

## International Student Pastoral Support Services Policy

*Alphington Grammar School is governed by the regulations and guidelines of The Education Services for Overseas Students Act (2000) (The 'ESOS Act') and the National Code 2018. Standard 6 of the National Code 2018 requires that the School supports International Students in adjusting to study and life in Australia by providing the International Student information on or access to an age and culturally appropriate orientation program. The School maintains evidence of compliance with this policy by maintaining records of our orientation program, records of critical incidents and records of designated student support personnel in accordance with this policy. Records will be maintained in accordance with our International Students Records Management and Retention Policy.*

### 1. Policy Statement:

- 1.1. Alphington Grammar School's Policy is to provide all information stipulated by Standard 6 of the *National Code 2018* in our International Student Orientation Program.

### 2. Procedure:

- 2.1. International Students are entitled to receive access to the following information:
  - support services available to assist International Students and to help them adjust to study and life in Australia;
  - English language and study assistance programs;
  - any relevant legal services;
  - emergency and health services;
  - the School's facilities and resources;
  - complaints and appeals processes as outlined in Standard 10 of the *National Code 2018* (Complaints and Appeals);
  - requirements for course attendance and progress, as appropriate;
  - the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia;
  - services through which students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman; and
  - provide access to the Department of Home Affairs information on Life in Australia. This is done both through our website and in our Letter of Offer.
- 2.2. Standard 6.2 of the *National Code 2018* requires the School, upon request of the student, to provide relevant information or appropriate referrals to International Students requesting assistance in relation to the services/programs offered by the School as listed above, at no additional cost to the International Student.

### 3. Services:

- 3.1. The School recognises that International Students may face pastoral and personal difficulties during their time in Melbourne and with Alphington Grammar School, adjusting to a new country and school. The School facilitates access to the following services:
  - Counselling for general or personal matters;
  - Nursing Services;
  - Health and Disability Services;
  - English and Academic Support Services;
  - Relevant Legal Services; and
  - Emergency and Health Services.

#### **4. Responsibilities:**

- 4.1. Alphington Grammar is required by Standard 6.5 to designate a member or members of staff to be the official point of contact for International Students.
- 4.2. The School has an appointed International Student Coordinator as the designated first point of contact for our International Students.
- 4.3. Students are introduced to the International Student Coordinator during their orientation and given their contact details, which provide a 24 hour line of communication.
- 4.4. School's International Student Contact Officers must have up to date contact details of all International Students enrolled at the School, and they must also provide their contact details to students enrolled at the School.

#### **5. Support Personnel:**

- 5.1. Standard 6.6 of the *National Code 2018* requires the School to have sufficient student support personnel to meet the needs of all International Students enrolled at the School.
- 5.2. The number and type of student support personnel at the School have been selected to ensure that International Students are supported in adjusting to study and life in Australia and throughout their enrolment.
- 5.3. International Students are supported by:
  - International Student Coordinator;
  - Our International Student Contact Officers;
  - Teaching Staff; and
  - Interpreters.

#### **6. Training and review:**

- 6.1. The School is required by Standard 6.7 of the *National Code 2018* to ensure that staff members who interact directly with International Students are aware of the School's obligations under the ESOS frameworks and potential implications for International Students arising from the exercise of these obligations.
- 6.2. The School provides annual training for all staff which outlines the School's obligations under the ESOS Framework.
- 6.3. All Staff have access to the International Student Policy & Procedures Handbook (ISPPH) should they want to learn more about the School's obligations.
- 6.4. Where any changes/updates occur in regards to the School's policies or procedures with International Students of Alphington Grammar School, staff will be informed as soon as practicable.
- 6.5. The School provides information about the ESOS framework in our Staff Handbook. This handbook is distributed to Staff at induction as an initial introduction to the day to day management of International Students.
- 6.6. The School provides annual training to the International Student Coordinator and their support staff on the following:
  - The Victorian Child Safe Standards and how they apply to International Students;
  - The School's policies and procedures for managing emergency situations and critical incidents;
  - Policies and procedures for verifying that the Student's accommodation is appropriate to the Student's age and needs; and
  - The ESOS Act, The National Code (2018) and any VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18 issued.

**7. Record Keeping:**

- 7.1. Alphington Grammar School implements a documented policy and process for managing critical incidents that could affect an International Student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm, in accordance with Standard 6.8 of the *National Code 2018*.
- 7.2. The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident.
- 7.3. This record is kept for at least two years after the Student ceases to be enrolled.

**8. Duty of Care:**

- 8.1. The School adheres to the *Safe School Environments* requirements as stipulated by Standard 6.9 of the *National Code 2018*. In accordance with this, the School:
  - takes all reasonable steps to provide a safe environment on campus and advise International Students and Staff on actions they can take to enhance their personal security and safety;
  - provides information to International Students about how to seek assistance for and report an incident that significantly impacts their wellbeing, including critical incidents;
  - provides International Students with or refers them to (including electronically) general information on safety and awareness relevant to life in Australia; and
  - has developed and effectively implemented a Student Duty of Care Program and Child Protection Program that applies to all students enrolled at the School, including International Students, to ensure the safety of all students.