



GEELONG GRAMMAR SCHOOL | OVERSEAS STUDENT PROGRAMME

Support Services Policy

1. Scope and Purpose

- 1.1 The School provides 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.
- 1.2 The below details the general supports available for Overseas Students during their time at the School. Other support may be available for Overseas Students upon request, or in specific circumstances to support their academic or pastoral matters.
- 1.3 This Procedure is to be read in conjunction with the Overseas Student Orientation Checklist and Overseas Student Orientation Procedure.

2. School commitments

- 2.1 The School will:
 - 2.1.1 Provide reasonable support to all Overseas Students to enable them to achieve expected learning outcomes, at no additional cost to the Overseas Student (except where the below identifies third party costs which may become payable);
 - 2.1.2 Facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of Overseas Student; and
 - 2.1.3 Have sufficient student support personnel to meet the needs of the Overseas Students enrolled at the School;
 - 2.1.4 Take all reasonable steps to provide a safe environment on its campuses and advise Overseas Students and School Employees on actions they can take to enhance their personal security and safety;
 - 2.1.5 Provide information to Overseas Students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents; and
 - 2.1.6 Provide Overseas Students with general information on safety and awareness relevant to life in Australia.
- 2.2 If the School is required to undertake remote learning, the School will publish a procedure to document the processes for supporting and maintaining contact with Overseas Students during this time.

3. Support Services – General

- 3.1 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 Programmes offered in accordance with the Overseas Student Orientation Procedure (namely prior to Term 1 of each year, or when a new Overseas Student commences at the School).
- 3.2 The School will give any further relevant information or provide referrals as appropriate to Overseas Students who request assistance in relation to the available services and programmes, at no additional cost to the Overseas Student (except where the below identifies third party costs which may become payable).
- 3.3 The Overseas Student Orientation Handbook is available on the School's website and provides information about support, health and legal services, emergency contacts, information regarding safety and awareness within Australia and all other information which may assist Overseas Students to transition to life at the School and Australia.

4. Overseas Student Manager

- 4.1 An Overseas Student Manager is employed by the School and is available to support Overseas Students, their families, homestay providers and Heads of House/Unit, Heads of Campus and pastoral and academic teams as required and holds up to date information available for Overseas Students and families in respect of the School's support services for Overseas Students.
- 4.2 The Overseas Student Officer is trained in the ESOS Act and legislative requirements and may guide Overseas Students and their families, and School Employees in all matters related to the ESOS Act.
- 4.3 The Overseas Student Officer is responsible for approving and managing all homestay providers.

5. Key Pastoral Supports

- 5.1 For Overseas Students at Bostock House and Toorak campuses, their key pastoral support is their classroom teacher. Any significant issues or concerns, or any matters which are not able to be dealt with by the classroom teacher should be advised to the Head of Campus, for their further action and assistance.
- 5.2 For Overseas Students at Corio and Timbertop campuses, their key pastoral support is their Head of House or Head of Unit (as applicable). Any significant issues or concerns, or any matters which are not able to be dealt with by the relevant Head of House or Unit should be advised to the following, for their further action and assistance:
 - 5.2.1 For Timbertop Overseas Students – to the Head of Campus;
 - 5.2.2 For Middle School Overseas Students – to the Head of Middle School; and
 - 5.2.3 For Senior School Overseas Students – to the Head of Senior School (Girls or Boys) as appropriate.



- 5.3 Other key members of an Overseas Student's House pastoral team include the 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.

6. Key Academic Support

- 6.1 For Overseas Students, their key academic supports for each subject is their classroom teachers.
- 6.2 Any significant issues or concerns, or any matters which are not able to be dealt with by the classroom teacher should be advised to the relevant campuses Teaching & Learning Team, for their further action and assistance.
- 6.3 Overseas Students are able to book individual consultation times with their teachers to discuss coursework, expectations and progress as required.
- 6.4 Overseas Student families are able to view their child's academic progress through the HIVE, and also through regular academic reporting.
- 6.5 Regular Parent Teacher Student Conferences take place at set times of the year, to allow parents, Overseas Students and their teachers an opportunity to meet and discuss the Overseas Student's progress.
- 6.6 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 School Employees to discuss progression options and the availability of intervention strategies and supports to assist the Overseas Student with their academic progress and attendance requirements of their student visa.
- 6.7 In Houses, the Overseas Student's Tutor leads the Overseas Students Tutor Group and provides academic support and accountability for the Overseas Student during prep time.
- 6.8 Any additional private tutoring required by an Overseas Student will be by agreement, and may incur additional tutor fees.

7. Inclusive Learning and EAL

- 7.1 The School's Inclusive Learning team works at all campuses, to provide Students with additional needs with the requisite supports to enable them to achieve expected learning outcomes and to facilitate learning support services.
- 7.2 The School's Inclusive Learning team liaises with Students and their families based on referrals received internally or externally based on the Student's individual circumstances and needs.
- 7.3 Overseas Students who are classified as EAL (English as an Additional Language) are identified through their HIVE profiles, for School Employee awareness, and to provide greater learning and academic support as may be required.

8. Health and Medical Services

- 8.1 For Overseas Students at Bostock House and Toorak campuses, the School employs:
- 8.1.1 A registered nurse, who is available to provide first aid at the relevant campuses during School hours; and
- 8.1.2 ,
- 8.2 For Overseas Students at Corio and Timbertop campuses:
- 8.2.1 The School has an established Health Centre at each campus, operated by registered nurses and with appointments available with external general practitioners and physiotherapists for Students as required; and
- 8.2.2 The School employs psychologists and counsellors in person at both campuses, who may provide counselling or support services for Students as required.
- 8.3 Students may self refer to the counselling service, or parents, Heads of House, Heads of School or any other person may make contact on behalf of a Student.
- 8.4 Student who attend the School's Health Centres are informed of their right to have a friend or a chaperone (being a School nurse) to attend any appointment they have with a general practitioner, allied health professional or another School nurse with them for additional support.
- 8.5 The School is able to support Overseas Students and their families (and homestay providers) on request to arrange any other health or medical service required) including external specialist appointments, dentistry, external medical or psychological appointments).
- 8.6 In case of emergency, Overseas Students are encouraged to:
- 8.6.1 Call 000 in the event of any emergency;
- 8.6.2 Download the Emergency Plus App; and
- 8.6.3 Have School, family and homestay provider contact details saved into their phones.

9. Corio Campus Careers Office

The School has a Careers Office and a Careers team who are available to assist Overseas Students in Senior School with career and university planning, including application and scholarship assistance.

10. Student Safeguarding Policies

- 10.1 The School has student safeguarding policies and procedures in place in accordance with the requirements of the Child Safe Standards.



- 10.2 Overseas Students are made aware of these policies during their Orientation. The Student Safeguarding Policy and the Child Abuse 4 Critical Action Steps are translated into Mandarin, Cantonese and Thai and displayed in prominent locations at all campuses.
- 10.3 Students at the School receive an orientation to their House, Unit and Campus upon their arrival and then annually afterwards. These introductions and orientations broadly cover matters including participation in house and school life, safety and raising concerns and complaints. Posters within the School identify extra supports for students, where these may be required and regular updates on HIVE provide options for support for Students where required.
- 10.4 Students also receive information on the Student Behaviour Rules and the School's expectations through a variety of School and House based presentation and discussions, which provide coverage of behaviour which is not safe or which may negatively impact the safety and participation of other Students.
- 10.5 The School's HIVE Student Safeguarding page for Students and families provides resources for all School community members on matters including personal and online safety, student safeguarding, helpful links to external providers, and safe environments.

11. Positive Education

- 11.1 Through the School's Houses and the Positive Education Team, the School provides education and learning opportunities for Students centred around personal growth and development.
- 11.2 Depending on age, Students participate in the Navigate, Pathways and Positive Health days programmes. These programmes seek to engage Students in an age appropriate manner in learning, wellbeing and community/ service engagement through skills development and projects, and space to discuss matters related to wellbeing, personal safety, diversity, equity, respect and kindness. All programmes engage in themes and experiences which seek to support individual and collective awareness of inclusivity, diversity and equity in the student body.

12. Other supports and services

- 12.1 The School will advise Overseas Students and their families of other useful information, links and support services from time to time which may be available for use by Overseas Students and their families, including links to external providers who may provide assistance or support (for example legal support, if required).
- 12.2 Support and services may also be provided to Overseas Students on request to the Overseas Student Manager at any time.
- 12.3 This information will be shared with Overseas Students and their families through HIVE.

13. Contact with Overseas Students

- 13.1 The School maintains the Australian mobile phone details for all Overseas Students, and may use this number to make contact with the Overseas Student as required in case of an emergency or urgent requirements.
- 13.2 If the School is unable to contact an Overseas Student and has concerns for their welfare, the School will make all reasonable efforts to locate the Overseas Student, including notifying the Police and any other relevant Commonwealth, state or territory agencies (ie the VRQA) as soon as practicable.

14. Critical Incident Policy

The School's Critical Recovery Incident Management Procedure outlines the way in which emergencies and critical incidents are managed at the School, including in connection with Overseas Students.

15. Complaints and Appeals Policy

Overseas Students may 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.

16. Associated Documents

- 16.1 Overseas Student Orientation Checklist;
- 16.2 Overseas Student Orientation Procedure; and
- 16.3 Overseas Students Orientation Handbook.

17. 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 including its registered boarding premises
VRQA	means the Victorian Registration and Qualifications Authority



18. Review and Circulation

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