

CG31-I: Overseas Student Support Services Policy & Procedure

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Purpose

This ensures compliance with Standards 1.7, 4, 5 and 6 of the Standards for Registered Training Organisations (RTOs) 2015 and Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Definitions

ASQA means Australian Skills Quality Authority.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy

Overseas student support services

1. Bayside International College supports 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:
 1. support services available to assist overseas students to help them adjust to study and life in Australia
 2. English language and study assistance programs
 3. any relevant legal services
 4. emergency and health services
 5. Bayside International College's facilities and resources
 6. complaints and appeals processes as outlined in National Code Standard 10 (Complaints and appeals)
 7. requirements for course attendance and progress, as appropriate
 8. support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 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.
2. Bayside International College gives relevant information or provides referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in National Code Standard 6.1 (detailed in item 1 above), at no additional cost to the overseas student.

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3. Bayside International College offers 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.
4. Bayside International College facilitates 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 (not applicable).
5. Bayside International College designates a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers has access to up-to-date details of Bayside International College's support services.
6. Bayside International College has sufficient student support personnel to meet the needs of the overseas students enrolled with Bayside International College.
7. Bayside International College ensures its staff members who interact directly with overseas students are aware of the college's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
8. Bayside International College 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. Bayside International College maintains 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.
9. Bayside International College:
 - takes all reasonable steps to provide a safe environment on campus and advises overseas students and staff on actions they can take to enhance their personal security and safety. This information is available in the *Student Handbook* and will be discussed in Orientation.
 - provides information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents. This information is available in the *Student Handbook* and will be discussed in Orientation. It is also available in the *Complaints and Appeals Policy and Procedures* and *Critical Incident Policy and Procedures*.
 - provides overseas students with or refers them (including electronically) to general information on safety and awareness relevant to life in Australia. This information is available in the *Student Handbook* and will be discussed in Orientation.
10. In accordance with the Standards Support Learners Clause 1.7, Bayside International College provides the following support:
 - Language, Literacy and Numeracy (LLN) support, in accordance with Bayside International College's *Language, Literacy and Numeracy Policy and Procedures S35-I*.
 - Reasonable adjustment in assessment, i.e., modifications to assessments, including:
 - Adapting physical facilities, environment and/or equipment (e.g., setting up hearing loops)
 - Making changes to the assessment arrangements (e.g., more time allowed for assessments)
 - Making changes to the way evidence for assessment is gathered (e.g., written questions asked orally)

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- Welfare services to help with the mental, physical, emotional and social well-being of overseas students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, stress management, and academic and study issues. This information is available in the *Student Handbook*.
11. The provision of this support will be at no cost to the student unless they are referred to an external support organization; i.e. the costs associated with the initial referral will be borne by Bayside International College, however the student will be responsible for any ongoing costs that may arise as a result of the referral.
- Bayside International College will provide the opportunity for students to access welfare-related support services to assist them with issues that may arise during their study, including course progress and attendance and accommodation issues. These services will be provided at no additional cost to the student. If Bayside International College refers the student to external support services, Bayside International College will not charge for the referral. However, any on-going costs associated with a referral will be paid for by the individual student.
 - This information is available in the *Student Handbook*.
12. Bayside International College's *Critical Incident Policy and Procedures CG30-I* covers the action that will be taken in the event of a critical incident, what will be required during the follow-up to the incident, and what records of the incident will be taken and action(s) taken following the incident.
13. Bayside International College's Student Services Officer/Student Contact Officer (SSO/SCO) will be the nominated points of contact for students. All international students will have access to the SSO/SCO during normal business hours (Monday to Thursday, 8:30 a.m-3:00 p.m.). If students require access outside these hours, an appointment will need to be made to arrange a suitable time. This information is available in the *Student Handbook*.

Procedure

Refer to Standard 6 of the National Code

Procedure	Responsibility
<p>1. Pre-enrolment information</p> <ul style="list-style-type: none">Bayside International College provides free and accurate pre-enrolment information to all students in the form of the <i>Letter of Offer and Student Agreement</i> and the <i>Student Handbook</i> (which is available in hard copy and as a download from the Bayside International College website). Both of these are age- and culturally-appropriate.The following information, as well as other information useful to prospective and accepted overseas students, is addressed in at least one if not both of the pre-enrolment documents:<ul style="list-style-type: none">support services available to assist overseas students to help them adjust to study and life in AustraliaEnglish language and study assistance programsany relevant legal servicesemergency and health services	PEO

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<ul style="list-style-type: none"> ○ Bayside International College's facilities and resources ○ complaints and appeals processes as outlined in National Code Standard 10 (Complaints and appeals) ○ requirements for course attendance and progress, as appropriate ○ support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia ○ 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. 	
<p>2. Orientation</p> <ul style="list-style-type: none"> • Bayside International College provides an age- and culturally-appropriate orientation to all overseas students on their first day of their course • The orientation will include information about adjusting to living and studying in Australia, and as a minimum the following information: <ul style="list-style-type: none"> ○ support services within Bayside International College available including services to assist students to meet course progress and attendance requirements ○ Welfare-related support services, including that these services are provided at no cost for internal services; and where the student is referred to an external service, there is no cost for the referral ○ Contact details for Bayside International College's point of contact for support (SSO/SCO) ○ Details of legal services that students may access ○ Information about and contact details for emergency and health services ○ facilities and resources available on campus ○ complaints and appeals processes; and ○ information on visa conditions relating to course progress and attendance. • Remind students that the information provided at orientation is included in the <i>Student Handbook</i>. • Where a student commences their course after the first day of orientation, provide the student with a one-to-one orientation. 	Head Trainer and Assessor / PEO
<p>3. Referrals to support services</p> <ul style="list-style-type: none"> • The SSO/SCO 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 National Code Standard 6.1 (detailed above), at no additional cost to the overseas student 	SSO/SCO
<p>4. Supporting students in their expected learning outcomes</p> <ul style="list-style-type: none"> • Bayside International College offers 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 	Head Trainer and Assessor / PEO

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<ul style="list-style-type: none"> Refer to Bayside International College's <i>Course Progress and Attendance Monitoring Policy and Procedures</i> for detailed information about how students' course progress will be monitored and intervention strategies will be implemented These learning support services (consistent with the requirements of the course, mode of study and the learning needs of overseas student cohort) will be readily accessible to all Bayside International Students, including overseas students undertaking online or distance units of study (not applicable) Students may also request or be identified as needing individual support, in which case an individual support plan may be developed (see below) 	
5. Language, literacy and numeracy (LLN) assessments <ul style="list-style-type: none"> Refer to Bayside International College's <i>Language, Literacy and Numeracy Policy and Procedures</i> for detailed information about the Bayside International College LLN assessment process and LLN support services available to Bayside International College students 	Head Trainer and Assessor
6. Assessing other individual needs <ul style="list-style-type: none"> <i>Application for Enrolment Forms</i> are to be reviewed to identify if the student has indicated they require any additional support on the form. Individual needs may also be identified verbally during initial enquiry, entry / pre-training interviews or other. Where individual support needs have been identified this to be referred to the Head Trainer and Assessor and PEO. The PEO will further discuss the needs with the student to identify how Bayside International College can support the student. An individual support plan may be developed to assist the student through the course (see below), or the student may be referred to an external service for support before enrolment, such as English language courses, employment support, lower level or more suitable qualifications delivered by other providers. A student may not be offered a place for enrolment if Bayside International College is not able to support the student in the course, including if the student has not demonstrated the minimum required level of English. 	PEO / Head Trainer and Assessor
7. Individual support plans <ul style="list-style-type: none"> For students that have had individual support requirements identified, an Individual Support Plan will be developed using the <i>Individual Support Plan Meeting and Strategy Form</i>, which will outline the strategies used to provide the student with additional support over and above what is normally offered in the course. These may include: <ul style="list-style-type: none"> Additional one-on-one support from the trainer/assessor. Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor (not applicable). Adjustments to the way training resources are accessed or provided. Adjustments to the way assessments are to be conducted or extra time for assessments. Additional online support 	Head Trainer and Assessor / PEO

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<ul style="list-style-type: none"> ○ Linking with additional resources in the community • These learning support services (consistent with the requirements of the course, mode of study and the learning needs of overseas student cohort) will be readily accessible to all Bayside International Students, including overseas students undertaking online or distance units of study (not applicable) • The PEO should meet with the student identify and discuss support services and interventions with the student. Record these in the <i>Individual Support Plan Meeting and Strategy Form</i>. • Ensure form is signed by the student to state that they agree to the support services and interventions and give student a copy for their records. • Implement support services and interventions as soon as possible and within 5 working days of the meeting. • If appropriate, have one or more follow-up meetings with the student to review the support services and interventions and the outcomes thereof. Record the meeting(s) and any changes to the support services and interventions on the <i>Individual Support Plan Meeting and Strategy Form</i>. 	
<p>8. Student support staff</p> <ul style="list-style-type: none"> • Bayside International College will ensure that it has sufficient student support staff to meet the needs of the enrolled overseas students • Bayside International College ensures its staff members who interact directly with overseas students are aware of the college's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. • Bayside International College's Student Services Officer/Student Contact Officer (SSO/SCO) will be the nominated points of contact for students <ul style="list-style-type: none"> ○ All international students will have access to the SSO/SCO during normal business hours (Monday to Thursday, 8:30 a.m-3:00 p.m.) ○ If students require access outside these hours, an appointment will need to be made to arrange a suitable time ○ This name and contact information of the SSO/SCO is available in the <i>Student Handbook</i>. • Update contact details of support staff if contact details change. 	Head Trainer and Assessor / PEO
<p>9. Making Reasonable Adjustments</p> <ul style="list-style-type: none"> • Reasonable Adjustments may be required to training and/or assessment methods for students with a disability to provide them with the same educational opportunities as everyone else. • Assessors can refer to this guide for further information about how and when to make reasonable adjustments: https://www.asqa.gov.au/news-publications/publications/fact-sheets/providing-quality-training-and-assessment-services-students • When determining whether an adjustment is reasonable, consider the information in the above-mentioned guide and refer to the Disability Standards for Education 2005 and its subsequent updates: https://www.education.gov.au/disability-standards-education-2005 • Where a reasonable adjustment is made to assessment, this should be documented in the Assessment Record Tool. 	Head Trainer and Assessor / PEO

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10. Critical incidents <ul style="list-style-type: none"> Refer to Bayside International College's <i>Critical Incident Policy and Procedures</i> for detailed information about how Bayside International College manages 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. Bayside International College maintains 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. 	PEO

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