

Melbourne Metropolitan College & Langford English College

Student Support Policy and Procedures

Content

Purpose of the policy	3
Policy statements	3
Procedures	4
Document Control	8

Purpose of the policy

The purpose of this policy and procedure is to outline Melbourne Metropolitan College (MMC) and Langford English College (LEC)'s approach to ensuring that student support services are made readily available to all domestic and international students to ease the transition into life and study in Australia and to assist them.

This policy and its associated procedures meet the requirements of Standards 2.1, 2.3, 2.4, 2.5, and 2.6 of the Outcome Standards for Registered Training Organisations (RTOs) 2025, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

- MMC/LEC determines the support needs of individual learners and provides access to the educational and support services necessary for them to meet the requirements of the training product, as specified in training packages or VET-accredited courses.
- Where there are any changes to agreed-upon services, MMC/LEC will advise the learner as soon as practicable, including any new third-party arrangements, changes in ownership, or modifications to existing third-party arrangements.
- MMC/LEC has a complaints and appeals policy, where all complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.
- MMC/LEC will assist students to adjust to study and life in Australia, including both orientation programs and publications, which include information about:
 - Student support services are 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 process, and,
 - Any student visa condition relating to course progress and/or attendance as appropriate.
- MMC/LEC will provide students with the opportunity to participate in services or access services designed to assist them in meeting course requirements and maintaining attendance.
- MMC/LEC has a documented critical incident policy, along with procedures that outline the actions to be taken in the event of a critical incident, the required follow-up procedures, the recording of the incident, and the subsequent actions taken.

- MMC/LEC will provide students information how to access welfare-related support services to assist with issues that may arise during their studies.
- MMC/LEC will ensure that it has sufficient support personnel to meet the needs of enrolled students and that all support personnel are aware of the college's obligations under the ESOS Framework, as well as the implications and rights of students.
- MMC/LEC conducts a thorough and appropriate (age and culturally sensitive) compulsory student orientation/induction program for all enrolled students, in consideration of the following:
 - Student's privacy and confidentiality as per the Privacy Act.
 - Cultural sensitivities are considered to prevent offence to students, their families, or any of their representatives, such as education agents.

Procedures

Procedure	Person Responsible
<p>Access to Student Support Officer</p> <ul style="list-style-type: none"> • All students enrolled with MMC/LEC will have access to student support officers. Before commencing studies with MMC/LEC, all students will undergo a Language, Literacy and Numeracy (LLN) assessment to determine the students' needs relevant to the qualification level in which the student has enrolled to determine: - <ul style="list-style-type: none"> ○ Language, Literacy and Numeracy (LLN) support ○ assistive technology support ○ additional tutorial support • Appointed SSOs are required to effectively administer assistance to students, as well as know whom to refer students to when further help is needed. 	<p>CEO Student Support Department</p>
<p>Role of Student Support Officers</p> <ul style="list-style-type: none"> • The Student Support Officer's role is to provide first-hand assistance to students regarding: <ul style="list-style-type: none"> ○ Transition to life and study in a new environment ○ Legal services 	<p>Student Support Department</p>

Procedure	Person Responsible
<ul style="list-style-type: none"> ○ Emergency and health services ○ Facilities and resources ○ Complaints and appeals processes ○ Student visa conditions relating to course progress and/or attendance ○ Academic assistance ○ Referrals to external services ● The Student Support Officer must provide current and relevant advice to students, and must not give advice when unsure of the facts (e.g. providing students with advice regarding training and assessment rather than referring the student to their Trainer/Assessor) 	

<p>Orientation - Introducing students to MMC/LEC</p> <ul style="list-style-type: none"> ● International Students new to the college will be informed of the services provided by MMC/LEC through their website, orientation program, consisting of info-sessions, International Student Handbooks and/or Orientation PowerPoints ● These sessions/materials will consist of relevant and up-to-date information regarding student support services offered by the college. ● These sessions/materials will outline the role of the Student Support Officer at the college, including their responsibilities to students in terms of academic, personal, and/or administrative support. 	<p>Student Support Department</p>
<p>Identifying students requiring further support</p> <ul style="list-style-type: none"> ● The Student Support Officer will identify through informal and formal conversations with students who they believe may require further support, for example, in academic assistance, administrative support, and welfare support. 	<p>Student Support Department</p>
<p>Providing Support for Students</p>	<p>Student Support Department</p>

<p>A. Administrative Support</p> <ul style="list-style-type: none"> • Student Support Officers assist with one or all of the following: <ul style="list-style-type: none"> – Collecting all documents required at the time of Orientation – Settling into life and study in Australia – Complaints and appeals – Student Visa conditions relating to course progress and/or attendance 	
<p>B. Academic Support</p> <ul style="list-style-type: none"> • Student Support Officers assist with one or all of the following: <ul style="list-style-type: none"> ○ Individual support plans ○ Study methods ○ Additional support ○ Study groups 	Student Support Department
<p>C. Welfare Support</p> <ul style="list-style-type: none"> • Student Support Officers may assist with providing guidance related to: <ul style="list-style-type: none"> ○ Opening up bank accounts ○ Accommodation ○ Legal services ○ Emergency and health services 	Student Support Department

External Student Support Services Referral List

While all students will have free and unlimited access to student support services (within business hours), it is acknowledged that in some instances, the support required by the student is beyond the capability of the SSO and more specialized external services are required. Referral to the external services is free of cost to the student. However, students will be advised, prior to engaging external support services, that the use of the external services may attract costs to them.

Support	Website	Phone no.
Emergency – Police, Fire, Ambulance		000
Alcohol and Drug Foundation	https://adf.org.au/	1300 85 85 84
Anxiety Support	www.beyondblue.org.au	1300 22 4636

Accommodation	gumtree.com.au http://www.domain.com.au http://www.realestate.com.au	
Asthma	https://asthma.org.au/	1800 278 462
Crime stoppers Victoria	https://www.crimestoppersvic.com.au/	1800 333 000
Consumer Affairs Victoria – International Students	www.consumer.vic.gov.au/internationalstudents	1300 55 81 81
Depression (National Initiative)	www.beyondblue.org.au	1300 22 4636
Department of Health and Human Services (Melbourne CBD Office)	www.dhhs.vic.gov.au	1300 650 172
Department of Home Affairs	www.homeaffairs.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	www.respectvictoria.vic.gov.au	1800 737 732
Epilepsy	www.epilepsy.org.au	1300 37 45 37
Gambling Helpline	www.gamblinghelponline.org.au	1800 858 858
Grief support	https://griefline.org.au/	1300 845 745
Lifeline	www.lifeline.org.au	13 11 14
Melbourne Water	www.melbournewater.com.au	131 722
National Accreditation Authority for Translators and interpreters	www.naati.com.au/	03 9642 3301
Overseas Students Ombudsman	www.ombudsman.gov.au	1300 362 072
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au	1800 056 449
Telephone Interpreter Service	www.tisnational.gov.au/	131 450

Document Control

Document Name:	Student Support Policy and Procedures
Author:	Melbourne Metropolitan College and Langford English College
Status:	Active from July 2025
Approved by:	CEO