

SERVICE STANDARDS

The following service standards are our commitments in providing quality learning experience.

Training Support

Melbourne City College Australia provides the following support to help you with your study:

Trainers/Assessors

How and when you can access trainers/ assessors

You can regularly engage with your trainers/assessors through weekly classes and messages via the Cloud Assess (for VET students) or emails.

The trainers/assessors will respond to your queries within 5 business days (except during a shutdown period). Assessments submitted on time will be marked and returned within 2 weeks of the due date.

Student Support Staff/ Student Services Team

How and when you can access student support staff

Help by phone or email is available from the Student Support Services Team 5 days per week:

- Monday to Friday (9 AM – 6 PM), except public holidays and a shutdown period

The team will reply to phone calls during opening hours immediately and to emails within 3 business days. You can reach the Student Support Services Team on (03) 9614 8422 or email studentservices@melbournecitycollege.edu.au.

IT Support

Students can phone the IT Support Team on (03) 8592 6425 and Ext 312 or email adminsupport@melbournecitycollege.edu.au to help resolve IT issues 5 days per week:

- Monday to Friday (10 AM – 8 PM), except public holidays and a shutdown period

Wellbeing Support Services

The college has designated some members of its staff as the Student Contact Officers that are the official points of contact for students including overseas students. The Student Contact Officers can provide general wellbeing support services. The Student Contact Officers also have access to up-to-date details of the college's support services.

In circumstances requiring personal counselling that cannot be handled by the college's internal staff members, the Director of Studies will authorise a referral to an external counselling agency that is contracted by the college for the student at no charge to the student. One of the Student Contact Officers will be responsible for contacting and making an appointment for the student with the external counselling agency. The Student Contact Officer, together with the Director of Studies/ ELICOS Coordinator, will ensure that the student is well supported during the process, liaise with the external agency and follow up with the student as often as necessary.

The following external agency is contracted by the college to provide services that are performed by qualified practitioners/ counsellors who are able to provide counselling to students in an intercultural context and are available and accessible by students at suitable times (during the agency's advertised hours):

Relationship Matters

Level 4/255 Bourke St, Melbourne VIC 3000

Ph: 1300 543 396

Website: <https://relationshipmatters.com.au/>

Support for Students with Disability

- If you have disability, you are encouraged to disclose your disability, if you wish to do so. You can mention this in your application form.
- Reasonable adjustments are made for students with disability where appropriate.
- Where reasonable adjustments are not appropriate or possible, the reasons why are communicated to the student as soon as reasonably practicable.

Support for Diversity and Inclusion

- We encourage students from diverse backgrounds including First Nations people to enrol at our college.
- We provide you with a safe and inclusive learning environment; and a culturally safe learning environment for First Nations people.
- We have zero tolerance on discrimination and racism.

Other Support Services

If you are a VET student, you can access extra English classes.

Application Processing Times

Application processing times depend on completeness of students' applications and supporting documents and types of applications. Please refer to the relevant policy and procedures for the detailed processing time of each type of application.