



Student Support Policy & Procedure



Introduction

Australian Technical College Western Australia (ATCWA) ensures that it has sufficient and adequate support services in place for international students.

Purpose

To ensure that ATCWA supports students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Scope

This policy and procedure applies to all types of support services that might reasonably be required by international students while studying at ATCWA.

Responsibilities

Student Services, Management

Definitions

International student means international students or intending international students on a student visa under the Migration Act 1958.

Alignment	
National Code of Practice for Providers of Education and Training to Overseas Students 2017	
Part C (Section)	12.1
Part D (Standard)	5.1c, 5.1d, 5.2, 5.3a, 6.1a - f, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 10.4b.
National Code of Practice for Providers of Education and Training to Overseas Students 2018	
Part B (Standard)	6.1.1, 6.1.2, 6.1.3, 6.1.4, 6.1.5, 6.1.6, 6.1.7, 6.1.8, 6.1.9, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 6.8, 6.9.1, 6.9.2, 6.9.3



Document Control

Version	Date	Author	Change Description
001	6 June 2019	ATCWA	Creation of policy
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Policy Statement

ATCWA will ensure that they assist international students to adjust to study and life in Australia, including through the provision of a mandatory age and culturally appropriate orientation program that includes information about:

- a) Student support services available to international students in the transition to life and study in a new environment;
- b) English language and study assistance programs;
- c) Legal services where relevant;
- d) Emergency and health services;
- e) ATCWA's facilities and resources;
- f) Complaints & appeals processes;
- g) Any student visa condition relating to course progress and/or attendance as appropriate;
- h) General or personal circumstances that are adversely affecting their education in Australia;
- i) Information related to living in Australia including (but not limited to):
 - i. Maximising their personal security and safety both on and off campus;
 - ii. How to seek assistance and report incidents that affect international student wellbeing, including critical incidents; and
 - iii. Providing international students with general information on safety and awareness relevant to life in Australia such as (but not limited to):
 - Swimming and beach safety;
 - Driving in Australia;
 - Nightlife in Australia; and
 - Assault (including physical, financial, sexual and emotional).
- j) Information related to working in Australia including information such as (but not limited to):
 - i. Employment rights;
 - ii. Conditions of employment;
 - iii. Resolving workplace issues; and
 - iv. The role of the Fair Work Ombudsman.

ATCWA must give relevant information or provide referrals for international students to participate in services or provide access to services designed to assist international students above. ATCWA must also provide the opportunity for international students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the international student. If the registered provider refers the international student to external support services, the registered provider must not charge for the referral. While providing a referral service for many community-based and fee for service providers who can assist with general welfare and academic support, ATCWA also provides reasonable support to international students enabling them to achieve their expected learning outcomes.

ATCWA has in place access to learning support services consistent with the requirements of the CRICOS registered courses it offers, regardless of the locations of these courses, the modes of study being undertaken or the individual needs of international students enrolled in those courses. ATCWA has the following learning support services available internally:

- one-on-one appointments with trainers and assessors
- Language, Literacy and Numeracy [LLN] support and
- tutorial support.

Where ATCWA does not have the learning support services available internally, it provides access via a referral to specialist centres and professionals who can provide the learning support required.

ATCWA does not offer online or distance learning in any of its CRICOS registered courses however, if it chooses to do so in the future, ATCWA will ensure that there are sufficient and adequate learning support services in place to assist international students with these modes of study.

These support services include regular monitoring inside and outside the class by the trainer and assessor as well as student support staff working collaboratively to ensure that the international student has, and accesses, all required support strategies. Where possible and relevant, ATCWA staff will liaise with any external agencies as part of a broader intervention strategy to support the international student maximising their ability to achieve and maintain satisfactory course progress.

ATCWA must have a documented *Critical Incident Policy*, together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, records of the incident and remedial action taken. These records must be maintained for at least two (2) years after the international student ceases to be an accepted student of ATCWA. It is recognised that an international student might be an accepted student of ATCWA for more than two (2) years due to any number of factors, including for example (but not limited to) having a pathway program. As the National Code 2018 is so far silent on whether an 'accepted student' means accepted student of the CRICOS registered provider or the CRICOS registered course is unclear and until such time as the issue can be clarified by regulators, ATCWA interprets this to mean two (2) years after the international student is no longer an accepted student of ATCWA studying in any of ATCWA's CRICOS registered courses.

ATCWA must also designate a member of staff or members of staff to be the official point of contact for international students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services. The Student Support Officer performs these duties as required at ATCWA.

ATCWA must have sufficient student support personnel to meet the needs of the international students enrolled. ATCWA must also ensure that its staff members who interact directly with international students are aware of the registered provider's obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations.

Procedure

Student Orientation

1. ATCWA must provide a compulsory orientation session to all international students prior to commencement of their course. This will usually take place in a group format, however, where the international student does not arrive in Australia in time for the orientation, or misses the compulsory session for any reason, the international student must complete an orientation session with Student Support Officer or Director of Studies prior to commencing classes.
2. The compulsory international student orientation must include all of the following elements:
 - a) Student support services available to students in the transition to life and study in a new environment;
 - b) English language and study assistance programs;
 - c) Legal services where relevant;
 - d) Emergency and health services;
 - e) ATCWA's facilities and resources;
 - f) Complaints & appeals processes;
 - g) Any student visa condition relating to course progress and/or attendance as appropriate;
 - h) General or personal circumstances that are adversely affecting their education in Australia;
 - i) Information related to living in Australia, including (but not limited to):
 - i. Maximising their personal security and safety both on and off campus;
 - ii. How to seek assistance and report incidents that affect international student wellbeing, including critical incidents; and
 - iii. Providing international students with general information on safety and awareness relevant to life in Australia such as (but not limited to):
 - Swimming and beach safety;
 - Driving in Australia;
 - Nightlife in Australia; and
 - Assault (including physical, financial, sexual and emotional).
 - j) Information related to working in Australia including information such as (but not limited to):
 - i. Employment rights;
 - ii. Conditions of employment;
 - iii. Resolving workplace issues; and
 - iv. The role of the Fair Work Ombudsman.
 - k) Occupational Health and Safety at ATCWA, including evacuation points;

- l) Introduction to courses offered by ATCWA;
- m) Ensure that important information from the student handbook is reviewed;
 - i. Complaints and Appeals;
 - ii. Refunds;
 - iii. Assessment and reassessment;
 - iv. ESOS Framework;
 - v. Course progress and attendance expectations; and
- n) International students are provided with an orientation kit which includes a variety of forms and information for international students, including application forms for RPL, credit transfer and/or course credit, code of conduct, etc. All of the requirements for the Orientation Kit are to be marked off on the Orientation Kit Checklist and later placed on the international student's file.

Overseas Student Contact Officer

1. ATCWA will dedicate a staff member at all times as the internal Overseas Student Contact Officer; this role is known as Student Support Officer. The Overseas Student Contact Officer and/or Student Support Officer will ensure that they make themselves available as a student contact point at all times for contact and referral in relation to academic enquiries, student support and general welfare matters. Where the Overseas Student Contact Officer and/or Student Support Officer has been notified by ATCWA staff that they have concerns about a student's academic, support or general welfare, the Overseas Student Contact Officer and/or Student Support Officer must make confidential enquiries with the student and, where necessary, refer the student for further support. The provision of support within ATCWA is at no cost to the student, however, should the student be required to obtain external support (such as counselling, medical advice, legal assistance), these costs are to be paid for by the student. Where possible, the Overseas Student Contact Officer and/or Student Support Officer will try and refer the student to a free or low cost service when available although this may not always be possible.
2. The Overseas Student Contact Officer and/or Student Support Officer will:
 - a) Assist the student with concerns including academic, course progress or attendance and refer the international student to any relevant training staff who may be able to provide further support or advice; and
 - b) Where a staff member of ATCWA becomes aware of an international student having an accommodation or general welfare issue, they must refer the international student to the Overseas Student Contact Officer and/or Student Support Officer who will provide advice (or refer if necessary) and provide counselling assistance with personal, emotional or cultural issues. Where the Overseas Student Contact Officer and/or Student Support Officer is not a qualified counsellor, they will not provide personal counselling in areas where they are not qualified to provide such advice and will always refer international students to qualified counsellors external to the organisation. It should be noted that the international student's OSHC cover will often have a free 24-hour counselling and legal service to support international students also.

3. The Overseas Student Contact Officer and/or Student Support Officer will maintain a confidential record of all student support enquiries and maintain a student support file that will remain confidential at all times. These files are to be locked at all times and kept in the Overseas Student Contact Officer and/or Student Support Officer office. Any electronic notes about the international student's visit regarding support services must be made securely and be password protected or only accessible by the Overseas Student Contact Officer and/or Student Support Officer and the Chief Executive Officer.
4. Where the international student has established contact with student support services for any reason that may impact on their academic course progress or attendance, the Overseas Student Contact Officer and/or Student Support Officer must complete a file note and liaise with academic (and any other relevant staff) to ensure that the international student is supported as required.
5. The Overseas Student Contact Officer and/or Student Support Officer will prepare a quarterly report for the Chief Executive Officer to ensure that if more support services are required, the CEO can make provision for it, review the provision of all support services provided and identify ways of ensuring continuous improvement of ATCWA's provision of support services.
6. All staff that commence employment with ATCWA and interact with international students must, as part of their induction program, be provided with information regarding the National Code as it relates to their employment. Furthermore, all employees of ATCWA must complete the [ISANA National Code Online Tutorial](#) within the first month of their employment at ATCWA.

Related Documents

- Accuracy & Integrity of Marketing Procedure;
- Client Information Procedure;
- Compliance with Legislation Procedure;
- Continuous Improvement of Client Services Procedure;
- Continuous Improvement of Training & Assessment Procedure;
- Critical Incident Policy & Procedure (CRICOS);
- Management Review Procedure;
- Monitoring & Review Procedure;
- Partnership Arrangements Procedure;
- Records Management Procedure;
- Registration Compliance Policy; and
- Work Based Training & Assessment Procedure.