

Overseas Student Support Services Policy and Procedures

Policy Category	Academic		
Document Owner	EL SIS Principal Executive Officer		
Responsible Officer	Director of Studies		
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References and Legislation	Education Services for Overseas Students Act 2000 (Cth); The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code) The Privacy Act 1988 (Cth)		
Related Documents	EL SIS Student Orientation Guide Monitoring Student Course Progress and Course Duration Policy and Procedures Attendance Policy and Procedure Student Code of Conduct International Student Refund Policy and Procedure		
Version	Change description	Approved	Effective Date
5.0	Reviewed and updated 22/09/2020	Principal Executive Officer 23/09/2020	23/09/2020

1. Purpose

The purpose of this Policy and Procedure is to assist English Language School in Sydney (EL SIS) staff and students with legislative and regulatory student support services requirements relating to overseas students studying in Australia.

2. Scope

This Policy and Procedures applies to students enrolled in, and studying at, EL SIS under Student Visa Conditions. This Policy articulates EL SIS overseas student support services and practices as they apply to international students in compliance with the ESOS National Code Standard 8.

2. Policy

3. Student Support

As required by legislation EL SIS and its provider partners respond in a practical, professional and timely way to students' educational, health, and psychological needs. This response is also in recognition that the majority of international students do not have personal support available to them in Australia. EL SIS Student Support includes responding to any critical incident involving an international student and maintaining comprehensive records of all requests for support and responses to those requests.

4. Actions

4.1 Pre-Enrolment

4.1.1 Student Services

On the Friday prior to a student's Enrolment and Orientation the Student Services Officers must check PRISMS and RTO MANAGER to confirm that each new student has:

- a valid visa.
- a COE.
- paid their student fees.
- been informed of the date, time and location of their Orientation day.

4.1.2 Educational Agents

Educational Agents must be provided with course information and checklists.

EL SIS requires that its approved Agents have, and make readily available to prospective/enrolling students, up-to-date student information provided in the EL SIS Student Brochure, Student Orientation Guide and website. This is to ensure that Agents direct the prospective students to appropriate sites for advice and information including matters of visa handling, health and accommodation.

4.1.3. Student Information Access

EL SIS publishes relevant academic information, plus general information about living, studying and working in Australia on the EL SIS Website www.elsis.edu.au and in the EL SIS Orientation Guide. All are freely accessible to any potential students prior to their arrival in Australia.

4.2. Orientation Process

EL SIS staff must provide an age and culturally appropriate, effective and complete Orientation Program to ensure that international students are

- welcomed and introduced to key personnel.
- familiarised with the facilities, resources and procedures of the College
- adequately prepared for study at EL SIS and life in Australia.

EL SIS Orientation sessions are designed to inform students of the following:

- Policies and procedures relating to students' rights and responsibilities
- Campus Facilities.
- Support services available to assist overseas students to help them adjust to study and life in Australia.
- English language and study assistance programs
- Legal, emergency and health services.
- Complaints and Appeals processes.
- Requirements for course attendance and progress.
- Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Safety (fire drills, evacuation and points of assembly).
- Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

4.2.1. Orientation Guide

Students are provided with a hard copy of the ELSIS Student Orientation Guide and directed to the ELSIS website as the primary source of detailed information on policies and procedures relating to their rights and responsibilities as ELSIS students, including:

Student conduct – personal and academic.

- Student facilities and services including accommodation and health cover.
- Attendance, leave, compassionate and compelling circumstances.
- Academic performance, assessment, completion, complaints and appeals.
- Academic counselling and support.
- Student enrolment, fees, cancellation of enrolment, transfers and refunds.
- ELSIS staff and staff responsibilities.
- Visa conditions and non-compliance.
- Life and work in Australia for international students.
- ELSIS agents.

4.2.1. Student Post-Arrival Agent Appraisal Questionnaire

Students are asked to complete the Student Post-Arrival Agent Appraisal Questionnaire to provide vital feedback on the general compliance, breadth and depth of information provided by their agents

5. Academic Support Provisions

5.1. ELSIS is committed to establishing awareness of and providing access to the range of student support services available to ELSIS international students to ensure each student achieves effective transition to life and study in Australia and to the intended learning outcomes of their study programs.

5.1.1. ELSIS will facilitate access to learning support services consistent with the requirements of the course, the 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.

5.1.2. ELSIS 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.

5.1.3. ELSIS Teachers will identify students who need academic support. The course coordinator, together with the teacher, will decide on the intervention strategy required to support student progress. The Director of Studies may be consulted.

6. ELSIS Management and Staff responsibilities.

6.1. ELSIS will ensure staff members who interact directly with overseas students are aware of ELSIS's obligation to provide support for students under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

6.2.2. Senior Staff including the DoS/ ADoS, and Senior Student Services Officer are responsible for briefing all staff members who interact directly with overseas students, in particular Student Services staff and teaching and academic staff. This obligation is in line with the ESOS Framework and National Code Standards and the implications of these for students.

7. Procedures for Welfare Support

7.1. During orientation students are informed of welfare services available at ELSIS. They are also told to approach Student Services if they need assistance with booking counselling sessions.

7.2. Students requesting Leave of Absence are required to complete and submit the appropriate form to the ELSIS Student Services Officer who will manage the processing and resolution of the request. Students are able to acquire the appropriate Leave of Absence forms on the ELSIS website and in hard copy at the Student Services Desk.

7.3. Students requesting Accommodation Assistance are referred to the preferred ELSIS accommodation service.

7.4. Students experiencing Health and/or Psychological-emotional Problems will be referred to professional medical services and counsellors by either the ADOS / DOS, who is responsible for handling initial inquiries, assessing the situation and, when necessary, referring students to appropriate help.

7.5. Students experiencing problems of a legal nature, including but not limited to: theft, break-ins, assault, sexual abuse, racial/ethnic abuse and/or discrimination:

- will be referred by the Student Services to the ADOS / DOS.
- ADOS / DOS will then refer the student to the appropriate bodies for assistance.
- Where necessary the Student Services and ADOS / DOS will be available to accompany the student to such services if requested to do so by the student.

8. Student Welfare Support Documentation

8.1 Records of student welfare cases will be maintained by the ELSIS DOS/ ADOS and/ or the ELSIS Counsellor.

8.2 All Student Service support, counselling, referral and reporting, will respect the privacy of students and comply with the requirements of privacy legislation.

9. Critical Incident Policy and Procedure

EL SIS has and implements a documented Critical Incident Policy and Procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Please refer to ELSIS Critical Incident policy for more details.