

Student Support and Welfare Policy and Procedure

ESOS/NCP	• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • National Code 2018: Standard 6.1, 6.2, 6.3, 6.4
SRTOs 2025	• Standards 1.1, 1.4 , Accountability – Compliance Standard 4 • https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-training#std1.1 • https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides/practice-guide-assessment#std1.4
Legislative Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations 2025 • Commonwealth Human Rights and Equal Opportunity Commission Act 1986 • Commonwealth Disability Discrimination Act 1992 • Commonwealth Disability Standards for Education 2005 • Equal Opportunity Act 1995 • Overseas Students Ombudsman at Website: https://www.ombudsman.gov.au/
Related Policies and forms	• Student Code of Conduct • Plagiarism and Academic Misconduct Policy and Procedure • Students Complaints and Appeals Policy and Procedure • Critical Incident Policy and Procedure • Student Intervention Strategy Form • Course Progress and Intervention Strategy Policy and Procedure

Table of Contents

1.	Policy	3
2.	Purpose	3
3.	Scope	3
4.	Definition	3
5.	Policy Details	3
6	Student Support:	4
6.1	Orientation Program	4
6.2	Access to support services	4
6.3	Student Support Officers	4
6.4	Academic and Learning Support	5
6.5	Students with Disability	5
6.7	Student Hardship	5
6.8	Staff and support personnel	6
6.9	Critical Incident policy	6
7	Responsibility	6
8	Review Date	6
9	Version History	6

1. Policy

Australian College of Culinary and management Pty Ltd RTO-45886 CRICOS-04038J will foster an environment which is conducive to effective learning, in which the student feels safe and supported in the student's journey at ACCM .

2. Purpose

The purpose of this policy is to provide a student support mechanism that not only provides academic and learning support services but also an opportunity for students to access welfare-related support services to assist with issues that may arise during their student journey at ACCM .

3. Scope:

This policy applies to all the current and prospective students of ACCM .

4. Definition

Student: Means a learner

Student Support Services: Means the services provided by an RTO to clients in order to assist and support the successful achievement of learning outcomes. Services may include (but are not limited to):

- Study support and study skills programs;
- Language, Literacy, Numeracy and Digital skills (LLND) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information technology (IT) support.

Vilification: is any conduct, including verbal, written, visual, or online behaviour, that incites hatred, serious contempt, or severe ridicule toward a person or group based on protected attributes such as race or religion.

Antisemitism is a form of vilification involving hostility, prejudice, or discrimination against Jewish people. This includes Holocaust denial or trivialisation, harmful stereotypes, conspiracy narratives, and targeting individuals or groups because they are Jewish.

Psychological safety refers to an environment where individuals feel safe to participate without fear of discrimination, harassment, or humiliation.

Welfare Related Services: Services, which address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, religious and spiritual matters, and stress-management.

5. Policy Details:

- ACCM is committed to providing appropriate support and welfare services to students to provide them an environment in which each student feels safe and supported and contributes in a positive manner in their learning journey at ACCM.
- ACCM will ensure that appropriate student support services are available to assist the students in completing their studies and reaching their academic goals.
- ACCM will offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student.
- ACCM will ensure that it will give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia.
- ACCM will ensure there are sufficient staff, in addition to academic staff, to support and advise Overseas students who request assistance.

6 Student Support:

Orientation Program

Orientation programs help familiarize overseas students with the ACCM 's expectations, rules and facilities, and introduce the social and cultural norms which overseas students need to be aware of while in Australia. ACCM gives all overseas students access to an orientation program. This includes making the program available to late arrivals or overseas students who begin at different entry points.

ACCM orientation program provides information about:

- support services available ACCM to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance;
- Emergency and health services;
- ACCM 's facilities and resources;
- ACCM Complaints and Appeals Policy and Procedure;
- the requirements for course progress;
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia;
- services overseas students can access for information on their employment rights and conditions;
- How to resolve workplace issues, such as through the Fair Work Ombudsman;
- Student Handbook;
- Student Academic Calendar;
- Course information;
- Information about the Work Based Training (WBT) component if applicable.

Access to support services

ACCM endeavors to offer reasonable support to overseas students to enable them to achieve expected learning outcomes, irrespective of the overseas student's place of study or the mode of study of the course at no additional cost.

At ACCM the overseas student's access to a range of services either through ACCM 's resources or referral to appropriate services. Services include:

- English and academic support services;
- tutoring support;
- counseling and mental health support;
- housing and tenancy services;
- financial support services; and

Health and disability services-Student Handbook

All current and prospective students are able to access the current copy of the Student Handbook at ACCM website <https://www.accm.vic.edu.au/student-handbook> The Student Handbook contains all the essential information to adjust to life in Australia for international students, ACCM facilities and resources to help them with their studies.

6.1 Student Support Officers

ACCM has Student Support Officer/s who provide student support services for learning and academic support services in consultation. The student Support Officer/s will, however, ensure that the required academic support services have been provided to the students through scheduled learning support sessions and/or activities. Counselling services and other external referrals will be arranged if deemed appropriate by the student support officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by the students. All students are required to attend an orientation day at the beginning of their studies (Student Orientation Policy and Procedure). The student support officer shall discuss the provision of support services and how best the students can avail these services during their learning journey at ACCM.

6.2 Academic and Learning Support

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 program or completing within the expected duration. ACCM will, accordingly, provide an ongoing academic support to students in form of Language, Literacy, Numeracy and Digital skills (LLND) programs or referrals to these programs if needed, course progress, ongoing monitoring and support, intervention strategy planning and academic support if deemed at risk of not completing the course on time, scheduled learning and study support sessions, and academic support for people with disability and learning difficulties. Students can access ACCM's student support services by approaching either the Student Support Officer or any nominated staff member in their immediate contact.

All students will have access to ACCM resources and an equal opportunity to access ACCM programs, services and resources, including Information Technology (IT), course and learning materials, access to academic and administrative staff members, avenues to lodge and resolve complaints, student welfare and student support services, and access to their administrative and academic records.

6.3 Students with Disability

ACCM acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with disability to participate in educational courses and programs on the same basis as students without disability. Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact the student support officer and bring supporting documents for consideration of disability (e.g. a letter from your treating professional).

Reasonable adjustments to training and assessment methods are made using the following principles (Ref: ACARA):

- Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged as a result of disability.
- The nature of reasonable adjustments is such that they are designed to minimize the disadvantages experienced by students with disabilities, rather than provide students with a competitive advantage.
- Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. students with disabilities are still required to demonstrate a predetermined level of ability in relation to essential competency requirements.

6.7 Student Hardship

The requirements of study may present some students with hardship, due to economic, social, or other difficulties. Where genuine hardship exists, a student may seek permission to review their workload or other related matters. To make a request, a student will be required to provide a letter to the Student Support Officer describing the reason for their hardship. It is essential to include evidence supporting a claim of hardship, for example:

- Financial hardship: Financial documents, pay slips or bank statements which indicate financial status;
- Medical grounds: Medical certificates stating nature of condition, duration;
- Family Situation: Doctor or Counsellor's report or recommendation, external community/welfare agency recommendation

Student Support Officer shall review the request and where necessary arrange a face-to-face meeting to discuss the issues and provide the required support through internal or external referrals and advice.

Support for Vilification Control Procedures (Including Antisemitism)

ACCM will take proactive steps to prevent and respond to vilification. Risk prevention measures include staff and student induction, training on appropriate behaviour, promoting inclusive environments, and monitoring communication platforms. Early intervention includes addressing inappropriate behaviour promptly, providing warnings, and reinforcing expected standards. Reporting options are available, including management and support staff. Reports are handled confidentially and without victimisation. Incident response includes assessing risks, protecting affected individuals, and implementing interim measures such as separating parties or adjusting work or training arrangements.

Investigations will be conducted fairly, impartially, and in a timely manner. All parties will be given an opportunity to respond, and confidentiality will be maintained. Corrective actions may include warnings, training, suspension, or

termination. System improvements may also be implemented. Support will be provided to affected individuals, including counselling and adjustments where required.

6.8 Staff and support personnel

ACCM will ensure that sufficient support staff are available, based on the number of student enrolments to meet the needs of the enrolled students. In determining the sufficient level of staff, ACCM has taken into consideration the number of overseas students enrolled, the types of courses being offered and the likely needs of the overseas students.

6.9 Critical Incident policy

ACCM maintains a Critical Incident Policy and Procedure.

7 Responsibility

The CEO/Directors are responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The respective Student Support Officer/s are responsible for responding to and addressing the mental, physical, social and spiritual well-being needs of students; and making appropriate referrals to external agencies when required. The student support officer is responsible for planning, implementing, and monitoring learning and academic support services.

For more information please ACCM website- <https://www.accm.vic.edu.au/policies>

8 Review Date

12 months from the date of this version, or as required.

9 Version History

Version	Date	Reason for upgradations	Approved By
1.0	Oct 2021	Initial documentation	CEO/Director
1.1	August 2022	Updated on registration	CEO/Director
2.0	Nov 2025	RTO standards Update	CEO/Director
2.1	March 2026	Updates from department of education (Antisemitism)	CEO/Director