



Overseas Students Support Services Policy

| | | | |
|-----------------------------|------------------------|---------------------------|-------------------------|
| <i>Policy designation</i> | <i>PO813EXE0422-AR</i> | <i>Policy audience</i> | <i>Public Facing</i> |
| <i>Approval date</i> | <i>12/04/2022</i> | <i>Document owner</i> | <i>Dean of Students</i> |
| <i>Released to audience</i> | <i>26/04/2022</i> | <i>Version</i> | <i>1.0</i> |
| <i>Review date</i> | <i>As required</i> | <i>Approval authority</i> | <i>Executive</i> |

CRICOS Provider Code: 00577C

Source of Obligation

Standard 6.1 of the National Code requires the School to support overseas students in adjusting to study and life in Australia by giving the overseas student information on or access to an age-and-culturally appropriate orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the School's facilities and resources
- complaints and appeals processes outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Standard 6.2 requires the School, upon the request of the overseas student, to provide relevant information or appropriate referrals to the overseas student requesting assistance in relation to the services and programs offered by the School listed above, at no additional cost to the overseas student.

Strathcona's Policy

It is the School's policy to also provide access to the Department of Home Affairs information on life in Australia.



Support Services

To assist our overseas students in adjusting to life and study in Australia, the School facilitates access to:

- counselling for general or personal matters
- nursing services
- health and disability services
- English and academic support services
- relevant legal services
- emergency and health services
- information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Student Contact Officers

Standard 6.5 requires the School to designate a member or members of its staff to be the official point of contact for overseas students.

The School has appointed an Overseas Student Coordinator as the designated contact point for overseas students. Students are introduced to the Overseas Student Coordinator at orientation and given their contact details.

In addition, the School's overseas student contact officer/s must have up-to-date contact details of all overseas students enrolled at the School. The contact officer/s must also provide their contact details to all overseas students enrolled at the School.

The table below identifies the School's overseas student contact officer/s and their contact details.

- Overseas Student Coordinator
- Student Services Administrator
- Deputy Principal
- Dean of Students
- Risk, Compliance and Policy Manager

Refer to Maple for the latest contact details.

Overseas students are informed about the School's overseas student officer/s and how contact them at orientation.



Sufficient Student Support Personnel

Standard 6.6 requires the School to have sufficient student support personnel to meet the needs of the overseas students enrolled at the School.

The number and type of student support personnel at the School have been selected to ensure that overseas students are supported in adjusting to study and life in Australia and throughout their enrolment. Overseas students are supported by:

- Overseas Student Coordinator
- The Deputy Principal
- Heads of Houses
- Year level coordinators
- Teaching staff
- Student Services Administrator
- School Nurse
- School Psychologists
- Risk, Compliance and Policy Manager
- Interpreters (where required)

Notifying Staff of ESOS Obligations

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

The School provides annual training to all staff that outlines the School's obligations under the ESOS Framework and potential implications for our overseas students arising from the exercise of these obligations. All staff also have access to this Overseas Students Program should they want to learn more about the School's obligations.

Where there are changes or updates to the School's policies or procedures relating to overseas students at the School, staff will be informed as soon as practicable.



Additionally, the School provides annual training to the Overseas Student Coordinator and their support staff on:

- the Victorian Child Safe Standards and how they apply to overseas students
- the School's policies and procedures for managing emergency situations and critical incidents
- policies and procedures for verifying that the student's accommodation is appropriate to the student's age and needs
- the ESOS Act, the National Code and any VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18 issued from time to time.

Overseas Students Critical Incidents

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

The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident, for at least two years after the student ceases to be an accepted student.

For more information, refer to our **Overseas Students Critical Incidents Response Policy**.

Safe School Environments

Standard 6.9 requires the School to:

- take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

The School has developed and effectively implemented the following policies and procedures that apply to all students enrolled at the School, including overseas students, to ensure the safety of all students and that staff take actions to enhance our students' personal security and safety:

- Student Duty of Care suite of policies and procedures
- Child Protection suite of policies and procedures



Additionally, at orientation, and on a continuing regular basis, the School provides information to our overseas students on:

- how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- general information safety and awareness relevant to life in Australia.

Implementation

To ensure that we provide the best support services to our overseas students, the School ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details for our overseas student contact officer/s to all students
- have sufficient numbers of student support personnel to meet the needs of our overseas students
- educate our overseas students and staff on emergency contact numbers and critical incident procedures at the School.

Record Keeping

The School maintains evidence of compliance with this Policy by maintaining records of our orientation program, records of critical incidents and records of designated student support personnel in accordance with this Policy. Records will be maintained in accordance with our **Overseas Students Records Management and Retention Policy**.