

Domestic Student Support Policy

Purpose

KCA Education (KCA) ensures that all students are provided with sufficient support to ensure they can:

- Adjust to study
- Achieve their learning goals
- Achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Scope

This policy applies to students studying with KCA and to KCA with providing them with sufficient support during their studies.

Responsibility

Responsibility (R)	Accountability (A)	Consult (C)	Inform (I)
Campus Support Officer Student Services Officer	Operations Manager	Chief Executive Officer	Quality Assurance

Applicable Legislation/Contracts

- VET Quality Framework – National Standards for RTO and AQF

Related Policies/Procedures

- QMSP008: Critical Incident Policy
- QMSWP:007: Critical Incident Workflow

Policy

KCA supports all students to adjust to study to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

KCA provides a mandatory Orientation Session for all students and during this time, inducts each student prior to the commencement of course work to ensure they can settle into their new environment.

KCA will ensure it has sufficient student support personnel to meet the needs of the all enrolled students. KCA will also ensure that all staff that interact directly with students are aware of the RTO’s obligations under the VET Quality Framework as well as the potential implications to students.

KCA has also developed a Critical Incident Management Policy and Work Flow in the case of any incidents.

Orientation Program

KCA provides a mandatory Orientation Session prior to the commencement of each course undertake for all I students. The orientation / induction program covers the majority of what students will need to know about their course and as a minimum the course will cover:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes,
- requirements for course attendance and progress
- Services that an access for information on their employment rights and conditions including how to resolve workplace issues, such as through the Fair Work Ombudsman

Student Support Services and Support Personnel

Our Student Support team is a dedicated team to ensure that any questions you have in regards to your course are answered and addressed in an effective and efficient manner. You can contact our Student Support team through:

Phone - 1300 854 011

This contact number is available for students to contact between 8:30am and 7:00pm AEST. The purpose is to provide students with support alongside their VET teacher. By calling student support, you will immediately speak with support staff and have your enquiry attended to. All phone calls to this hotline are recorded for quality and coaching purposes.

Please note: The student support team DO NOT answer academic based questions, however they are able to contact a VET teacher who can provide students with this additional support.

Student Support Email csso@kca.edu.au or if in QLD gld@kca.edu.au

If you have an enquiry outside of our Student Support Hotline hours, or are unable to give us a call, you can send us an email. Student Support will respond to your email within 2 business days.

Campus support officers:

Our campuses have dedicated Campus Support Offices who are available to provide students with face-to-face support

Support Services

We currently offer support in:

Pre-Program interviews	Training premises accessible for people with disabilities;
Flexible Learning Options	Web-site information
One on one tutoring;	Training needs analysis;
Alternative assessment strategies;	Other support as required.
Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)	

Welfare & Guidance Services

If, at any time, a student needs counselling or advice and KCA staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

ACCESS EAP	1800 719401
Reverse charge	12 555
Interpreting Services	131 450
ACPET	1800 657 644
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for. This information is located in the International Student handbook that the students will receive.

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in - <http://www.dfat.gov.au/geo/>.

Drug and Alcohol Assistance

The use and abuse of alcohol and other drugs can impact on health, workplaces, resources, families and communities. If students are experiencing problems associated with drug and alcohol abuse, information, counselling and other assistance is available through The Alcohol and Other Drugs Council of Australia help lines:

NSW: (02) 9361 8000 (metropolitan) 1800 422 599 (other areas)

Lifeline: 13 11 44

Student Assistance Program

KCA has launched the Student Assistance Program (SAP); a program dedicated to providing new and existing students free and confidential counselling services to help with their mental health and well-being.

As a joint initiative with Access EAP, the program is aimed at helping students address an array of life challenges, ideally before they become distractions that affect home life as well as studies with KCA. The service will provide access to a dedicated counselling hotline available 24 hours a day, 365 days a year and 3 complimentary face-to-face counselling sessions.

We understand that there is life outside of studying with KCA, and want to make sure that all our student's mental health and wellbeing needs are being met. Through the Student Assistance Program we facilitate our commitment to helping our students grow, and be the best they can be when studying with us. Common issues that students can receive assistance with include:

Personal issues	Anxiety
Work/Life effectiveness	Parenting
Relationship issues	Legal concerns
Gambling	Perinatal counselling
Trauma	Grief and loss
Depression	Financial concerns

SAP is a voluntary confidential and complimentary counselling service. All new and current students undertaking a course at KCA will have full access to SAP services. The services provided are completely confidential where students will not have to reveal their identity and will remain anonymous.

For further information, please contact KCA on 1300 854 011.