

Training College of Australia will assist all students in their efforts to complete training programs by all methods available and reasonable.

Why choose TCA?

TCA is a specialist in the field of education and training.

At TCA, you can experience excellence in a full range of education and training programs.

Our courses are designed in partnership with industry, so the skills you learn through our courses will meet the current and future needs of the industry.

The skills you learn through our training courses will give you the skills that employers are looking for.

Our courses are designed and delivered to meet your needs. We have the best educators and trainers with enormous work and practical field experience.

We offer you the best combination of learning and practical experience, providing you with well rounded qualifications.



Training College of Australia will continue to develop strategies to make support available where gaps are identified.

Our Mission.

To offer the best training and education programs possible. Our aim is to offer our students nationally endorsed qualifications in a flexible learning environment. Our goal is to maintain a high level of excellence in accordance with the Australian Quality Training Framework. We aspire to develop new and innovative ways to market and implement our programs. We intend to be known for delivering quality courses and services.

Start Training With Us Today.

Please refer to our online student handbook.

Tel: 1300 227 207

Fax: (03) 9369 5877

Email: info@tcaustralia.edu.au

www.tcaustralia.edu.au

RTO code 41181

Main Office
55 Caradon Drive
Truganina 3029
Victoria Australia



Student Support Services



Student Support Services

ABOUT

Training College of Australia will endeavor to assist all students in their efforts to complete training programs. Training College of Australia will determine the support needs of individual students and provides referral to the educational and support services necessary. Training College of Australia will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other TCA staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Training College of Australia to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact TCA training manager who will provide discreet, personalised and confidential advice.

In the event that a student's needs exceed the capacity of the support services Training College of Australia can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. TCA staff members will assist students to source appropriate support.

Clients among those who are most likely to need support include:

- people whose first language is not English and who have not had access to English language classes
- people of Aboriginal and Torres Strait Islander origin (because they may not speak English as a first language and may have had limited or disrupted schooling)
- people with limited or disrupted formal education
- people in older age groups who have not undertaken formal learning for some time
- people whose training has been disrupted by disability
- people who have been unemployed for a time and may not have taken part in formal learning for some time
- People with disabilities and access issues

Support to Indigenous students

Students from Aboriginal and/or Torres Strait Islanders will be offered assistance and support helping them to achieve their full potential in education and training. TCA provides course information, mentoring, confidential advice, information about Abstudy as well as tutoring services.

(Abstudy website: <https://www.humanservices.gov.au/individuals/services/centrelink/abstudy>)

Personal Counselling

TCA counsellors offer a free and confidential personal counselling service to currently enrolled students. Current students have the opportunity to speak to a TCA counsellor about personal issues affecting their life as a student.

In addition, TCA holds a range of free class sessions to students on relaxation and stress management, bullying and harassment personal development.

The TCA personal Counselling is a short term service, however counsellors can refer or recommend external agencies to students if longer term support is required.

Study Support

TCA offers study support to students. This support includes assistance with reading and note taking, language assistance and general writing skills. We understand the importance of offering support in a variety of environments including individual appointments, small groups and lunchtime drop-in sessions.



IT Support

Student with limited or no access to the internet may utilise our computers onsite to undertake their online learning with TCA. This is available to TCA students only Monday to Friday from 6:00am til 6:30pm. The use of TCA facilities is strictly for TCA related online studies.

Aged students support

The following government links provide information for aged students who may require additional support and assistance

<https://www.myagedcare.gov.au/>

<https://www.ndis.gov.au/>
(National Disability Insurance scheme)

<https://dhhs.vic.gov.au/>
(Department of Human Services)

Accessibility to TCA support

Students can contact the TCA administration officer or Training Manager during business hours on 1300 227 207 OR email info@tcaustralia.edu.au to discuss any matters dealing with their studies.

The provision of the above student support services will be at no cost to the student unless they are referred to an external support organisations.