Student Support, Welfare and Wellbeing Policy

1. Purpose

The purpose of this policy is to ensure that **Worldwide Skills Development Pty Ltd t/a The Future Culinary Academy (herein referred to as ''FCA'')** provides access to timely, adequate, and tailored support services that promote student wellbeing, progression, and success throughout the learning journey. This is achieved by providing students with a culturally and age-appropriate orientation and ongoing support framework that helps them adjust to study and life in Australia. Support services include:

- Academic and study support
- English language assistance
- Wellbeing and mental health support
- Help with adjusting to life in Australia
- Legal, emergency, and health information
- Guidance on attendance and course progress
- Referrals to external services where needed
- FCA's facilities and resources
- Complaints and appeals process as outlined in Standard 10 (Complaints and appeals)
- The Support Services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

This policy aligns with:

- **Standards for RTOs 2025**
  - Standard 2.3 – Student support is tailored to individual needs
  - Standard 2.4 – Students are aware of available support services
  - Standard 2.6 – Student wellbeing is actively supported
- **National Code 2018**
  - Standard 6 – Overseas student support services

2. Scope

This support policy applies to all The Future Culinary Academy staff and students.

Diverse student learning needs are addressed, and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services externals to the Institute may come at a charge determined by the provider of the service.

3. Policy

The Future Culinary Academy will provide students with information relevant to each criteria mentioned above when they request assistance relating to any services and programs, at no additional cost to the student.

The Future Culinary Academy will offer reasonable support to students to enable them to achieve the expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

FCA will facilitate access to learning support services consistent with the requirements of the course, the mode of study and the learning needs of the student or student cohorts. FCA has documented processes that it implements for supporting these processes.
FCA has appointed a Student Support Officer who will be the point of contact for students, and who has up-to-date details of the FCA's support services (see details in procedures). All administration and academic staff will provide student support in their respective areas to assist the student.

Student Support Officer, along with other FCA staff, will abide by FCA's obligations regarding the Standard 6 of the National Code 2018 and Standards 2.3, 2.4 and 2.6 of the Standards for the RTOs 2025.

FCA has a documented Critical Incident policy and process that outlines how to manage critical incidents and what may affect the student's ability to undertake or complete a course (such as incidents that may cause physical or psychological harm). FCA will maintain a written record of any critical incident and remedial action taken by FCA for at least two years after the overseas student ceases to be an accepted student.

FCA will take all steps necessary to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety. Students will be provided with information on how to seek assistance and report an incident that significantly impacts on their wellbeing, including critical incidents.

FCA will provide students with, or will refer them to (including electronically), general information on safety and awareness relevant to life in Australia through FCA's Safety and Security Kit.

4. Responsibility

FCA, as a Registered Training Organisation, is committed to creating awareness and access to a variety of student support services and ensures that international students make an effective transition into life and study in Australia, achieve satisfactory course progress and ultimately achieve their desired academic outcomes.

CEO is responsible for the implementation of this policy. Student support officers will have access to up-to-date details of the FCA' support services.

Support includes both academic and personal support and the procedures to ensure that students are made aware of the support services available. FCA conducts an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Student Support Officer
Email: contact@thefca.edu.au
Contact: 1800 843 322 / +61 3 8658 7474 (Outside Australia)

5. Requirements

FCA will help students to access study support and welfare related services.

As per Standard 6.8 of National Code 2018, FCA has its Critical Incident Policy and Procedures in place that covers the action to be taken in the event of a critical incident; and records the incident and action taken. Critical Incident Policy ensures that FCA is prepared for such incidents and has a clear protocol to follow in what can be distressing and upsetting circumstances. See the Critical Incident policy and procedures of FCA available on the website/international student handbook and/or reception for more information.

FCA has sufficient student support personnel to meet the needs of the overseas students enrolled with FCA. FCA will maintain one student support officer for every 80 students (1:80 ratio) to ensure sufficient officers are available for students. Every member of the FCA Staff will execute the procedural aspects of this policy with specific matters dealt by specialised personnel.

FCA provides an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and/or accommodation issues. These services are free of cost.

FCA shall organise various student support as outlined below.

6. Procedures: Student Support Services

6.1 Safety and Security

FCA undertakes a formal safety/security audit of its premises every year. In addition, the senior staff are instructed to 'notice' any safety or security issues during their daily work routines. All staff are instructed on general workplace safety issues and how to manage them.

Students leaving late in the evening from the institute are advised to leave the building accompanied by one or more fellow student(s) or advise their trainer or administrative staff on duty that they are leaving, and request accompaniment to their mode of transport if necessary. Students and staff are advised to travel on main streets where other members of the public are present rather than side streets or alleyways.

When less number or single staff are on site after normal business hours, they are advised to lock the doors for security.

Any incidents or student welfare issues are recorded on the critical incident record and a critical issue report is compiled describing the issue, the people involved, the action taken, and follow-up required or planned. When the issue is closed, the report and record are stored in FCA files for a period of not less than two years from the conclusion of the student's enrolment or the staff member's tenure.

FCA will provide staff and students access to information on general safety and security whilst on campus and advise them of the actions they can take to enhance their personal security and safety. Information is contained in the staff and international student handbook, and it is also summarised during the orientation of students and induction of staff. Information will be available on FCA's website with links to other organisations that supply additional information.

Information provided to staff and students in seeking assistance for and reporting an incident or a matter concerning their well-being is contained amongst the information provided in the handbooks and at orientation. Information also includes general information relevant to safety awareness for general life in Australia.

FCA and its staff may be trained and experienced to manage minor incidents, such as basic first aid, minor harassment or minor risks discovered within the premises. However, FCA is not equipped to manage major incidents and has a policy of requesting assistance from appropriate emergency services or specialists. Staff is instructed to call in external assistance when they feel it is required. They do not need permission from senior management to engage external assistance.

Staff members are instructed through the Critical Incident policy that they are to never speak with the media about any issue or incident, unless instructed to by the CEO or director of the FCA and they are accompanied by the FCA's legal representative.

6.2 Orientation Program

All students will go through an orientation program on the day of enrolment at FCA. Students will be advised to attend the Orientation session prior to the Enrolment Day.
FCA conducts an age and culturally sensitive orientation program delivered by an official point of contact personnel i.e., a student support officer or representative. This program provides information on being safe on campus and around campus.

This orientation program will include information regarding:
Support services are available to assist overseas students to adjust to studying and life in Australia.

- Being safe on campus and around campus
- English language and study assistance programs
- Language, literacy and numeracy (LLND) support
- Any relevant legal services
- Emergency and health services
- Wellbeing and mental health support
- Cultural Safety and Inclusion
- Reasonable adjustments with disability or special learning needs
- Academic Support and course progress
- FCA facilities and resources
- Complaints and appeals process as outlined in Standard 10 (Complaints and appeals)
- Information on visa conditions relating to course progress and attendance requirements.
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

6.3 International Student Handbook

All students will be provided with information on the link to the FCA's website of the International Student Handbook prior to enrolment. The International

Student Handbook will provide information on:

- Student support services available to them
- Services, facilities, and resources available to students
- Language, Literacy and Numeracy (LLND)
- Assessments, Reassessments
- Recognition to Prior Learning (RPL), Credit transfer
- Wellbeing and mental health support
- Cultural Safety and Inclusion
- Reasonable adjustments with disability or special learning needs
- Academic Support and course progress
- Plagiarism and cheating
- Complaints and Appeals
- Student Code of Behaviour
- Maintaining contact details up to date
- Visa requirements for international students

- Policies and Procedures (Refund policy, Deferment, Suspension and Cancellation Policy, Complaints and Appeals policy etc.)
- Other relevant information in assisting students to adjust to life and study in Australia.

6.4 Available Support Services

All students who require support can contact FCA's student support officer through email, phone, or face-to-face contact. Student support services will always be available for students. Students will be asked to fill up a "Student Support Request Form" which will help them to mention the support they require in detail.

The student support officer or representative will record the details in the student support register and will make sure that the student is satisfied with the support requested by him or her.

FCA will maintain evidence of the support provided to the students in a file. This includes maintaining and keeping a record of:

1. **Student Support Request form:** available from FCA's reception or website www.thefca.edu.au. Meetings will be conducted regularly with the students to check if students are receiving enough support to meet their requirements. FCA understands the difficulty that students may have to face when they are away from their homes. Therefore, FCA ensures to provide support to students whenever they are in need at no additional cost to the students. Students may have to bear the cost associated with external services.

2. **Academic Support-Intervention Strategy Form:** Students whose attendance is unsatisfactory (i.e., below 80%) or if the student is at risk of achieving unsatisfactory course progress (not demonstrating competency in at least 50% of the units in each study period) will be called for Intervention meeting and intervention strategies will be discussed and applied. For more information, kindly refer to the Attendance and Course Progress Policy available on the website www.thefca.edu.au or from Reception.

Academic Support

Students may have concerns about their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain an appropriate academic level, and general support to ensure that they achieve satisfactory course progress. A student's course progress and attendance are monitored, and proper guidance and support are provided if unsatisfactory course progress or low attendance has been identified.

Unsatisfactory Course Progress: A student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in at least 50% of the units in a given study period or achieved minimum competency level as stipulated in the individual program requirement.

FCA ensures students receive the support they need to succeed in their studies. In line with Standards 2.3 and 2.4 of the Standards for RTOs 2025, FCA ensures that students receive:

- **Tailored internal support**, such as one-on-one academic assistance, supplementary tutorials, or access to assistive technologies, such as specialised tools, devices, software, or equipment designed to support students with disabilities, learning difficulties, or Language, Literacy, Numeracy, and Digital (Refer to the LLND section above for more information on assessment and available support) needs. These supports are provided to ensure all students can access and participate in training and assessment effectively and equitably, in line with Standard 2.4 of the RTO Standards 2025.

- **Reasonable adjustments**, in alignment with the Access, Equity and Reasonable Adjustment Policy and in accordance with SRTOs 2025 Standard 2.4, the Institute provides reasonable adjustments to accommodate students with disabilities, medical conditions, or learning support needs without compromising the integrity or outcomes of the training product.
  At the time of application and enrolment, students are informed of their right to voluntarily disclose any disability or condition that may affect their learning. They are also assured that any personal information collected for this purpose will be handled confidentially and in accordance with the Institute's privacy obligations. This information is used solely to identify and plan appropriate support strategies and adjustments.
  Examples of reasonable adjustments that may be offered include:
  - Flexible scheduling of course activities and assessments
  - Additional time for completing assessments or opportunities to submit drafts for feedback
  - Use of assistive technologies (e.g., screen readers, speech-to-text tools)
  - Learning materials in alternative formats (e.g., audio, large print, simplified text)
  - Customised delivery methods, activities, or presentation styles
  - Choice of assessment format, where appropriate
  - Physical modifications to the learning environment (e.g., accessible seating arrangements)

FCA has systems in place to work collaboratively with the students, trainers, assessors, and if needed external professionals to determine, implement, and monitor appropriate adjustments. All reasonable adjustments are documented and reviewed on a case-by-case basis. Where a proposed adjustment is found to be insufficient for enabling the student to meet the core requirements of the qualification or training product, the reasons are clearly documented and communicated to the student. In such cases, alternative pathways, including additional support or referrals, will be discussed to support the student's long-term learning goals.

- **Referral to external programs**, including accredited foundation skills courses or ELICOS courses for those who need further development in English language or core skills (Note: FCA does not deliver ELICOS courses).

Wellbeing Support

Learner wellbeing support includes services and strategies that address:

- Mental health and emotional wellbeing
- Stress, anxiety, or personal difficulties
- Work-life-study balance
- Bullying, harassment, or discrimination
- Adjustment to a new learning or cultural environment
- Referrals to external support services when required

Mental Health and Wellbeing: Students have access to in-house wellbeing support. Where appropriate, referrals can be made to external mental health professionals or community-based counselling services.

Cultural Safety and Inclusion: At FCA, we are committed to providing all students with a safe, inclusive, and respectful learning environment where every individual feels valued, heard, and supported. Discrimination, bullying, and harassment of any kind are not tolerated at FCA. We encourage students to speak up and seek help if they ever feel unsafe, excluded, or treated unfairly.

FCA recognises and respects the unique cultures, histories, and contributions of Aboriginal and Torres Strait Islander peoples. We are dedicated to creating a culturally safe and inclusive space for First Nations students by:

- Promoting cultural awareness and respect across our campus.
- Ensuring learning and assessment practices are inclusive and culturally sensitive.
- Providing tailored support and guidance that meets the needs of Aboriginal and Torres Strait Islander learners.

FCA values the diversity of its student body and recognises the unique contributions of individuals from all backgrounds. This includes students from culturally and linguistically diverse (CALD) communities, people with disability, members of the LGBTIQ+ community, and individuals of all faiths, genders, and socio-economic statuses.

Our trainers and staff receive ongoing training in inclusive practices, unconscious bias, and cultural awareness to better support all learners. If you ever need support, whether academic, personal, cultural, or emotional, please contact our Student Support Services or speak with any member of our staff. We are here to support your success and wellbeing.

- **Financial and Social Wellbeing**: Students may be directed to financial support services or referred to relevant agencies to assist with cost-of-living pressures or other personal concerns.
- **Support for Safety and Crisis Situations:** If students are experiencing abuse, harassment, domestic or family violence, we can confidentially connect them with local specialist services and provide appropriate internal support and referrals.
- **Orientation and Ongoing Communication**: Information about wellbeing and support services is provided at orientation and communicated throughout your course.
- **Confidentiality**: All personal information shared regarding wellbeing or support needs is treated as strictly confidential. Any disclosures will be used solely to support your success and wellbeing, in accordance with FCA's privacy and data protection policies.

All FCA trainers, assessors and student support staff are:

- Trained to recognise signs of distress or disengagement.
- Equipped to offer initial support and guide students to appropriate services.
- Supported through internal protocols to ensure consistent application of FCA's wellbeing strategies.

FCA continuously reviews and enhances its wellbeing support strategies by regularly collecting and analysing student feedback on the support services provided.

If the student experiences any challenges, academic or personal, they are encouraged to speak with our Student Support Officer, Trainer, or Administration Team. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist students in achieving the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact FCA's student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategies include:

- Reduced Study Load
- English language Support
- LLND and Academic Skills Support
- Specific subject enrolment
- Change of Course
- Re-assessment
- Counselling
- Mentoring
- New Study Plan: Placing students in suitable alternative subjects within a course or a suitable alternative course, or a combination of the above and/or a reduction in course load.

- Extension of CoE

Language, Literacy, Numeracy and Digital (LLND) Assessment

All students applying to enrol in a course at FCA are required to complete a Language, Literacy, Numeracy, and Digital (LLND) assessment prior to enrolment. This assessment, mapped to the Australian Core Skills Framework (ACSF), helps determine whether the student possesses the core skills necessary to successfully undertake their chosen course. Sound LLND skills are essential, as students will be expected to complete course-related tasks such as calculations, written work, and the use of digital tools.
The results of the LLND assessment, combined with the outcomes of the Pre-Training Review (PTR) interview, assist the Institute in confirming whether a student is academically prepared to begin training. Where required, students may be identified as needing internal learning support or referred to external support programs, such as foundation skills or ELICOS courses. This process ensures each student is placed in a course that matches their abilities, receives the appropriate level of support, and is positioned for success in their learning journey.

FCA will conduct the LLND (Language, Literacy, Numeracy, and Digital Skills) test prior to enrolment. Once a student expresses interest in enrolling in a course, the College will share the pathway to the relevant section of its website to provide all marketing materials. The student will receive an LLND test kit, Application Form, and PTR Form via email. Additionally, a copy of the Student Handbook will be sent to ensure the student has all the necessary information before making an enrolment decision. FCA expects students to complete the LLND test honestly and independently.

During the Pre-Training Review (PTR) interview, students will be asked questions related to their LLND test responses to confirm that the test was completed honestly. If the LLND assessor or other appointed officer conducting the PTR interview suspects that the student did not complete the LLND test honestly or independently, the student will be required to retake the LLND test on campus by using an ACSF-mapped online LLND assessment tool - LLND Robot - under the supervision of a qualified LLND assessor.

Assessment Outcome and Support

- Students are required to demonstrate the minimum Australian Core Skills Framework (ACSF) performance levels appropriate to the qualification.
- If a student does not meet the required level in up to two core skill areas, and the shortfall is no more than one level, targeted support (such as pre-training resources or reasonable adjustments) will be offered to help them engage with the course.
- If a student does not meet the required ACSF levels in more than two core skills or falls more than one level below the required standard, they may be referred to an alternative learning pathway, such as foundation skills training, before commencing this qualification.
- All students will receive individualised feedback on their assessment results and be informed of available support options to ensure equitable access to training and assessment.

*LLND support- Where required, students will be offered reasonable adjustments in line with FCA's Access, Equity and Reasonable Adjustment Policy to ensure fair assessment opportunities. If students do not meet the recommended English and/or LLND requirements, students will be referred for additional support, which will be provided by the institute with the ACSF Support Plan, or students may also be asked to take further Language, literacy, numeracy and digital training, such as ELICOS programs at other institutes, to ensure that students are provided with support and proper guidance. Please note that FCA does not deliver ELICOS programs.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLND requirements. This plan is implemented for students to achieve the expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. The support plan for students will be developed on an individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication
6. Digital Literacy

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact FCA to seek assistance or support in LLND. Refer to LLND policy for more details.

Students are requested to speak to the LLND Support Officer or Academic Coordinator to discuss the support measures that they might need. FCA will provide support at no additional cost.

Digital literacy will be evaluated before enrolment to confirm that students can access and navigate online tools, upload materials and follow digital instructions. Students must also have adequate access to devices such as a computer and headset, as well as reliable internet connectivity. FCA will provide basic digital skills support, including help with using communication platforms (e.g., email, video conferencing), completing online tasks (e.g., uploading assessments), and accessing printing and digital tools. Any gaps identified in Language, Literacy, Numeracy, or Digital (LLND) skills will be addressed accordingly - minor gaps may be supported through pre-training assistance or external resources, while significant gaps may result in a referral to alternative programs or pathways. To arrange digital support, students must contact the Student Support Officer or contact us at 1800 843 322 | +61 3 8658 7474 (Outside Australia).

Counselling

Stress, financial difficulties, health, family, relationship issues and social issues can all affect a student's ability to settle into study. Our staff members offer a confidential support by listening to the issues faced by the student and provide reference for the counselling to external agencies, as FCA student support officers are not qualified counsellors. All students in the need of counselling assistance should contact the student support officer so that Student support officer can discuss the matter and arrange appropriate counselling service for the student. FCA doesn't charge any fee for referral however counselling agency may charge the fee for the service. Fee and service information can be obtained from the service prior to the booking.

Free counselling services for international students:

CAREinMIND counselling services are free of cost and provide counselling 24/7. CAREinMIND Wellbeing Support Service is a free, 24/7 counselling resource available to students living, studying, or working in Melbourne. This service provides free online and phone counselling to assist students in coping with the challenges of academic life and daily pressures. No referral is required, making it accessible whenever students need it most. While the counselling service itself is free, local call charges may apply when calling through a telephone. Please check with your phone provider.

BeyondBlue offers free 24/7 online and telephone counselling services, providing mental health support for issues such as anxiety, depression, and stress. These services are especially beneficial for students across Australia, who often face unique challenges related to academic pressures, transitions, and personal concerns. Beyond Blue provides a range of free resources tailored to support students, helping them navigate mental health difficulties and maintain their wellbeing.

Lifeline is a national charity in Australia that provides 24/7 crisis support and suicide prevention services to individuals experiencing emotional distress. Lifeline offers confidential, free support through phone, text, and online chat, aiming to provide immediate help to those in need. Their services are particularly focused on preventing suicide, offering guidance, and providing emotional support to students facing mental health challenges.

An appointment can be made at reception or by emailing us at contact@thefca.edu.au

Student Support Officer will provide referral to services depending upon the type of support required.

Personal Counselling Services will be organised where a student is identified in need of counselling and may take the form of advice or referral to other services. Personal counselling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Cultural, socio-economic, family issues
- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counselling

For Medical service and support near the main campus, students may seek help from the reception or from the student support officer on 1800 843 322 | +61 3 8658 7474 (Outside Australia).

Medical Centres near the campus:

1. St Kilda Rd Medical Centre
   - Contact no: (03) 9869 2000
   - Address: Level 1, 391 Saint Kilda Road, Melbourne, VIC
   - Website: https://www.modernmedical.com.au/

2. Alfred Health Victoria
   - Contact no: (03) 9076 9888
   - Address: Level 3, 607 Saint Kilda Road, Melbourne, VIC 3004
   - Website: https://www.alfredhealth.org.au/

3. Medi7 St Kilda Rd
   - Contact no: 03 9013 9794
   - Address: Suite 2A, 517 St Kilda Road, Melbourne, VIC 3004
   - Website: www.medi7.com.au/stkildaroad/

Free Australian 24-hour health advice you can count on 1800 022 222

After-hours care is provided through National Home Doctor Service - Phone number: 13 74 25.

Students will be provided with counselling on:

i. Academic and future progress advice
ii. Welfare matters

These services will be available and accessible to all students at suitable times.

***Please note**: Referral to medical services available or external counsellors will be provided free of cost by the institute. However, fees of medical practitioners and/or counsellors will be borne by the students.*

FCA will offer reasonable support to students to enable them to achieve expected learning outcomes regardless of the place of study or the mode of study, at no additional cost to the student.

FCA will ensure that students are provided with sufficient support so that they can adjust to study and life in Australia. Students are encouraged to contact Reception for more information.

Students requiring assistance with course progress should contact the students' support services as soon as possible.

Student Welfare Services

The student support officer is available to students to help them access study support and welfare-related services such as:

- **Legal Services** – FCA can refer a student who require to Legal Aid Victoria (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Students would be responsible for any cost related to the legal advice charged by the legal practitioner.
- **Accommodation** – Accommodation advice is available to all international students from the point of application through to the completion of their course. FCA will provide up-to-date information on accommodation options and or providers available for students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- **Emergency and Health Services** – During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with student services. For medical or other emergencies, students are instructed to contact the appropriate services, **e.g., 000** and inform FCA as soon as possible.
- **Facilities and Resources** – At orientation, students are given a guided tour of the campus and all FCA facilities. Students will be given a detailed description of all available resources.
- **Complaints and appeals processes** – Complaints and appeals policy and procedures are available in detail on the website www.thefca.edu.au and can be made available from reception and FCA's website.
- Student **visa conditions** relating to course progress and or attendance as appropriate – Students are advised at the orientation of their requirements to continue to meet their visa conditions. Students can seek help from the student support officer if they have any concerns regarding visa requirements and conditions.

Disability Support/Students with special needs (SRTO 2025 std 2.4)

FCA has an inclusive and supportive learning environment that supports equal access for all students, including those with disability. In accordance with the Standards for RTOs 2025, the Disability Discrimination Act 1992, and the Disability Standards for Education 2005, FCA ensures that learners with disability are given the same opportunities to participate, learn, and succeed as any other student.

FCA will not:
- Refuse admission on the basis of disability.
- Offer less favourable enrolment conditions (e.g., higher fees or limited access to support).
- Restrict participation in training or related activities (e.g., access to facilities, excursions, or learning resources).

Reasonable Adjustments Include:

- Modified learning materials (e.g., large print, audio, or easy-read versions), assistive technologies (e.g., screen readers, text-to-speech software, adapted keyboards), flexible delivery modes, or adjusted assessment conditions.
- Physical changes to the learning environment (e.g., accessible seating or ramps)
- Customised resources or content delivery (e.g., visual aids, simplified instructions)
- Extended assessment time or alternative assessment formats (e.g., one-on-one demonstration)
- Adjustments are developed in consultation with the student, considering individual needs and the training package requirements.
- All adjustments are applied to the extent practicable and without reducing the competency standards required by the training package.

At FCA, your privacy is respected at all times. Any personal information you share in relation to a disability, medical condition, or learning need is handled confidentially and used only to arrange appropriate support and adjustments. All students are provided an opportunity to disclose their learning or support needs during the enrolment and orientation process or at any time throughout the course. This information is handled confidentially, and adjustments are made in collaboration with the student to ensure learning and assessment are accessible, while maintaining the competency standards outlined in the relevant training package.

Adjustments will not provide an unfair advantage or reduce the competency requirements of the course. For courses that require specific physical competencies (e.g. manual handling or safety standards), reasonable adjustments will be applied only where they do not impact the regulatory or licensing requirements.

Reasonable adjustments are reviewed regularly to ensure they remain effective and suitable throughout your enrolment.

As part of the support process:

- All students will undertake a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment prior to enrolment to help identify any additional support needs.
- Outcomes of LLND assessments or other support disclosures will inform the development of individual support strategies.
- Any agreed adjustments will be documented in the student's file and monitored throughout the course.

FCA upholds the principles of Access and Equity, the Disability Discrimination Act 1992, the Equal Opportunity Act 2010, and the Victorian Equal Opportunity and Human Rights Commission. Staff are trained to ensure that support is provided respectfully, fairly, and in alignment with relevant legislation and the RTO Standards 2025.

Students who require disability support are encouraged to speak confidentially with the Student Support Officer or contact the administration team at the time of enrolment, or as soon as a need arises. Early disclosure allows us to provide timely support. If you're unsure whether you require adjustments, we welcome an open conversation to explore available options together.

For further information or to discuss support options, students are encouraged to contact the Academic Coordinator or refer to the Access, Equity and Reasonable Adjustment Policy available on the FCA website or at reception.

Critical Incident

As per standard 6.8 of the National Code 2018, FCA has its critical incident policy in place.

The policy ensures that critical incidents or potential critical incidents that could affect student's ability to undertake or complete the course in which they are enrolled are mitigated if possible or monitored so that support can be arranged if appropriate. The policy ensures that critical incidents and actions taken are recorded in writing and are kept for a period of not less than two years after the student's enrolment has expired.

A Critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. Critical incidents that may cause physical or psychological harm include events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury, or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug, or alcohol abuse

FCA intends to provide students with a safe environment on campus and advise students and staff on how they can enhance their personal safety and security.

Critical incident officer: Mr Dilpreet Singh Bagga
Phone no: 1800 843 322 | +61 3 8658 7474 (Outside Australia)
By email: contact@thefca.edu.au

Emergency Contact List

EMERGENCY SERVICE	CONTACT NUMBER
Emergency, Fire, Police, Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre: [24 hours]	131 126
Care Ring: 24-hour counselling service	136 169
Lifeline: 24-hour service	131 114
Public transport & timetables Victoria	131 638 https://www.ptv.vic.gov.au/journey
Accident Towing	131 176
Dentists: Dental Hospital Service [Emergency Only]	9341 1040
Australian Maritime Safety Authority	Within Australia - 1800 627 484 Outside Australia - +61 2 6279 5000
Nurse On Call: AMA Victoria's Doctor Search	1300 606024
Health Direct Australia [Nurse on Call (Victoria)]	1800 022 222

External Support Services

FCA ensures that students are informed about the external support services for their life and study support in Australia.

Arrival Assistance

FCA can provide arrival assistance to students by informing and guiding them about the arrival assistance provided at Melbourne Airport. There is a student's welcome desk available at Melbourne airport, run by the government. It is open at key student arrival times and offers information, advice, and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit www.studymelbourne.vic.gov.au.
FCA provides airport pick-up. Students are required to fill out the Airport Pick up form available on FCA's website or students can also email their request (preferably prior to 5 working days) for Airport Pick up at contact@thefca.edu.au. Students are requested to contact FCA at 1800 843 322 | +61 3 8658 7474 (Outside Australia) for any other information.
Airport pick-up fees: AU$100.
There is a help desk available at the airport for international students to assist students in finding suitable airport pick-up services, e.g., UBER, Sky Bus, and taxi services.

Fair Work Ombudsman

Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

Fair Work Ombudsman focuses on:

- Providing education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations.
- Promoting and monitoring compliance with workplace laws.
- Inquiring into and investigate breaches of the Fair Work Act.
- Taking appropriate enforcement action.
- Performing statutory functions efficiently, effectively, economically, and ethically.

Refer to this link for more information: https://www.fairwork.gov.au/

Other external support services (Contact details)

Fire, ambulance, police (life-threatening emergencies): Ring 000



Hospitals and Medical Issues:
Royal Children's Hospital: (03) 9345 5522
Royal Women's Hospital: (03) 8345 2000
Royal Melbourne Hospital: (03) 9342 7000
Refer to www.yellowpages.com.au for services near you

The National Translating and Interpreting Service: 131 450
Lifeline 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:
The Institute of Arbitrators Mediators Australia: Free call 1800 651 650
Victoria Legal Aid: www.legalaid.vic.gov.au

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship
Churches: www.australianchurches.net

Mosques: http://www.islamiccouncilwa.com.au/mosque/

Temples Australia: www.hinducouncil.com.au

Sikh Temple: http://www.sikhyouthaustralia.com/

Other Support Services

The following support services are free. They can provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- Domestic Violence Resource Centre Victoria: 1800 737 732
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Accommodation Information (Homelessness Help Services): 1800 152 152
- The Gambling Help Line: 1800 858 858

Students are always encouraged to seek assistance or help if they need any. Worldwide Skills Development Pty Ltd t/a The Future Culinary Academy will make sure to provide all the support we can at no additional cost to the overseas student so that students can overcome difficulties, problems, or challenges.