OVERSEAS STUDENT SUPPORT SERVICES
POLICY & PROCEDURE National Code Standard 6

Skilled Services Australia Pty Ltd t/a Skills Institute Australia (SIA) will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough an Orientation Program for all new students that includes:

Details about Support services to assist students to adjust/transition to life and study with Skills Institute Australia (SIA)

English Language and study assistance programs

a. Any relevant Legal services
b. Emergency and Health Services
c. Facilities and resources
d. Complaints and appeals policy and process
e. Refund Policy and Procedure
f. Requirements for course attendance and progress
g. Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
h. Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.
i. Transferring, deferring, suspending or cancelling enrolment
j. Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
k. Student rules / Code of Behaviour and expectations
l. Academic counselling services, intervention strategies and maintaining attendance
m. Privacy policies
n. Updating of student contact details

Skills Institute Australia (SIA) must give students relevant information or provide referrals as appropriate, to students who request assistance at no additional cost to the student.

During the Orientation period:

- Students will be taken on a short tour of the institute.
- Student ID cards will be organised.
- Student timetables will be issued.
- Institute classroom maps will be provided to students.
- Other information as relevant will be provided to students including:
    - Australian laws.
    - Public transport system
    - Health and medical services
    - Banking facilities
    - Telephone and postal services
    - Available counselling services
    - Availability of Legal services to students
    - Personal safety and security including sun and beach safety

The International Student Orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. Other key areas in the International Student Handbook will be reinforced during orientation.

The Student Support Officer must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

The institute MUST:

- take all reasonable steps to provide a safe environment on campus and advise 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 students with or refer them to (including electronically), general information on safety and awareness relevant to life in Australia.

The institute will review and where identified, improve the orientation process a minimum of annually.

The institute will provide support or access to support for students to assist in meeting course requirements (including online and distance units) and maintaining their attendance. SIA will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student.

SIA has a 'Critical Incident Policy and Procedure' which will be activated immediately in the event of a critical incident.

SIA has one student support officer for international students and one back up officer; however, this will be monitored/reviewed as international enrolments grow within the institute.

All staff receive electronic versions of the ESOS legislation and the *Staff Handbook, Policies and Procedures Applicable to CRICOS Students* during induction. Staff are also given professional development on the legislation / Standards as any changes occur, either by outsourcing or internal training. Staff are also inducted in the Critical Incident Policy and Procedure.
SIA will require all staff who interact with international students to undertake the online course on the ESOS Legislation and retain evidence on their staff file refer: http://www.isana.org.au/isana-national-code-2018-online-tutorial-and-test/ available from June 2019.

The institute has a commitment to providing equity in training for all identified groups.

The institute will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Students requiring counselling or support should discuss the matter with their trainer and/or International Student Support Officer as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

All students and staff are kept informed of the current/correct contact details of the current Student Welfare/Support Officer. Any changes are to be circulated immediately.

All staff that interact with students on international student visas, need to be aware of the institute's obligations and potential implications for students and remain up to date on the following at the minimum:

- The ESOS Framework and Policies and Procedures contained in the Staff Handbook, Policies and Procedures Applicable to CRICOS Students
- The Student Welfare Support Officer/s Student support services that are provided and external services including, but not limited to:
  - Personal and welfare-related support services to transition to life and study including accommodation issues/assistance
  - Assistance available to students for problem resolution including legal, emergency and health services
  - Academic counselling services, intervention strategies and maintaining attendance
- Student Code of Behaviour and expectations

- Personal safety and security on and off campus
- Tutorial and workshops times, facilities and resources as relevant to their area.
- Student visa conditions as appropriate
- Students are reminded at least 6 monthly to update their phone, address, email and emergency contact/next of kin details. This is implemented via a bulk email to students through our student management system (PEPi). Evidence is recorded and kept when this takes place.

Trainers are to provide assistance with vocational advice as well as course information and support, and / or refer the student to the specialist staff member.

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Compliance Manager.

Academic / Attendance issues

If Students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the Student Support Officer or their trainer in the first instance in the first instance.
All students' progress and attendance is monitored and guidance and support provided, where unsatisfactory results are identified, or, students are identified as 'at risk'.

Other issues including personal matters
Students should in the first instance contact the Student Support Officer or their trainer.

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children

Visit https://www.australia.gov.au/information-and-services/education-and-training/school-education for information about schools in Australia.

In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.

PROCEDURE

The Student Support Officer will conduct an Orientation Program with every new student as soon as practicable. A checklist of this program (dated and signed by staff and student) MUST be included on the student file.

The orientation process is to be reviewed annually.

The student support officer and / or Compliance Manager are to ensure all staff have access to the *Critical Incident Policy and Procedure*.

All student welfare /support issues are to be reported immediately to the Student Support / Welfare Officer. The Officer will refer the student to the most appropriate area for help.

If a trainer is aware of an issue with a student they must report it promptly to the Student Support/Welfare Officer.

All students and staff are to be kept informed of the current/correct contact details of the current Student Welfare / Support Officer. Any changes are to be circulated immediately.

The Student Welfare/Support Officer will conduct the student orientation as outlined below:

The following policies/procedures and requirements will be explained (at the minimum) to students during orientation. Also refer to the Orientation Powerpoint and checklist.

- Academic and attendance requirements
- Refunds
- Complaints and Appeals
- Emergency Evacuation/Critical incidents
- Transferring, Deferring, Suspending or Cancelling Enrolment
- Code of Behaviour / Student Rules
- updating of student contact details
- privacy policies
- visa requirements
- Safety and security

An Orientation Checklist is to be completed by the officer conducting orientation to ensure all requirements are completed.

- Students will be taken on a short tour of the institute.
- Student ID cards will be organised.
- Student timetables will be issued.
- Institute maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws; Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students
- Work rights for students and contacts to Fairwork Australia

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Compliance Manager or CEO.

In the event of a Critical Incident the *Critical Incident Policy /Evacuation/Emergency Procedure* MUST be followed as relevant.
Standard 6 of the National Code must be adhered to at all times.