



OVERSEAS STUDENTS

Support Services Policy

1. Scope and Purpose

- 1.1 The School must provide adequate support services to Overseas Students enrolled at the School pursuant to a student visa (subclass 500) in accordance with Standard 6 of the National Code.

2. Support Services and Orientation Program

- 2.1 There are a range of support services available to Overseas Students at the School, to assist them to transition to life and study in Australia. These services are explained at the orientation program prior to Term 1 of each year, or when a new Overseas Student commences at the School.
- 2.2 Overseas Students will be provided with the following information during orientation:
 - 2.2.1 support services available to assist Overseas Students to help them adjust to study and life in Australia;
 - 2.2.2 availability of legal services;
 - 2.2.3 emergency and health services;
 - 2.2.4 the School's facilities and resources;
 - 2.2.5 support services available to assist Overseas Students both at the School and externally;
 - 2.2.6 services Overseas Students can access regarding their employment rights and conditions and how to resolve workplace issues (if applicable); and
 - 2.2.7 information regarding safety and awareness within Australia.
- 2.3 Overseas Students will receive a Student Safety Card on Day 1 of the orientation program with the contact details of the School and Homestay Provider.
- 2.4 The School will inform the Overseas Student before commencement the requirements to achieve satisfactory course progress and where applicable, attendance in each study period. This is outlined in the Written Agreement and outlined at the Orientation Program.

3. Pastoral Team and Learning Coach

- 3.1 The Overseas Student's pastoral team within their allocated house are a dedicated team who provide academic and pastoral support to Overseas Students. They include the Head of House, Assistant Head of House, House Assistant, Resident Tutor and other teaching and non-teaching staff allocated to the house. They have rostered duty times within the house and are often the first point of contact for any questions or concerns.
- 3.2 The Overseas Student's Learning Coach is allocated to an Overseas Student in a tutoring roll, and assists with academic support.

4. Academic Support

- 4.1 Overseas Students are able to book individual consultation times with their teachers to discuss coursework at allocated times.

5. Overseas Student Officer

- 5.1 A dedicated Overseas Student Officer is employed by the School and is available to support the Overseas Student's Head of House, pastoral team, Overseas Student and family. The Overseas Student Officer is trained in the ESOS Act and legislative requirements and can guide Overseas Students and their families in all matters related to the ESOS Act.
- 5.2 The Overseas Student Officer is a member of the Critical Incident Response Team by invitation and is trained in managing critical incidents involving Overseas Students.
- 5.3 The Overseas Student Officer is also responsible for approving and managing all homestay providers.

6. Child Safety Policies

- 6.1 The School has all relevant child safety policies in place, and Overseas Students are made aware of these policies during their orientation. The Child Safety Policy and the Child Abuse 4 Critical Action Steps are translated into Mandarin, Cantonese and Thai and displayed in prominent locations at all campuses.

7. Critical Incident Policy

- 7.1 The School's Critical Recovery Incident Management Procedure outlines the way in which emergencies and critical incidents are managed at the School for Overseas Students. Overseas Students will be provided with information about critical incidents and who to contact in case of emergency on their commencement at the School.



8. Complaints and Appeals Policy

- 8.1 Overseas Students can make a complaint or appeal against a decision made by the School in accordance with the Overseas Students Complaints and Appeals Policy. There is also an Overseas Students Complaints and Appeals Flowchart to visually assist with the steps involved in making a complaint or appeal.

9. Course Progress and Attendance Policy

- 9.1 If an Overseas Student has been identified as having unsatisfactory course progress or attendance as required by the Overseas Students Course Progress and Attendance Policy, a meeting will be arranged with relevant staff members to discuss progression options and the availability of intervention strategies and supports to assist Overseas Students with their academic progress and attendance requirements of their student visa.

10. Counselling and Medical Services

- 10.1 Psychologists are employed at each campus to assist Overseas Students should they need counselling services.
10.2 There is a Health Centre available at the Corio and Timbertop campuses, operated by registered nurses and visiting doctors.

11. Students over 18

- 11.1 The School provides information to all Overseas Students aged 18 or over about the benefits and responsibilities of turning 18 via a factsheet available on the School Portal, and an information session at the commencement of Year 12 for all students. This includes information about consumer law, employment rights, sex and relationships, child safety reporting obligations, how to apply for a Working with Children Check and where to seek further information or help.

12. Careers Office

- 12.1 The School has a Careers Office and careers staff who are available to assist Overseas Students with career planning.

13. Training

- 13.1 The School ensures that all School Employees engaged in providing services to Overseas Students are made aware of the School's obligations under the ESOS Framework. New teaching Employees and operational employees who have regular contact with Overseas Students are provided with ESOS Framework Awareness training during their induction at the School.
13.2 Regular updates are provided to School Council members, Executive, and School Employees regarding the ESOS Framework.
13.3 School Council members are provided with ESOS Framework Awareness training on an annual basis.

14. Definitions

ESOS Framework	means the Education Services for Providers of Education and Training to Overseas Students 2000 (Cth), the National Code, the Child Safe Standards and the VRQA Guidelines for Enrolment of Overseas Student Aged under 18 Years
National Code	means National Code of Practice for Providers of Education and Training to Overseas Students 2018
Overseas Student	means a student enrolled at the School pursuant to a student visa (subclass 500 or equivalent)
the School	means Geelong Grammar School
VRQA	means the Victorian Registration and Qualifications Authority

15. Review and Circulation

Responsible Department	<input type="checkbox"/> Academic <input checked="" type="checkbox"/> Corporate Services and Risk <input type="checkbox"/> Finance and Operations <input type="checkbox"/> Head of Campus <input type="checkbox"/> Human Resources <input type="checkbox"/> Medical <input type="checkbox"/> Vice Principal (Culture and Community)
Version	2
Approved by	<input type="checkbox"/> Principal <input type="checkbox"/> School Council <input checked="" type="checkbox"/> Director of Corporate Services
Effective Date	05.10.2020
Review Date	05.10.2022
Location	<input checked="" type="checkbox"/> School wide <input type="checkbox"/> Bostock <input type="checkbox"/> Corio <input type="checkbox"/> Timbertop <input type="checkbox"/> Toorak
Audience	<input type="checkbox"/> School Community <input checked="" type="checkbox"/> Students <input type="checkbox"/> Parents <input type="checkbox"/> School Employees
Publication	<input type="checkbox"/> Portal >Staff Resources <input checked="" type="checkbox"/> Portal >Student Resources <input checked="" type="checkbox"/> Portal >Parent Resources <input type="checkbox"/> School Website