



ACCOMMODATION ASSISTANCE POLICY AND PROCEDURE

1. Policy Context

This policy establishes the framework through which Alice Springs College of Australia provides accommodation information and assistance to students.

The policy supports compliance with:

- Standards for Registered Training Organisations (RTOs) 2025
- student support and wellbeing obligations
- ESOS and National Code requirements for international students (where applicable)
- duty of care and welfare responsibilities

Accommodation stability contributes significantly to student wellbeing, participation and successful completion of training.

2. Purpose

Alice Springs College of Australia recognises that access to appropriate accommodation is an important factor in supporting student welfare and academic engagement.

The purpose of this policy is to ensure that:

- students are provided with accommodation information and guidance
- support is available for students experiencing housing difficulties
- assistance is provided in a fair and transparent manner
- student safety and wellbeing are considered in accommodation support
- organisational duty of care responsibilities are upheld

The policy supports students to make informed decisions about their living arrangements.

3. Scope

This policy applies to:

- prospective and current students
- domestic and international students
- staff providing student support services
- accommodation assistance activities undertaken by the organisation

ASCA does not provide accommodation directly but offers guidance and referral support.

4. Policy Statement

ASCA is committed to supporting students in accessing safe and appropriate accommodation.

The organisation provides information, guidance and referral services to assist students in locating suitable accommodation options.

Accommodation assistance is provided as a support service and does not involve the organisation acting as a housing provider or entering into accommodation agreements on behalf of students. Students remain responsible for their accommodation arrangements and contractual obligations.

5. Information and Guidance

ASCA provides students with information about accommodation options available within the community.



Information may include:

- rental housing options
- shared accommodation
- temporary accommodation
- community support services

Guidance supports students in understanding housing arrangements, responsibilities and expectations.

6. Support for International Students

International students may require additional assistance in understanding accommodation arrangements in Australia.

Support may include information relating to:

- local housing practices
- safety considerations
- tenancy responsibilities
- community resources

Assistance aims to support cultural adjustment and reduce risks associated with unfamiliar living environments.

7. Student Welfare Considerations

Accommodation concerns may affect a student's wellbeing, attendance and academic progress.

Where housing instability is identified, ASCA may:

- provide support and guidance
- refer students to community or support services
- consider welfare implications

Support is provided respectfully and confidentially.

8. Safety and Suitability

ASCA encourages students to consider safety, accessibility and suitability when selecting accommodation.

Students are advised to ensure living arrangements meet their personal needs and support participation in training.

The organisation may provide general safety guidance but does not assess or approve accommodation properties.

9. Limitations of Assistance

Accommodation assistance provided by ASCA is advisory and supportive in nature.

The organisation does not:

- guarantee accommodation
- act as an accommodation provider
- enter tenancy agreements
- assume responsibility for accommodation quality

Students remain responsible for their housing decisions and contractual obligations.

10. Confidentiality

Information relating to accommodation needs is treated confidentially and managed in accordance with privacy requirements.



11. Staff Responsibilities

Staff involved in student support provide guidance, information and referrals in a professional and respectful manner.

Staff must maintain clear boundaries regarding organisational responsibility and avoid representing ASCA as a housing provider.

12. Continuous Improvement

Accommodation support services are reviewed through feedback, student engagement and welfare monitoring.

Improvements are implemented to strengthen support practices.

13. Documentation and Records

Where accommodation assistance forms part of welfare support, relevant information may be recorded in accordance with organisational recordkeeping requirements.

Records support service delivery and compliance.

14. Governance and Compliance

Accommodation assistance forms part of ASCA's student support framework and is monitored through governance and quality assurance processes.

15. Publication

This policy is available to students and staff and forms part of student support and welfare documentation.

16. Review

This policy will be reviewed annually or following regulatory updates, student welfare trends or organisational changes.

VERSION CONTROL			
Policy Name:	ACCOMMODATION ASSISTANCE POLICY AND PROCEDURE		
Policy Owner:	CEO/ Alice Springs College of Australia Pty Ltd		
Effective Date:	06/02/2026	Next Review Date:	06/02/2027
Version	Date	Description of Changes	Approved By
V1.0	30/01/2022	Initial document creation in accordance with applicable RTO compliance requirements	CEO
V1.1	06/02/2026	<ul style="list-style-type: none"> • Reviewed and updated to align with the RTO Standards 2025 (ASQA requirements) • Reformatted to meet ASCA documentation requirements • Updated official letterhead • Updated Northern Territory Campus Address 	CEO