

Student Support Services

Support Services

Student Support Services is a wide a wide variety of educational services provided to students in the effort to assist and support students during their time with Step 123. Should you require you require additional support during the program, please advise your Trainer or Program Manager who will refer you to an appropriate support service. We will endeavor to provide welfare and guidance to all students/course participants wherever possible or direct you to external support services.

This may include:

- Pre-Program interviews
- Provision for special learning needs
- Provision for special cultural and religious needs
- Recognition of Prior Learning (RPL) and Credit Transfer
- Flexible learning options
- Alternative assessment strategies
- Review of payment schedules when requested
- Training premises accessible for people with disabilities

Language, Literacy and numeracy

All applicants will be required to undergo assessment for language, literacy, numeracy, or skills testing prior to enrolment. This is conducted to identify support services that we may need to supply for students to successfully complete their qualification. Step 123 does not provide specific Foundation Skills Programs. Where a Foundation Skills Program is required, Step 123 will refer students to appropriate external services.

Access and Equity

Step 123 does not tolerate behaviour from students or staff that contravenes the legislation pertaining to sex discrimination, sexual harassment, racial vilification or bullying.

Course Related Support Services

Students experiencing difficulty with learning and assessment or those requiring support with their studies in general can contact the Training Manager.

| | |
|-----|--------------------------------|
| CEO | George Pontikis (03) 8528 2682 |
|-----|--------------------------------|

External Support Services

| | |
|---|---|
| Adult Migrant English Service (AMES) | http://www.ames.net.au/contact |
| Beyond Blue | 1300 22 4636 www.beyondblue.org.au |
| Employment information | Business Victoria Fair Work Commission Fair Work Ombudsman |
| Equal opportunity | Victorian Equal Opportunity & Human Rights Commission |
| Financial Counselling Helpline | 1800 007 007 9.30am – 4.00pm, Monday-Friday Manage Debt, Find a Financial Counsellor |
| Fire, ambulance and police emergency | Phone 000 |
| Legal assistance | Fitzroy Legal Services Law College of Victoria |
| Life Line 24 hour Counselling, Advice and Referral Services | Phone 131 114 |
| Occupational Health & Safety | WorkSafe Victoria |
| Relationships Australia | 1300 364 277 www.relationships.org.au |
| RTO registration | Australian Skills Quality Authority |
| Translating and Interpreting Service | Phone 131 450 |
| Travel | Public Transport Services |
| Victorian Adult Literacy and Basic Education Council (VALBEC) | Victorian Adult Literacy and Basic Education Council |
| Victorian Skills first Funding Information Wages, housing, health and more useful information | Victorian Skills First Funding Youth Central |