



Overseas Student Support Services Policy & Procedure

Purpose & Scope

The purpose of this policy is to assist all overseas students to achieve successful completion of their education and training through the provision of quality education/training and support services and orientation. Institute of Intellect Blending (IIB) provides access to sufficient support to ensure students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory attendance and academic progress towards meeting the learning outcomes of the course.

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

Related Legislation and Regulations

- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' (Standard 6)
- Standards for Registered Training Organisations (RTOs) 2015– 1,4,5

Policy

IIB 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 6.1, at no additional cost to the overseas student.

IIB will offer reasonable support to overseas students to enable them to achieve expected learning outcomes 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.

IIB 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.

IIB has a designated member of its staff to be the official point of contact for overseas students. The student contact officer has access to up-to-date details of the registered provider's support services.

IIB has sufficient student support personnel to meet the needs of the overseas students enrolled



with the registered provider.

IIB ensures its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

IIB has and implements a documented policy and process for managing critical incidents 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. IIB will maintain a written record of any critical incident and remedial action taken by the College for at least two years after the overseas student ceases to be an accepted student.

IIB will:

- 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. 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. 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.

Procedure

1. Access to educational and support services

IIB will provide ongoing access to a range of services as below, either by providing the service in-house, giving relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs. While IIB does not charge any fee for providing the service or for referrals, the external service provider may charge for the services. Therefore, it is important for overseas students to know if the service provided by third party is paid or free of charge.

IIB systematically identify student support needs and develop strategies to make support available where gaps are identified. IIB will offer reasonable support to overseas students to enable them to achieve expected learning outcomes, irrespective of the overseas student's place of study or the mode of study of the course. Services may include but are not limited to the following:

- pre-enrolment materials
- career services or referrals
- study support and study skills programs, English and academic support services, tutoring support



- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- learning resource and library
- counselling or mediation services, or referrals to these services
- flexible scheduling and delivery of training and assessment
- information and communication technology support
- learning materials in alternative formats
- contextualised learner and assessment programs
- housing and tenancy services;
- financial support services; and
- health and disability services

2. Orientation

IIB will at the commencement of each term undertake and complete an orientation/induction program that will be held for all incoming overseas students.

The orientation/induction program covers the majority of what students will need to know about adjusting to study and to life 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.

The orientation programme should be accessible to all overseas students and allow for late arrivals and students who begin at different entry points.

Information provided on orientation should be included in, and not conflicting with the student handbooks and website.

Orientation Programme

The orientation will cover information regarding studying in Australia, such as the following:

Non-Academic

- Emergency evacuation from building and muster points
- Emergency and health services i.e., police, hospitals, fire, ambulance
- What's nearby i.e. shops, food, ATMs, services, parking and medical
- Transport and travel
- Information on employment rights and conditions, resolving workplace issues and services available such as the Fair Work Ombudsman
- Legal Services



- Key points and information on housing and accommodation
- Australian currency, banking and shopping
- Personal security and safety
- Student identification, USI, Opal cards
- Beach safety
- Critical Incidents and how they are handled
- On-site counselling, mental health and disability support

VET Study in Australia

- Credit transfer and RPL
- Competency based assessment
- Qualifications and Statements of Attainment
- Information on visa conditions relating to course progress and, if applicable, attendance
- Health insurance and maintaining OSHC
- Keeping student address and contact details up-to date
- Completion of the course within the expected amount of time
- Reporting requirements: Department of Education and Australian Department of Home Affairs
- Working while holding a student VISA

Academic

- Important dates such as term/study period/semester, breaks and public holiday dates
- English language and study assistance programs
- Language, Literacy, Numeracy (LLN)
- The use of Moodle
- The use of TEAMS and student emails
- Course deferral, suspension cancel or withdrawn
- Student Support staff, and how to access these services
- Campus and facilities
- Fees and refunds
- Student Management System and record keeping
- Procedures and methods for assessment of competencies
- Process for submitting or re-submitting assessments
- Work placement requirements if applicable



- Student code of conduct
- Misconduct and discipline
- Rights and Responsibilities
- Complaints and Appeals
- Communication (e.g. internet and mobile phones)
- Classroom study and online learning

Orientation Forms

Students will receive:

- Student Handbook/Campus Information Booklet containing all information listed above
- Relevant RTO and course information publications
- Registration Form
- Media Release Form
- Student Education Agents Evaluation Form
- Student Orientation Checklist and Acknowledgement Form

Students MUST go through, tick, sign and return their Student Orientation Acknowledgement Form. The Student Services Officer will collect all the completed forms, checking them to ensure they are filled correctly. All forms MUST be filed in the student's file.

Orientation Process

Student Services staff will follow the following procedure to inform the student the orientation process:

1 Email 1

- Confirm ss email address+ phone number

2 After emails/phone number confirmation, Email 2:

- Registration form
- Agent evaluation form
- ELICOS Placement test
- LLN test
- Student orientation acknowledge form
- VET USI validation & USI application instruction

(and the following online links)

- Campus information booklet
- Student handbook (ELICOS & VET)
- Orientation slides (ELICOS & VET)
- Moodle Course Manual
- Moodle Assessment Submission Manual
- TEAMS Manual
- RTOM Student Portal Guide



3 After all forms are returned, Email 3:

- College email: username, password
- Moodle login details
- Class timetable
- Academic calendar
- Confirmation with trainers

Orientation Day

Students are required to attend the Orientation Presentation prior to commencing their studies.

The following program is employed to orientate overseas students on the day of course commencement. This is conducted by a Student Services Officer(s), Academic Manager and/or the Academic Coordinator.

The SSO with relevant team members will be introduced to assist in guiding students to the contents of the Student Handbook, student support services and the course requirements including Training and Assessment methods.

The schedule below is an example of a typical orientation presentation:

Orientation Schedule

Welcome	<p>Team Introductions & brief introduction of the history of the College and the qualifications and study pathway.</p> <ul style="list-style-type: none">• Who are their Student Support Officers?• When are they available?• Contact details• Where to find them
OHS	<p>Information on safety and emergency evacuation procedures in the building.</p> <ul style="list-style-type: none">• Critical Incidents and how they are handled
Student Handbook	<p>Guidance to students in understanding their rights and obligations highlighted in the Student Handbook concerning:</p> <ul style="list-style-type: none">• Course progress and attendance monitoring• Course timetable & course content• Requirements to receive a qualification• Appeals policy and procedures• Course deferment and suspension• Course transfer policy• Administration fees & refunds policy• Student support services including learner needs, legal support• Student code of conduct• Moodle access• TEAMS access and student email• RTOM Student Portal access and guide



Course Requirements	Process and requirements of assessments and highlights the principles of Competency Based Training & Assessment, RPL and Credit Transfer.
Student Visa Obligations	Students will be advised that the IIB staff are unable to provide student visa advice and will refer students with questions to qualified migration agents. Additional information will be highlighted regarding visa requirements and obligations.
Living in Australia:	Guidance to students in adapting to lives in Australia: <ul style="list-style-type: none">• Emergency and health services• What's nearby i.e., shops, food, ATMs, services, parking and medical• Transport and travel• Information on employment rights and conditions, resolving workplace issues and services available such as the Fair Work Ombudsman• Beach safety• Critical Incidents and how they are handled• On-site counselling, mental health and disability support• Health insurance policy, entitlements (what students are covered for) and how to make a claim.
Tour of Facilities	The SSO will show campus and available facilities to students.

Dealing with late arrivals/starters

In the event a student commences their course late or simply missed the orientation, the Student Services Officer or designated staff member will undertake an orientation program with that student prior to the commencement of classes.

3. Provision of information

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.

1. IIB 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.
2. Electronic methods of disseminating such information include the College website and Moodle, emails and SMS, and notice boards on campus.
3. Written formats methods of disseminating such information include the Student Handbook and other user manuals for Moodle or TEAMS.
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.
5. IIB has comprehensive Critical Incident policies and procedures to support students in times of need. These procedures contain immediate, during, after and post CI event and are well documented with feedback and review components.



6. IIB have dedicated staff as points of contact on all issues pertaining to a student's academic, living in the community and social concerns.
7. IIB are committed to ensuring that their Student Services 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.
8. All modes of study and learning needs will be catered for to facilitate access to and the provision of student support services, such as students undertaking practical or industry work placements, or online units of study.

4. Safety and personal security

IIB is committed to taking all reasonable steps to ensure a safe, secure and beneficial environment is maintained for overseas students, both on campus and at practical or industry work placements if applicable.

1. Advice on possible actions taken to enhance safety and personal security is given at orientation and in the student and staff handbooks.
2. Personal security and safety information is provided and readily available at any time to both students and staff.
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, (including critical incidents) mental health or sexual assault or abuse.
4. IIB will provide overseas students with general information on safety and awareness relevant to life in Australia, or refer them to such information as appropriate (including electronically).

Refer to the *IIB Sexual Harassment Policy and Procedure* for details.

5. Critical Incidents

The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. This does not include serious academic misconduct.

IIB has 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 the following incidents that may cause physical or psychological harm:

- missing students;
- severe verbal or psychological aggression;
- death;
- serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life-threatening events.



The policy includes procedures to follow in the event of a critical incident, and includes contact information for the police, the Department of Home Affairs, the overseas student's family, and any other relevant organisations that may be able to assist in such a situation, for example community organisations or phone counselling services.

IIB will take appropriate steps to immediately address the critical incident and maintain Information Privacy Principles and legislation and other regulatory requirements.

IIB will maintain a written record of any critical incident and remedial action taken by IIB for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

Please refer to *Critical Incident Policy and Procedures* for detailed information.

Student Support Services and Support Personnel

IIB will have available a staff member to act as the Student Support Point-of-contact. This staff member is in addition to the Wellbeing Counsellor.

They have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above person, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by IIB will always be free of charge.

Any referrals provided to students by IIB to support services will be free of charge.

If a student is in need of affordable dispute resolution services generally IIB refers all disputes to the Australian Council for Private Education and Training (ACPET).

Welfare & Guidance Services

In addition to access to the IIB counsellor, the following phone number/s will be provided where appropriate:

- Police, Fire, Ambulance: 000
- Department of Home Affairs: <https://www.homeaffairs.gov.au/> or call 131 881
- Fair Work Ombudsman: www.fairwork.gov.au/ or call 131 394
- Public Transport Information: transportnsw.info/ or call 131 500
- National Translating and Interpreting Service: www.tisnational.gov.au or call 131 450
- Lifeline: www.lifeline.org.au/ or call 13 11 14
- Beyond Blue: www.beyondblue.org.au/ or call 1300 224 636
- Pregnancy Counselling Australia: www.pregnancycounselling.com.au/ or call 1300 737 732
- National Sexual Assault, Domestic Family Violence Counselling Services (1800RESPECT): www.1800respect.org.au/ or call 1800 737 732
- Cancer Council: <https://www.cancer.org.au/> or call 13 11 20
- Women's Health NSW: whnsw.asn.au/ or call 02 9560 0866
- Drug Arm NSW: www.drugarm.com.au/ or call 1300 656 800
- Men's Referral Service: ntv.org.au/get-help/ or call 1300 766 491



- Mensline Australia: mensline.org.au/ or call 1300 789 978
- Kids Help Line: kidshelpline.com.au/ or call 1800 551 800
- Family Relationship Advice Line: www.familyrelationships.gov.au/talk-someone/advice-line or call 1800 050 321
- Australian Information Commissioner: www.oaic.gov.au/ or call 1300 363 992
- Australian Taxation Office—Personal Tax Information Line: www.ato.gov.au/about-ato/contact-us/ or call 13 2861
- Financial Counselling Australia: www.financialcounsellingaustralia.org.au/ or call 1800 007 007

Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin, they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

To find your closest Embassy and/or Consulate visit: protocol.dfat.gov.au/Public/MissionsInAustralia

Responsibilities

College Responsibilities

IIB has sufficient student support personnel to meet the needs of the enrolled overseas students. In determining the sufficient level of staff, IIB takes into consideration the number of overseas students enrolled, the types of courses being offered and the likely needs of the overseas students.

IIB will also ensure its staff members who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations.

Student Services and Administration Officer is the first point of contact.

Staff Responsibilities

It is the responsibility of Student Services Officers to respond to student enquiries, and the Student Services 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 Services Officer, they must seek advice from the Student Engagement Manager.

Student Services Officers shall be responsible for initiating the Critical Incident procedures if they have deemed it a Critical Incident.

Student Support 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 Services Officers must update student management system for each enquiry and all documentation is to be filed in the student's file.



Student Services 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 IIB staff.

Responsibility for briefing all staff of obligations under the ESOS Framework and National Code Standards and the implications of these for students lie with senior staff.

Day-to-day responsibility for the oversight and management of student welfare support services lies with the Student Engagement Manager.

The PEO will have overall responsibility for this policy and the ensuing procedures.

The day-to-day management of implementing the policy is the responsibility of the Student Engagement Manager of other designated staff, to whom the Student Services staff report.

It is the responsibility of the PEO 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 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.

Related policies and documents

- Complaints & Appeals Procedure
- Complaints and Appeals Form
- Critical Incident Policy and Procedure
- Sexual Harassment Policy and Procedure
- Student Wellbeing Support and Counselling Services Policy and Procedure
- Critical Incident Form
- Overseas Student Orientation Checklist
- Student Handbook (VET & ELICOS)
- Campus information booklet
- Orientation Presentation Slides
- Moodle Manual
- TEAMS Manual
- RTOM Student Portal Guide



Appendix: Related National Code Standard 6

Standard 6: Overseas student support services

- 6.1 The registered provider must support the overseas student 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:
- 6.1.1 support services available to assist overseas students to help them adjust to study and life in Australia
 - 6.1.2 English language and study assistance programs
 - 6.1.3 any relevant legal services
 - 6.1.4 emergency and health services
 - 6.1.5 the registered provider's facilities and resources
 - 6.1.6 complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
 - 6.1.7 requirements for course attendance and progress, as appropriate
 - 6.1.8 the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - 6.1.9 services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 6.2 The registered provider must 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 6.1, at no additional cost to the overseas student.
- 6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes 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.
- 6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
- 6.5 The registered provider must 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 registered provider's support services.
- 6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.
- 6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.



- 6.8 The registered provider must have and implement a documented policy and process for managing critical incidents 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. The registered provider must 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.
- 6.9 The registered provider must:
- 6.9.1 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
 - 6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
 - 6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.