

Identifying Learning Support Services

If support services are identified, the following is a guide to support that can and should be provided:

Individual need	Support Service
For overseas students everyday living support services	<p>Close student liaison is to be maintained by the Operations Manager who will act as a central point of contact. The Operations Manager will provide advice and assist students with:</p> <p>Transition to life in Australia support; More information about living in Australia can be found here: http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm http://www.studyinaustralia.gov.au/global/live-in-australia http://www.studyinaustralia.gov.au/global/why-australia</p> <p>Life in Australia Book https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book Translated versions are also available on this page.</p> <p>English language and study assistance support To succeed in your studies in Australia, A command of the English language is a must. If you need help improving your English skills, there are several specialist courses available for you. English Language Intensive Courses for Overseas Students (ELICOS) are popular as they are specifically designed to prepare you for study in Australia. https://studyadelaide.com/study/learning-english/</p> <p>Legal Support Services Contact Details - Phone: 1300 3660 424 Website: https://lsc.sa.gov.au/ Service Details - Community Legal Centres SA</p> <p>South Australian Skills Commission Level 3, 11 Waymouth Street, Adelaide SA 5000 Website: https://skillscommission.sa.gov.au/support-and-dispute/international-students Phone: 1800 0060488</p>

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	<p>Housing / Accommodation Services</p> <p>Homestay - With homestay, you will live with a family in their home. Homestay is aimed towards younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students. You can look for accommodation options at https://www.adelaidehomestay.org</p> <p>Rentals - You can rent or 'lease' a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property, you will need to pay a security deposit or 'bond' (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated. You can look for accommodation options at www.realestate.com.au</p> <p>Power Services</p> <p>Origin Energy 100 Waymouth St, Adelaide SA 5000 <u>Phone: 13 24 61</u></p> <p>AGL Energy 226 B26, Eastwood SA 5063 <u>Phone: 13 12 45</u></p> <p>Telephone Services Telstra Store Adelaide Gouger Street 24 Gouger St, Adelaide SA 5000 <u>Phone: (08) 8231 7722</u></p> <p>Optus 354 King William St, Adelaide SA 5000 <u>Phone: (08) 8120 0948</u></p> <p>– Emergency and Health Services Healthdirect provides free, trusted health information and advice, 24 hours a day, 7 days a week.</p>

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	<p>If you think you need an ambulance or your injury or illness is critical or life threatening, call triple zero (000) for an ambulance immediately.</p> <p>https://www.healthdirect.gov.au/australian-health-services</p> <p>General Practitioner Health Services Health direct https://www.healthdirect.gov.au/australian-health-services/results/adelaide-5000/tihcs-aht-11222/gp-general-practice?pageIndex=1&tab=SITE_VISIT</p> <p>Adelaide Culinary Institute facilities and resources <i>Class rooms – level 10 west</i> <i>50 Grenfell street, Adelaide 5000</i></p> <p><i>Classrooms and Kitchen – SAY Kitchen</i> 78 Currie Street.Adelaide 5000</p> <p>Following additional support facilities at SAY Kitchen Youth Support St John's Youth Services 78 Currie Street Adelaide 5000 Email: admin@sjys.com.au Website: www.stjohnsyouthservices.org.au Phone: (08) 8359 2989</p> <p>Employment Services Referral WISE Employment Adelaide 78 Currie St, Adelaide SA 5000 Phone: (08) 8408 9200</p> <p>Anglicare Newly arrival support 78 Currie St, Adelaide SA 5000 <u>(08) 8110 9000</u></p> <p>student visa condition relating to course progress and/or attendance a appropriate. The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as http://www.homeaffairs.gov.au/for the latest information.</p>

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	<p>Student Visa Details - https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500</p> <p>Applying for a Student Visa – https://www.homeaffairs.gov.au/trav/visa/appl/student</p> <p>Provider default (if your provider can no longer offer your course for study) - https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default</p> <p>Offices in Australia: https://www.homeaffairs.gov.au/about/contact/offices-locations/australia</p> <p>Make an Enquiry: https://www.homeaffairs.gov.au/about/contact/make-enquiry</p> <p>Phone: 131 881 ADELAIDE OFFICE</p> <p>Street address : 99 Commercial Road, Port Augusta, SA 5700</p> <p>Immigration Offices Outside of Australia - https://www.homeaffairs.gov.au/about/contact/offices-locations</p> <p>Please note that the designated point of contact for overseas student support requirements is: Sunny Dimber</p>
Have a complaint or seek to appeal a decision	<p>Students should be referred to the Complaints and Appeals Handling policy and the student handbook which are available from the Adelaide Culinary Institute website. The student is to be guided to these resources and shown where to access a complaint or appeal form.</p>
Requires assistance to their employment rights and conditions, and how to resolve workplace issues	<p>The student should be guided to the websites of the:</p> <ul style="list-style-type: none"> – Fair Work Commission https://www.fwc.gov.au/ – Fair Work Ombudsman https://www.fairwork.gov.au/ <p>The student should be supported in finding the information from these agencies relevant to the employment issue.</p>
Pre-enrolment support to understand rights and obligations, fees and	<p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the Student</p>

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payment arrangements, and the services to be provided	Handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Learners requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the learner through the information contained within the learner handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.
Minor LLN need that would inhibit the participation	<p>Scheduled training during a weekday only. Allocate an additional trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. This support must be coordinated through the Operations Manager to ensure suitable allocation of trainers is available.</p> <p>A verbal course can be offered, and course structured altered to accommodate the learner.</p>
Significant LLN need that would prevent participation and completion of the course	<p>Refer the learner to Albright College to complete Course in Language, Literacy and Numeracy https://albrightinstitute.edu.au/</p> <p>\$3500</p> <p>Part Time Day: 20 hours per week x 20 Weeks</p> <p>This course is delivered fulltime 2 days a week</p>

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<p>Recognised difficulties in studying and learning</p>	<p>Where appropriate to the program learners identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the learner and to engage the learner in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct learner back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing learner support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of learner life. https://www.educationcorner.com/study-skills.html</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. https://www.ucc.vt.edu/academic_support/study_skills_information.html</p>
<p>Work hours are restrictive which would prevent the learner attending training during Monday to Friday.</p>	<p>Course can be offered as a weekend course to accommodate the availability of the learner. The learner can also attend split sessions to allow for half day participation. Where required, learners can also be supported to adopt a self-paced study method we scheduled support sessions to assist the learner to progress in the course program whilst taking into account their restricted availability.</p>
<p>English as second language</p>	<p>A verbal course can be offered and course structured altered to accommodate (split days so not consecutive, more time to study and more individual attention from our trainers).</p>

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Financial difficulties that prevent the full payment of fees in advance.	Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit.
Learner suffers from a nervous/anxiety disorder.	We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.
Inadequate clothing to participate in training	Learner may be able to access suitable clothing and footwear at low cost via: St Vincent de Paul Society. Nearest office is 28 Whitmore Square, Adelaide SA 5000 https://www.vinnies.org.au/
Learner required counselling support and advice about their personal situation	Learner may be referred to: <ul style="list-style-type: none"> – Lifeline 13 11 14 – Beyond Blue 1300 22 4636
Learners with a disability or medical condition	All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the learner's ability to perform tasks in a safe manner.
Learners with visual impairment	Learners with visual impairment can be supported by supplying internal learning resources with a larger printed font. Learners can also be supplied with audio recordings of learning sessions where appropriate.
Learners who are Aboriginal and Torres Strait Islander	Refer to ACI Cultural Awareness Policy

Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.