

# POLICIES AND PROCEDURES

## Overseas Student Support Services Policy



**Date**           **April 2024**

**Review**       **April 2026**

### Principles

Standard 6.1 of the National Code mandates that the School assist overseas students in adjusting to life and study in Australia by offering an orientation program that is culturally and age-appropriate. This program must include the following information:

- Support services available to help overseas students adjust to life and study in Australia
- English language and academic assistance programs
- Emergency and health services
- The school's facilities and resources
- The complaints and appeals process as outlined in Standard 10 (Complaints and Appeals)
- Requirements for course attendance and academic progress, as applicable
- Support services for students facing personal or general challenges impacting their education in Australia
- Information on employment rights and conditions, and how to resolve workplace issues, including guidance from the Fair Work Ombudsman.

Standard 6.2 further requires the School to provide relevant information or make appropriate referrals to any overseas student requesting assistance with the services and programs listed above, at no additional cost to the student.

### Support Services

The school welcomes overseas students from Year 5 onwards. To assist with their adjustment to life and study in Australia, the School offers access to the following services:

- Counselling for general or personal matters
- Nursing services
- Health and disability services
- English language and academic support
- Relevant legal services
- Emergency and health services
- Information on employment rights and conditions, including guidance on resolving workplace issues through the Fair Work Ombudsman.

### Student Contact Officers

Standard 6.5 requires the School to designate a staff member/s as the primary point of contact for overseas students. The School has appointed an Overseas Student Coordinator as the main contact for overseas students. Students are introduced to the Overseas Student Coordinator during orientation and are provided with their contact details.

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Additionally, the school's overseas contact officers maintain up-to-date contact details for all overseas students, which are stored in the school's database. These contact officers are also responsible for sharing their contact details with the overseas students.

The following individuals are identified as additional contact officers for overseas students:

- Overseas Student Coordinator
- Year Level Coordinators
- Deputy Principal - Wellbeing
- Head of Senior School
- Assistant Principal - Learning and Innovation
- School Psychologists

Overseas students are also given a Student Safety Card during orientation, which includes emergency contact numbers.

### Student Support Personnel

Standard 6.6 requires the School to have sufficient student support personnel to meet the needs of its overseas students. To ensure that overseas students are well-supported throughout their enrolment and can adjust effectively to life and study in Australia, the School has assembled a dedicated team of student support staff.

Overseas students are supported by the following individuals:

- Overseas Student Coordinator
- Principal
- Deputy Principal - Wellbeing
- Vice Principal - Head of Howqua Campus
- Assistant Principal - Student Experience and Wellbeing (Howqua campus)
- Year Level Coordinators
- IB and VCE Coordinators
- Teaching staff
- School Nurses
- Howqua Nurses
- School Psychologists
- Interpreters (when required)

These individuals collaborate to ensure overseas students receive the necessary support for a positive and successful experience at the school.

### Notifying staff of ESOS obligations

Standard 6.7 requires the School to ensure that staff members who interact directly with overseas students understand the school's obligations under the ESOS framework and the potential implications for these students arising from the exercise of these obligations.

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The school provides annual training for all staff on the ESOS Framework, including its obligations and the potential impact on overseas students. Staff members are also encouraged to access the Overseas Students Program if they wish to learn more about the school's responsibilities.

Whenever there are updates or changes to the school's policies or procedures regarding overseas students, staff will be promptly notified.

Additionally, the school offers annual training for the Overseas Student Coordinator and their support team, focusing on:

- The Child Safe Standards and their application to overseas students
- The school's policies and procedures for managing emergencies and critical incidents
- The ESOS Act, the National Code, and relevant VRQA guidelines for enrolling overseas students aged 18, as issued periodically.

### Overseas Students Critical Incidents

Standard 6.8 requires the school to implement a documented policy and process for managing critical incidents that could affect an overseas student's ability to undertake or complete their course. This includes, but is not limited to, incidents that may cause physical or psychological harm.

The school maintains a written record of all critical incidents and any subsequent remedial actions taken, ensuring these records are kept for at least two years after the student's enrolment ends.

For more information, refer to the *Overseas Students Critical Incident Policy*.

### Safe School environments

Standard 6.9 requires the school to:

- Take all reasonable steps to provide a safe campus environment and inform overseas students and staff about actions they can take to enhance personal security and safety
- Provide overseas students with information on how to seek assistance and report incidents that significantly impact their wellbeing, including critical incidents
- Offer or refer overseas students to general safety and awareness information relevant to life in Australia, including electronically where appropriate.

To meet these requirements, the school has developed and implemented a range of policies and procedures that apply to all students, including overseas students, to ensure their safety and wellbeing. These include:

- Child Protection Policies and Procedures
- Student Duty of Care Policies and Procedures

During orientation and through regular updates, the school provides overseas students with information on:

- How to seek assistance and report incidents that may significantly affect their wellbeing, including critical incidents
- General safety and awareness relevant to life in Australia.

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### Implementation

To ensure the best support services to our overseas students, the school take the following actions:

- Employ trained and qualified staff with the expertise to support overseas students
- Provide all students with contact details of our overseas student contact officers
- Maintain an adequate number of student support personnel to meet the needs of our overseas students
- Educate both overseas students and staff about emergency contact numbers and the school's critical incident procedures.

### Record Keeping

The school ensures compliance with this policy by maintaining detailed records, including documentation of orientation programs, critical incident reports, and information about designated student support personnel. All records will be managed in accordance with the school's *Records Management Policy*.

### Review Date

This policy will be reviewed every two years, with the next review scheduled for April 2026. An interim review may be conducted if there are any changes in legislation.