



# STUDENT SUPPORT SERVICES POLICY

RTO No. 31822  
CRICOS Provider No. 03604C

<b>Policy Name:</b>	Student Support Services Policy
<b>Policy Number:</b>	RTOP6
<b>Current Version:</b>	04
<b>Next Revision Date:</b>	November 2020
<b>Purpose:</b>	To ensure that PI support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.
<b>Related policies and legislation:</b>	<ul style="list-style-type: none"> <li>• Education Services for Overseas Students (ESOS) legislative framework (ESOS Framework) (<a href="https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx">https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx</a>)</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) (<a href="https://www.legislation.gov.au/Details/F2017L01182">https://www.legislation.gov.au/Details/F2017L01182</a>)</li> </ul>

## Glossary of Terms/Definitions

<b>Adjust to life and study in Australia</b>	Making the transition to a new life and study is a social and academic experience - both aspects are important in the process of a student's adjustment.
<b>Appeal</b>	An appeal is a process for requesting a formal change to a decision.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>Critical Incident</b>	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
<b>DET</b>	Department of Education and Training
<b>ESOS</b>	Education Service for Overseas Students
<b>ESOS Framework</b>	Principally comprises the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2000 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code. The ESOS framework is supported by the Migration Act 1958 and the Migration Regulations 1994 and various state and territory legislation relevant to the education of overseas students.
<b>Orientation</b>	A detailed introduction designed to help students settle into their specific institution and to provide them with information to fully prepare for the start of classes and enable them to make an adjustment or adaptation to a new environment, situation, and custom.
<b>PI</b>	Peach Institute
<b>PRISMS</b>	Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation of Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
<b>SCO</b>	Student Contact Officer. An employee(s) of the registered provider deemed to have an appropriate level of skill, knowledge and expertise who is able to provide advice to overseas students on a range of matters.
<b>Welfare</b>	Consideration is given to the mental, physical, social and spiritual well-being of overseas students.
<b>Welfare Related Support Services</b>	Services which address the mental, physical, social and spiritual well-being of overseas students. These services may include, through direct provision or 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, and stress-management. It may also include advice on academic and study issues.

## **INTRODUCTION**

Peach institute has an obligation under the ESOS framework, to support students to help them adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course, access to relevant legal services/emergency and health services. The support services and orientation program PI offers, are student focused, PI have Critical Incident Policy to ensure the interests of students and their families are managed appropriately in certain circumstances that would be considered distressing and upsetting for a student and/or family member.

### **1.0 Student Assistance**

PI has a range of student support services and resources including formal and informal counselling referral services, assistance in maintaining course progress, assistance in meeting course requirements, and Student Contact Officers (SCO)/Student Support Officer (SSO).

These services are provided at no additional cost to the student. If it is necessary to refer a student to an external support service e.g. medical practitioner, PI does not charge for the referral or any additional fee to provide this information. Students are made aware of these services and provided with afterhours contact details for SCOs at orientation. Students are provided with a list of contact information for a number of external service providers, ranging from phone counselling to alcohol and drug services.

All international students are welcomed to access the PI's student support services if any issue arises during their study, including course progress requirements and accommodation issues. Student's first /official point of contact will be their Trainer/Assessor who will also act as Student Support Advisers (SSA), however student may choose to contact to any SSA or SSO other than their Trainer/Assessor, once SSA or SSO have collected the information they will analyse it, if they can resolve the student issue, or they will contact Student Support Officer pass on the information, and appropriate action will be taken.

### **2.0 Arrival Services**

Commencing international students may have access to arrival services which may include:

- Airport pick-up service (chargeable);
- Arrangement for temporary accommodation by request (chargeable to the student);
- A greeting service including assistance in using public transport, opening bank accounts and purchasing a car, these assistance/referral services provided (at no charge to the student).

### **3.0 The Orientation and Enrolment Program**

The PI will assist students to adjust to study and life in Australia via a number of mechanisms, including through the provision of an age and culturally appropriate orientation program that includes but not limited to information on:

- PI's facilities and resources
- complaints and appeals processes
- requirements for course progress
- the support services available to assist students with general or personal circumstances that are

adversely affecting their education in Australia

- information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work etc.
- Program outline
- Course requirement
- Staff introduction
- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency, health and safety services
- Student code of conduct
- Refund policy
- Deferment, suspension and cancellation policy
- Complaints and appeals processes,
- any student visa condition relating to program progress and/or attendance as appropriate
- Q&A session.

PI will also provide a Student Handbook with information and web linked resources coverings topics such things as:

- Emergency phone numbers and services
- Student visa obligations
- Government department web links (DET, DHA)
- Compliant and appeals policy
- Academic requirements.

Orientation is compulsory for all students.

#### **4.0 Student Contact/ Support Officer/s**

National Code 2018 requires the PI to designate member/s of staff to be the official point of contact for students. The Chief Executive Officer and the Student Support Officer/Manager have been designated with specific responsibility for the provision and coordination of support services to international students, where as student's first point of contact will be their Trainer/Assessor who will also act as Student Support Advisers (SSA).

These services include assistance to students to adjust life and study in Australia, including any academic or study problems. Students are made aware of these services during the orientation program and are provided with the 24 hour contact details for all designated staff members. Student Support Advisers and Student Support officers (SSOs) will have access to most updated PI's policies and procedures. They will be notified of any update to the information, and will be provided to them by the PI or details of the PI's support services.

Peach Institute will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to PI's student support services, at no additional cost to the overseas student. PI will ensure that it's staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework

## 5.0 Sufficient Student Support Personnel

National Code 2018 requires that the PI have sufficient support personnel to meet the needs of its students. Students are informed at orientation and provided the contact numbers and email addresses for:

- Student Support Advisers
- Student Support Officers

## 6.0 Critical Incident Policy

The National Code 2018 specifies that the PI must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. PI's critical incidents policy applies to incidents involving staff and international students. PI realizes and accepts that in most cases international students do not have close family available to care and provide support to them in Australia. In a critical incident involving international students, PI needs to respond in a timely manner, ongoing support is provided to a student in need; and records are maintained.

### 6.1 Definition of a Critical Incident:

**Critical Incident** is a traumatic event or the threat of such (within or outside Australia) which is likely to cause extreme stress, fear or injury involving PI, its staff and/or students. Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident but a case-to-case basis is considered.

### 6.2 Traumatic Event: a traumatic event, could include (but not limited to):

- Missing students
- Severe oral, written or psychological aggression
- Death, serious injury or any threat of these
- Explosion or bomb threat
- Murder or suicide
- Natural disaster, and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Signs of physical and/or sexual abuse, and neglect.

## 7.0 Compliance Information to Staff

National Code 2018 provides that the PI must ensure that its staff members that interact directly with students are aware of obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Staff members are made aware of our obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations in the following ways:

- By providing relevant Policies and Procedures;
- Staff induction – CRICOS Training will be provided to relevant staff;
- Training sessions, formal and informal.

- Formal and informal meetings.
- Circulation of information/ updates to the staff.

