	June 2017	No material change