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 enrolment at Duke College.

Scope:

This policy applies to:
- Students enrolled at Duke College
- Duke College Marketing, Admissions, Academic, Student Services and Administrative staff.

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 Student Handbook, during the enrolment and orientation processes and also throughout the course.

PROCEDURES:

2.1 Nominated Student Support Officers

Whilst all staff employed at Duke College has 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 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 following:

**Student Support Officers**

- Ann Tel: 02 9687 3200 Email: info@duke.edu.au
- Sarah Tel: 02 9687 3200 Email: admissions@duke.edu.au
- Jasmine Tel: 02 9687 3200 Email: careers@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 available and accessible for all students studying at Duke College for free at all times. When a student contacts any member of student support team, initial consultation is made to explore the issue. Then based on the nature of issue, student support team organise referral to relevant professional services.

**Note:** All referrals organised by Duke College are at no cost to the student. However, student may be charged a service fee by the external service provider. This amount is payable by 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 have been 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 disability and/or learning difficulty cannot cope even after agreed reasonable adjustment, an alternative 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 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.
Students undertaking training online and on-campus students will have equal access to training and assessment materials and support services. Online materials can be available in print for students who do not have online access. Duke College does not provide any distance or online learning to international students.

Individuals who consider they have been treated unfairly are encouraged to use Duke College 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 original 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**

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, 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 at no cost to the student.

<table>
<thead>
<tr>
<th>Student counsellors</th>
<th>Location</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Support Officer</td>
<td>On-Campus</td>
<td>02 9687 3200</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
</table>
| 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:

<table>
<thead>
<tr>
<th>Referral Available</th>
<th>Services</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
</table>
| 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 |
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.

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free legal advice</td>
<td>Parramatta Legal Aid Office</td>
<td>Ph: 02 98911600</td>
</tr>
<tr>
<td></td>
<td>Level 5, 91 Phillip St</td>
<td>Fax: 02 96891082</td>
</tr>
<tr>
<td></td>
<td>Parramatta 2150</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parramatta Justice Precinct</td>
<td>Ph: 02 86883800</td>
</tr>
<tr>
<td></td>
<td>Level 1, 160 Marsden St</td>
<td>Fax: 02 86883890</td>
</tr>
<tr>
<td></td>
<td>Parramatta 2150</td>
<td></td>
</tr>
<tr>
<td>Lawyer</td>
<td>Barber &amp; Massey</td>
<td>Ph : 02 98915400</td>
</tr>
<tr>
<td></td>
<td>Vaughan Massey</td>
<td>Fax: 02 98915716</td>
</tr>
<tr>
<td></td>
<td>Suite 10, 71A Macquarie St</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parramatta. NSW 2150</td>
<td></td>
</tr>
</tbody>
</table>

- 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. 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 Student Support Team.

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 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 Handbook
  o Student support services available to Duke College students
  o Transfer between providers
Student Support Policy and Procedures

Version: 5.0
Last Modified: 12 February 2015

- Monitor Course Progress
- Facilities and resources at Duke College
- Australian Education System
- Student visa conditions
- Legal Services
- Local Transport
- Shopping
- Banking
- Entertainment/Recreation
- Climate, Police and Government services
- Emergency and Health Services (including information about private insurance) and detailed information on accommodation
- Complaints and Appeals process
- Fees and refund policy
- Plagiarism
- Critical incident policy
- Accommodation
- Cost of living
- ESOS framework
- Privacy policy
- Sexual harassment policy
- Deferment, suspension and cancellation of enrolment
- Duke College Staff contact details
- Legal Services
- Course Progress Requirement
- Emergency and Medical Services

Reference:

This policy/procedure supports ‘Standard 6’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ and ‘Standard 1.7’ of the ‘Standards for Registered Training Organisations (RTOs) 2015’.

Documents/Forms:

1. Meeting with Student Form

Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Revision Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.0</td>
<td>12 February 2015</td>
<td>Original</td>
</tr>
</tbody>
</table>