

STUDENT SUPPORT SERVICES

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As a registered training organisation, we must keep you informed about:

Fees and charges, including fee refund policy

Course and administration fees are clearly identified on our website and the enrolment form. Payment of fees does not mean a participant is guaranteed successful completion of a course. We clearly state our pricing and refund policies & list all fees in the terms and conditions. This forms part of the enrolment process and our agreement with you as a valued client.

Training delivery and assessment procedures

Every participant will be provided with this information brochure, and taken through an outline of the delivery and assessment process at induction. All assessments are tests that meet the National Assessment Principles of validity, reliability, flexibility and fairness. We use knowledge quizzes, practice sessions, simulations and projects in our assessments with plenty of practice throughout the course.

Participant complaints and appeals

We make every effort to ensure you succeed in your study. We are open to feedback. Every participant has the right to appeal an assessment decision made by our trainer or lodge a complaint. The procedures for doing so are outlined later in this brochure and on the website.

We also provide the following support services:

Student Orientation

All students will have fair and equitable access to Capital Careers and training services.

At the beginning of a course of study the students are to be given a short orientation and it must include the following:

- ✓ A tour of the training facility including classroom, student areas, toilets, fire exits, and restricted areas
- ✓ All students are to receive a copy of the 'Student Information Handbook' and each section explained to students.
- ✓ Students are to be provided information through the student handbook on how to access the student support services.

Nominated Student Support Officer

Whilst all staff has the responsibility to provide support to all students, we have a dedicated 'Student Support Officer' who shall be available to all students, on an appointment basis organised through reception on info@capitalcareers.com.au.



Students can also contact the CEO.

Name: Sam Pandey **Email:** sam@capitalcareers.com.au

Internal Support Services Available

- Clients who speak English as a Second Language - Capital Careers trainers are experienced in working with people from culturally diverse backgrounds for whom English is not their first language. The trainers have developed a range of practical devices to assist in overcoming the language barrier.
- Literacy and numeracy - One of the Capital Careers staff has experience in coaching students who intend to undertake the Pearson Test of English and the International English Language Testing System. An appointment can be made by contacting our reception by any student who require assistance with their English.

- Reasonable Adjustment - Reasonable adjustment of training and/or assessment is provided for all students who
- are identified as requiring or who ask for support.

- Computer Literacy - students needing to build computing skills will be provided with assistance in accessing
- appropriate computing training.

Internet - Students are allowed to use computers or borrow laptops from us to use within our facility.

- Academic support - Our trainers and staff will provide additional academic assistance if a student
- requires it. This assistance is generally provided out of class hours for groups or in particular circumstances a one on one appointment can be arranged.

- Recognition of Prior Learning (RPL) & Credit Transfer (CT) - RPL & CT are available to all students and our trainers
- and staff will provide students assistance to prepare for RPL or Credit Transfer.

- Employment Guidance/Mentoring – Capital Careers will provide students with career mapping assistance, and job seeking.
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Library Services - Assistance will be provided to students to borrow books during their course if required.

- Tea, Coffee and Meals - Tea and coffee facilities are provided for students and are included in course fees.
- Meals are not provided

We have dedicated work placement coordinator who will assist you with all matters related to your work placement

- We all accommodate any other request a case by case basis.
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FOR MORE DETAILS

www.capitalcareers.com.au

FOLLOW US ON

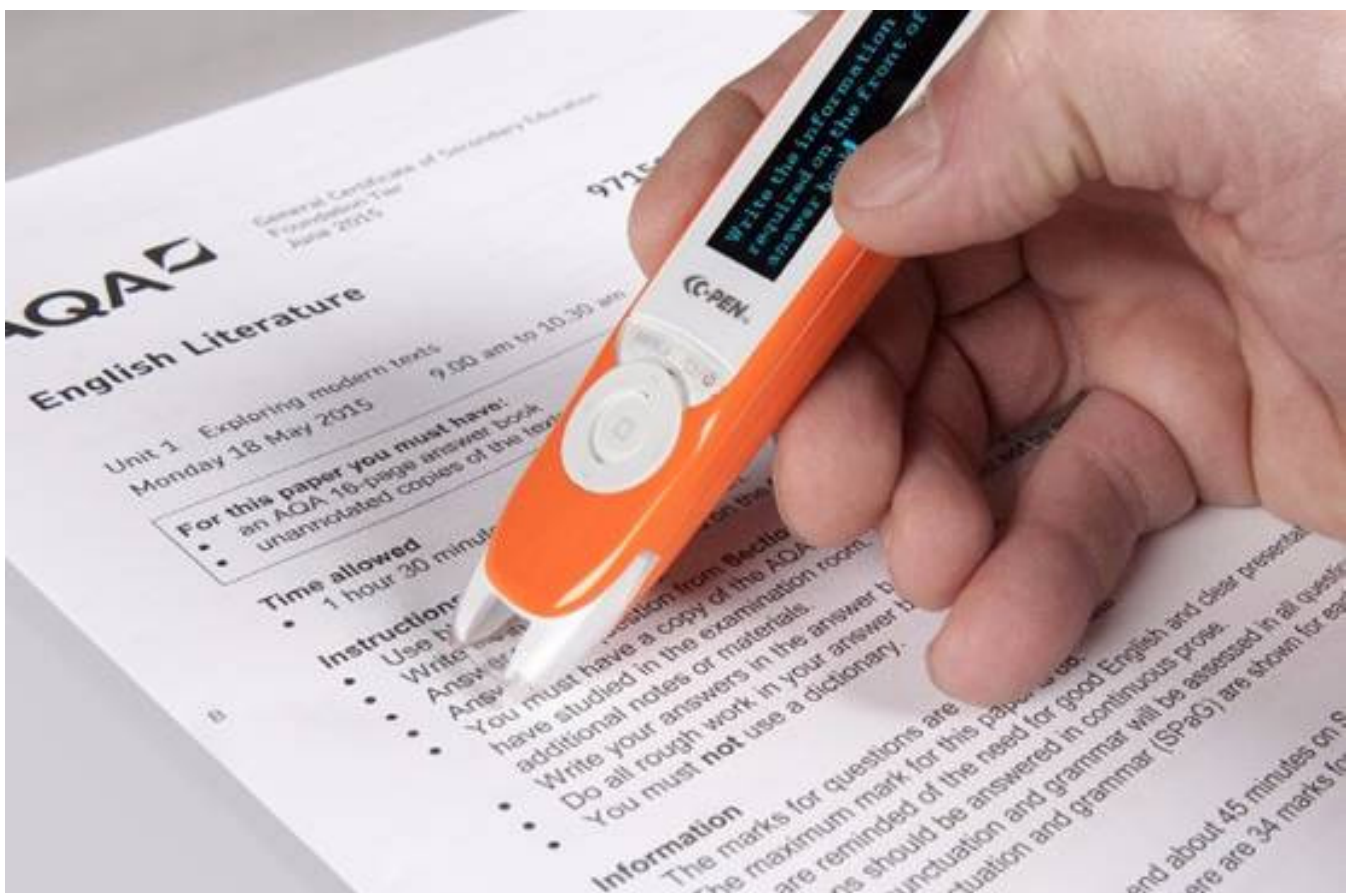


ESSENTIAL ASSISTIVE TECHNOLOGY FOR THOSE WITH READING DIFFICULTIES

The Reader Pen converts text to speech and allows students to read independently

The easy-to-use pen reads words aloud enabling the user to read on their own - creating independence & confidence.

The pen greatly assists those where English is not their first language.



LLN SUPPORT SERVICES

Reading Writing Hotline

Readingwritinghotline.edu.au

1300 655 506

A free national referral service for adults experiencing difficulty with reading, writing and basic maths. Individuals can contact the hotline to be referred to local services and courses.

Adult Migrant English Program

<https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>

The Adult Migrant English Program (AMEP) provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society.

A list of local service providers and contact information can be viewed here

<https://immi.homeaffairs.gov.au/settling-in-australia/amep/service-providers>

Skills for Education and Employment

Individuals who are deemed active jobseekers registered with the Dept of Human Services through jobactive or Disability Employment Services may be eligible for additional support to assist with speaking, reading, writing and math skills.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/skills-education-and-employment>



Counselling/Personal Support

- Lifeline 13 11 14 or www.lifeline.org.au
- Relationships Australia -1300 364 277 <http://www.relationships.org.au>
- MensLine Australia - (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) - 1800 551 800

Mental health websites

Capital Careers is not an emergency or crisis service. In the event of a mental health related emergency please contact one of the following:

Emergency Situation: In an emergency situation call 000. If someone has attempted, or is at immediate risk of attempting to harm themselves or someone else, call triple zero (000) immediately.

Mindhealthconnect.org.au

Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

Beyondblue.org.au

Beyondblue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.

Anxietyonline.org.au

Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.

Headspace.org.au

Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

Reachout.com

ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.

Jeanhailes.org.au

Jean Hailes' vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.

Mental Health Hotline 24 Hour Contact

The Mental Health Line is a 24 hour telephone service operating seven days a week across NSW.

1800 011 511

Interstate health contact details

Health Direct Australia (National)

- Website: www.healthdirect.org.au
- 1800 022 222 (Calls from landlines are free. Mobile charges may apply)

Australian Capital Territory Department of Health

- Website: www.health.act.gov.au
- General enquiries: 13 2281
- Mental Health Crisis Team: 1800 629 354 (24hrs) or 02 6205 1065 (24hrs)
- Transcultural Mental Health Centre: 1800 648 911 (8.30am - 5.30pm Mon to Fri)
- Alcohol and Drug Information Service: 1800 422 599 (24hrs) or 02 6207 9977 (24hrs)



Other relevant numbers

Alcohol and Other Drugs Information Service (ADIS)

A confidential, anonymous information, advice and referral service. For information about drugs, including methadone, safer injecting advice, parent advice and detoxification. 24 hours a day, 7 days a week- (02) 9361 8000 or toll free for country areas on 1800 422 599

Drug and Alcohol Specialist Advisory Service (DASAS)

The DASAS Helpline assists health professionals seeking advice about the diagnosis and treatment of a patient with alcohol or drug issues. The DASAS is a free service available in NSW 24 hours a day and 7 days a week. Ph. 9361 8006 (Sydney) and toll-free 1800 023 687 (regional and rural callers).

Family Drug Support

An information, help and referral service (24 hour) (02) 4782 9222 or 1300 368 186

HealthDirect Australia

HealthDirect Australia is a 24 hour telephone health advice line staffed by Registered Nurses to provide expert health advice. It is currently available to residents of the Australian Capital Territory, Northern Territory, New South Wales South Australia and Western Australia. Healthdirect will be made progressively available to residents of Tasmania. Healthdirect is scheduled to be a fully national service by 2011. Contact number 1800 022 222.

