



## VCEPP306 OVERSEAS STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

### PURPOSE

This policy governs the provision of student support services to all students (but particularly international students) within the North Melbourne Grammar College (NMGC) VCE programs.

To assist all overseas students to achieve successful completion of their education and training through the provision of quality training and support services and orientation.

To achieve this, this policy aims to provide a framework for supporting students in adjusting to study and life in Australia, to achieve their learning goals and to maintain satisfactory progress towards meeting all learning outcomes.

This policy outlines support services available to overseas students as well as how student information on these services is disseminated and how students may access them

### SCOPE

All students who study at North Melbourne Grammar College will be provided the appropriate support from Student Welfare Officers in relation to study, academic issues, accommodation, support and general welfare arrangements.

Overseas students and staff will be given information and advice pertaining to their personal safety and security.

### DEFINITIONS

<b>NMGC or College</b>	North Melbourne Grammar College
<b>SMS</b>	Student Management System
<b>Student contact officer</b>	Designated member of staff to be the official point of contact for students.
<b>SWO</b>	Student Welfare Officer(s)
<b>VCAA</b>	Victorian Curriculum Assessment Authority
<b>VCE</b>	Victorian Certificate of Education

### POLICY PRINCIPLES AND STATEMENT

Students will be provided with contact details referring them to relevant professionals in the instance that they require assistance outside the scope of student services.

The College is committed to providing equal opportunity and promoting inclusive education services and a learning environment for its students that is free from discrimination, harassment and victimisation. This Policy helps to ensure prospective students are appropriately supported through their VCE studies.

This Policy should be read in conjunction with all documents of the **NMGC International Student Handbook**. Specific information relating to this Policy is outlined for students/parents in the **NMGC Enrolment Handbook**.



Australian Federal and State Legislation make it unlawful to discriminate against people because of their age, gender, race, religious beliefs, marital status, sexuality, or physical or intellectual disability. This Policy helps to ensure all students have equal access to appropriate student support services.

Any referrals are conducted at no cost to the student, however there may be fees and charges involved where an external service is used by the student. This should be clarified with the student prior to using external services.

The following student support services are available and accessible for all overseas students studying with North Melbourne Grammar College:

- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa condition relating to course progress and/or attendance as appropriate
- Working and employment rights and conditions

## PROCEDURE

### 1. Orientation

No	Who	Actions
1.1	The Principal, Student Welfare Officer / Student Contact Officer	<p>A culturally sensitive and age appropriate orientation must be undertaken, in support of assisting students (and their families) to adjust to living in Australia, commencing their study and achieving the academic progress as outlined in their Training Plans. All information is to be provided without cost to the student.</p> <p>The orientation programme should be accessible to all overseas students and allow for late arrivals and students who begin at different entry points - <b>Overseas Student Orientation Policy</b></p> <p>Information provided on orientation should be included in, and not conflicting with the student handbook <b>NMGC Student Handbook</b> and the website.</p> <p>The orientation will cover information regarding studying in Australia, such as the following:</p> <ul style="list-style-type: none"> <li>● Support services available to assist in the transition into life and study in Australia <ul style="list-style-type: none"> <li>○ Working with the Student Counsellor / Welfare Officer to access outside services as identified to assist the student</li> </ul> </li> <li>● Legal services</li> <li>● Information on visa conditions relating to course progress and, if applicable, attendance</li> <li>● Emergency and health services i.e. police, hospitals, fire, ambulance</li> <li>● English language and study assistance programs <ul style="list-style-type: none"> <li>○ Engaging students, where identified for the need for assistance, into programmes / courses to assist them in improving their English Language and put study systems in place to guide the students in completion of their studies</li> </ul> </li> <li>● Personal and crisis support services available and how to access them</li> <li>● Information on employment rights and conditions, resolving workplace issues and services available such as the Fair Work Ombudsman</li> <li>● Key points and information on housing and accommodation with regulators contact information</li> <li>● Australian currency, banking and shopping</li> <li>● Personal security and safety</li> </ul>



1.2	The Principal, Student Welfare Officer / Student Contact Officer	<p>The orientation will also cover information about NMGC such as:</p> <ul style="list-style-type: none"> <li>● A comprehensive student handbook</li> <li>● Outline of facilities and resources</li> <li>● Relevant course information</li> <li>● Requirements for course attendance and progress, as appropriate</li> <li>● Important dates such as term/study period/semester, breaks and public holiday dates</li> <li>● Complaints and appeals processes</li> <li>● Information on mediation and or Overseas Students Ombudsman</li> <li>● Critical Incidents and how they are handled</li> </ul>
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## 2. Introducing Student Support

No	Who	Actions
2.1	The Principal and the Teachers	<p>Engaging students through an orientation day prior to commencing their studies.</p> <p>Orientation day will cover key points of the Student Support Program and the role of the SWO, such as:</p> <ul style="list-style-type: none"> <li>● Who are their Student Welfare Officer and Student Contact Officer?</li> <li>● When are they available?</li> <li>● Contact details</li> </ul>

## 3. Student Support Services

No	Who	Actions
3.1	Student welfare Officers and The Principal	<p>3.1.1 NMGC / SWO's will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6, at no additional cost to the overseas student.</p> <p>3.1.2 NMGC / SWO's will offer reasonable support to overseas students to enable them to achieve expected learning outcomes. This is regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.</p> <p>3.1.3 NMGC / SWO's will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts. This includes having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study (where relevant).</p> <p>3.1.4 NMGC will designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the NMGC's support services.</p> <p>3.1.5 NMGC will have sufficient student support personnel to meet the needs of the overseas students enrolled.</p> <p>3.1.6 NMGC will ensure its staff members who interact directly with overseas students are aware of its obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.</p> <p>3.1.7 NMGC will have and implement a documented policy and process for managing critical incidents - <b>Critical Incident Policy and Procedure</b> that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.</p>



		<p>NMGC will maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student - <b>Critical Incident Report Form</b></p> <p>3.1.9 NMGC will:</p> <ul style="list-style-type: none"> <li>● 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</li> <li>● Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents</li> <li>● Provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.</li> </ul>
<p>3.2</p>	<p>The Principal and Student Welfare Officers</p>	<p><b>Participation in Support Services</b></p> <p>3.2.1 NMGC will provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance. This will occur in a number of ways:</p> <ul style="list-style-type: none"> <li>● The provision of a study skills centre (Student Resource Centre)</li> <li>● The provision of supervised study groups</li> <li>● The provision of tutorial support assistance</li> <li>● The provision of information related to successful completion of the VCE through the Assembly Period.</li> </ul> <p>3.2.2 NMGC will make students aware of their course progress policies through:</p> <ul style="list-style-type: none"> <li>● The provision of information related to successful completion of the VCE through the Assembly Period;</li> <li>● The use of newsletter articles and posters etc;</li> <li>● Student Services Noticeboard;</li> <li>● The <b>NMGC Student Handbook</b>;</li> </ul> <p>3.2.3 NMGC will make students aware of student attendance requirements policies through:</p> <ul style="list-style-type: none"> <li>● The provision of information related to successful completion of the VCE through the Assembly Period;</li> <li>● The use of newsletter articles and posters etc;</li> <li>● Student Services Noticeboard;</li> <li>● The <b>NMGC Student Handbook</b>;</li> </ul> <p>3.2.4 NMGC will make students aware of welfare services available to them both through NMGC and through external agencies through:</p> <ul style="list-style-type: none"> <li>● The provision of information related to successful completion of the VCE through the Assembly Period;</li> <li>● The use of newsletter articles and posters etc;</li> <li>● Student Services Noticeboard;</li> <li>● The <b>NMGC Student Handbook</b>;</li> </ul>



4. Provision of Information		
No	Who	Actions
4.1	The Principal and Student Welfare Officers	<p>Assistance shall be provided to all students, regardless of a student's place of study, to access study support and welfare-related services, both at orientation and throughout their time as a student.</p> <p>4.1.1 NMGC provides free services designed to assist students in achieving academic progress, with sufficient student support personnel to meet the needs of the overseas students enrolled.</p> <p>4.1.2 Electronic methods of disseminating such information include the RTO website, emails, SMS and podcasts.</p> <p>4.1.3 Written formats methods of disseminating such information include the student handbook, noticeboard, newsletters or even a wallet-sized card with useful numbers.</p> <p>4.1.4 Students have the right to privacy and as such all staff, policies and practices must consciously safeguard the student's privacy and confidentiality in order to satisfy the Privacy Act.</p> <p>4.1.5 Student Welfare Officers are engaged to provide such assistance, with at least one designated member of staff to be appointed as Student Contact Officer, this officer or officers must have access to the most up-to-date details regarding support services.</p> <p>4.1.6 NMGC has comprehensive Critical Incident policies and procedures <b>Critical Incident Policy and Procedure</b> to support students in times of need. These procedures contain immediate, during, after the event / incident and are well documented with feedback and review components.</p> <p>4.1.7 NMGC has dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.</p> <p>4.1.8 NMGC is committed to ensuring that their Student Welfare Officers as well as any staff members who interact with overseas students are well informed and up to date with the ESOS framework and have an understanding of that framework, including our obligations and any possible implications of these obligations.</p> <p>4.1.9 All modes of study and learning needs will be catered for to facilitate access to and the provision of student support services</p>
4.2	The Principal and Student Welfare Officers	<p><b>Safety and personal security</b></p> <p>North Melbourne Grammar College is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for overseas students</p> <p>4.2.1 Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student handbook <b>NMGC International Student Handbook</b>.</p> <p>4.2.2 Personal security and safety information is provided and readily available at any time to both students and staff.</p>



		<p>4.2.3 Detailed information will be provided to all overseas students about how to seek assistance for and report any incidents which may significantly impact upon their wellbeing.</p> <p>4.2.4 NMGC will provide overseas students with general information on safety and awareness relevant to life in Australia, or refer them to such information as appropriate</p> <p>4.2.5 For specific information on student support for students under the age of 18 years - please refer to <b>Younger Overseas Student Policy</b>.</p>
<b>5. Referral to External Agencies</b>		
No	Who	Actions
5.1	Student Welfare Officer	NMGC may refer the student to external support agencies. Where this happens, NMGC will not charge a referral fee.
<b>6. Critical Incidents</b>		
No	Who	Actions
6.1	The Principal and Student Welfare Officer	<ul style="list-style-type: none"> <li>• NMGC will maintain a <b>Critical Incident Policy and Procedure</b></li> <li>• The Critical Incident Policy will include contact information for the police and any other organisations that may be able to assist in such a situation, for example community / multi-cultural organisations or phone-counselling services.</li> <li>• NMGC's Critical Incident Policy and Procedure will include documentation of outcomes where the incident is referred to an external agency.</li> <li>• At all times NMGC will account for the Privacy of individual students.</li> </ul>
<b>7. Student Welfare Officer</b>		
No	Who	Actions
7.1	Student Welfare Officer	<ul style="list-style-type: none"> <li>• The designated officer in charge of student welfare issues will be the Student Welfare Officer.</li> <li>• It is the responsibility of the Student Welfare Officer to maintain a register of relevant welfare services for students.</li> <li>• The Student Welfare Officer reports directly to the College Principal.</li> <li>• The College will provide sufficient Student Welfare Support Staff for the number of students at the College.</li> </ul>
<b>8. Communicating Issues Re Student Welfare to Staff</b>		
No	Who	Actions
8.1	Student Welfare Officer and Staff	<ul style="list-style-type: none"> <li>• The staff at NMGC are briefed through Professional Learning Days on the requirements of the College (including the requirements mandated in the ESOS framework) re Student Welfare, Student Progress and Student Attendance.</li> </ul>



## RELATED DOCUMENTS

- Complaints and Grievances Policy and Procedure
- Complaint, Appeals or Grievance Form
- Critical Incident Report Form
- Overseas Student Orientation Policy and Procedure
- Student Welfare Policy and Procedure
- Critical Incident Policy and Procedure
- NMGC International Student Handbook
- Younger Overseas Student Policy
- Overseas Student Orientation Checklist

## LEGISLATIVE CONTEXT

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6
- The ESOS framework comprises principally the ESOS Act, its Regulations (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code.
- The ESOS framework is complemented by the Migration Act 1958 and its Regulations and various state and territory legislation relevant to the education and training of overseas students.

## RESPONSIBILITIES

Role within NMGC	Area of responsibility
Principal	Approval Authority
Principal	Development/Review
Compliance Manager	Monitoring and Evaluation
Compliance Manager	Compliance
Principal	Implementation

### Student Welfare Officer Responsibilities

- It is the responsibility of Student Support Officers to respond to student enquiries and the Student Contact Officer to be a first contact for students. Where student enquiries or needs are beyond the scope of training, knowledge or experience of the Student Welfare Officer they must seek advice from the Principal
- Student Welfare Officers shall be responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident.
- Student Welfare Officers shall maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.
- Student Welfare Officers must update the student management system for each enquiry and all documentation is to be filed in the students file.



- Student Welfare Officers must ensure that any written response to a student enquiry is generated from the Student Management System so it has a contact log and a copy of the information sent. No verbal outcomes are to be acceptable practice by North Melbourne Grammar College staff.

#### **The Principal**

- Responsibility for briefing all staff of obligations under the ESOS Framework and the implications of these for students lie with The Principal
- Day to day responsibility for the oversight and management of student welfare support services lies with The Principal
- Will have overall responsibility for this policy and the ensuing procedures.
- It is the responsibility of The Principal to ensure that all staff members who interact directly with overseas students are aware of the ESOS framework, in particular the providers' obligations under the ESOS framework.

#### **Student Responsibilities**

- Students shall be made aware of the following responsibilities at orientation and in their student handbook:
  - Overseas students on a student visa have responsibilities to satisfy their visa conditions
  - Overseas students must advise NMGC of any changes in their Australian and/or country of origin addresses and phone numbers within 7 days
- Visa and health insurance renewal is the compulsory responsibility of the student. All overseas students must ensure that they maintain a valid visa and any health insurance (OHSC) as a condition of their visa

Authorised by	NMGC Committee of Management
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Review date	October 2020 The policy review should be scheduled 2 years from the approval date