

## **INTERNATIONAL STUDENT SUPPORT AND WELFARE POLICY**

### **1.0 Purpose**

“Registered providers 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.”

- 1.1 The purpose of this policy and procedure is to ensure that The Australian International Performing Arts High [AIPAH] abide by the requirements of The National Code 2007 as per Standard 6 – Student Support Services. This policy applies to all international students enrolled in years 7 to 12.

### **2.0 Responsibility**

- 2.1 The Overseas Student’s Advisor and Student Services Welfare Coordinator are responsible for
  - i. the implementation of this policy
  - ii. ensuring that all international students are aware of and have access to the policy that staff are aware of and implement the requirements of the policy as and where needed.
- 2.2 The Principal is responsible for monitoring the application of this policy.

### **3.0 Method**

- 3.1 A team of designated officers are appointed to ensure successful adjustment by international students to life and study in Australia and assist in the resolution of any student problems that may arise. This team consists of the Overseas Student’s Advisor and Student Services Welfare Coordinator, the Principal and a representative from Global Experience Pty Ltd.
- 3.2 The Overseas Student Advisor is responsible for ensuring that prospective students receive comprehensive information about the school, the course and living in Australia prior to acceptance and enrolment. Overseas Student’s Advisor and Student Services Welfare Coordinator ensure that students have access to all information which will assist them to settle into the school and support their adjusting to the Australian way of life and culture. This information will be available from the International Student Handbook, the website and on personal request from the office.
- 3.3 All students/prospective students are required to declare on the student offer and acceptance agreement that they have read the Student International Handbook including the Refund Policy, and the Complaints and Appeals Policy.
- 3.4 Attendance at orientation is mandatory for all students. Orientation takes place before the start of the school term –usually one or two days before term start date
- 3.5 At orientation a clear, concise and easily understood orientation information booklet [age and culturally appropriate] will be provided to the students which contain information for services that the student may access to support their welfare- academic and non-academic.
- 3.6 Students are made aware of the various support services at the orientation program and in the International Student Handbook which include
  - i. Legal services
  - ii. Emergency and health services
  - iii. Facilities and resources
  - iv. Complaints and appeals processes, and
  - v. Any student visa condition relation to course progress and/or attendance as appropriate

- 3.7 The welfare officers will be introduced to the student/s at orientation. Contact details for the welfare officers will be made available to the students during the orientation program. There will be two contacts available 24hrs a day in case of an emergency. The mobile numbers of these contacts will be provided to the student/s at orientation.
- 3.8 All welfare-related services are provided by AIPAH are at no cost to the student. This includes referrals to external support services and includes assistance with issues that may involve:
- i. Course progress/academic issues [ academic staff]
  - ii. Attendance issues [Welfare officers & Principal]
  - iii. Accommodation and/or guardianship issues [Welfare officers/Principal/Global Experience representative]
  - iv. Personal issues [Welfare officers/Principal]
- 3.9 The student will be referred to external support services where legal, medical or psychological advice is sought and professional expertise is required. Staff may not provide any such advice, which requires professional expertise and/or opinion.
- 3.10 The Overseas Student's Advisor must maintain up-to-date details of all support services.
- 3.11 **Critical Incidents.** AIPAH has developed a Critical Incident Policy and Procedures to guide and assist staff and students in responding appropriately to incidents that are likely to cause trauma to individuals and/or affect the campus or AIPAH as a whole. The Critical Incident Policy establishes basic procedures and reporting systems to cover the range of critical incidents which may occur. The Critical Incident Policy ensures that AIPAH has an effective approach to responding to critical incidents as they occur
- 3.12 All teachers will assist students to adjust to the new learning environment and ensure that the student is coping with assignment tasks and assessment and teaching methodologies. If need be teachers will refer the student to an academic support/intervention programme.
- 3.13 The Principal will monitor the academic and general welfare needs of the student and ensure that the student is aware of and has access to all
- i. support processes including both informal and formal complaints
  - ii. appeal procedures and
  - iii. a support person at any time for any formal process
  - iv. external appeals processes if they are not satisfied with the outcome and/or process of an internal appeal.
- 3.14 The Principal will liaise with teaching staff in regard to in-service training with appropriate organisations to ensure that teachers with international students are aware of the special requirements of international students
- 3.15 All staff directly involved with international students i.e. Overseas Student's Advisor and Student Services Welfare Coordinator are trained in the requirements of the ESOS Act, the ESOS Regulations, the National Code 2007 and relevant student visa issues. Training of staff is conducted at induction and throughout each year and covers the purpose and aims of the ESOS legislative framework, the roles and responsibilities of various branches of government, CRICOS registration matters and the 15 Standards of the National Code 2007.
- 3.16 All staff directly involved with international students i.e. Overseas Student's Advisor and Student Services Welfare Coordinator will be required to undertake professional development programs to build their expertise and understanding of how to assist international students adjust to their life as students in Australia and to assist international students resolve problems that could impede completion of their studies. In addition to

induction training and ongoing professional development, AIPAH issues staff with regular email updates and other information in respect to changes to the ESOS legislative framework and any related legislation

- 3.17 Managers will be encouraged to join organisations such as ISANA (International Students Advisors Network of Australasia) to enable networking opportunities and expertise within this industry.

#### **4.0 Records**

Records of all support and/or intervention processes for students' will be maintained on the student file.