

References: [National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6.](#)

## Policy

### 1.0 Purpose

This policy has been defined as a requirement to meet Standard 6 of the National Code, 2018. It will also be available and followed by all ICQA (International College of Queensland Australia) staff members involved in ELICOS courses.

This policy will also be made available to learners, should they request it. All learners will be made aware of the key staff identified in this policy.

### 2.0 Background

The requirement of a Student Support policy is referenced in Standard 6 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

*The [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) also states:*

#### **Standard 6**

##### *Overseas student support services*

- 6.1 *The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:*
  - 6.1.1 *support services available to assist overseas students to help them **adjust to study and life in Australia***
  - 6.1.2 *English language and study assistance programs*
  - 6.1.3 *any relevant legal services*
  - 6.1.4 *emergency and health services*
  - 6.1.5 *the registered provider's facilities and resources*
  - 6.1.6 *complaints and appeals processes as outlined in Standard 10 (Complaints and appeal)*
  - 6.1.7 *requirements for **course attendance and progress**, as appropriate*
  - 6.1.8 *the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia.*
  - 6.1.9 *services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.*
- 6.2 *The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.*
- 6.3 *The registered provider must offer **reasonable support** to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.*
- 6.4 *The registered provider must facilitate **access to learning support services** consistent with the requirements of the course, mode of study and the learning needs of overseas student*

- cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
- 6.5 The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.
- 6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.
- 6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
- 6.8
- 6.9 The registered provider must:
- 6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety
- 6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- 6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

## 3.0 Definitions

**Orientation session** – A student induction session conducted by a team at ICQA, including the Academic Manager or delegate, as well as other support staff, for the benefit of informing students about study at ICQA and life in Australia.

**PEO** - Principal Executive Officer

## 4.0 Policy

### 4.1 Context

ICQA sees the adjustment of students, whether to studying at ICQA or living in Australia, and the speedy resolution of any problems as being integral to the success of our students and our courses. For this reason, ICQA has appointed an experienced student contact officer (or team of contact officers) and experienced counsellors, both academic and welfare focused. The academic counsellors (the Academic Manager or PEO) deal with issues such as academic pathway advice, academic intervention interviews and general academic advice. The welfare counsellor team and student contact offices deals with issues such as attendance, personal distractions or problems affecting study. The Home - stay Coordinator deals with any requests for or issues with home-stay arrangements.

### 4.2 Orientation

ICQA provides a full orientation program at the commencement of each student's enrolment which covers a wide range of information to assist overseas students to help them

- adjust to study and life in Australia, including information on:
  - o recreational activities available at ICQA;
  - o self-study areas; course progress and attendance requirements;
  - o accessing academic and welfare counselling at ICQA;
  - o accessing the student contact officers; facilities and resources;
  - o support services available, such as English language and study assistance sessions;

- special needs,
- relevant legal services;
- emergency and health services;
- complaints and appeals processes;
- welfare counselling services at ICQA and externally;
- legal aid;
- emergency health services and
- also information on worker's rights in Australia. ICQA makes no charge for any information or referrals it might make in this regard.

#### 4.3 Role – Welfare Counsellor

The Student Welfare Counsellor/s deal with issues such as

- poor attendance due to illness or personal problems,
- difficulties settling into life in Australia and
- other welfare related issues.

The Student Welfare Counsellor is available by appointment. In serious cases of poor attendance, the Welfare Counsellor will also be assisted by the Academic Manager.

Students will be advised of how to make appointments with the Welfare Counsellor on their first day at ICQA during their orientation session. Notes of all counselling sessions are recorded in the appropriate folder, and copies of any letters are given to the students are kept on the student's individual file.

Additional external counselling services for serious emotional or personal problems will be supplied by:

#### **Brisbane Counselling Centre**

Member of the Australian Psychologist Society

Level 7, 87 Wickham Terrace, Brisbane; 07 32210144 (*5 minutes' walk from*)

Mr Leon Slattery (B. Psych) – Ms Tracey Donkin (B. Psych)

#### 4.5 Role – Student Contact Officer

The Student Contact Officer(s) act as a point of contact for the students.

The Student Contact officer(s) must continually be aware of any

- potential student issues and
- be pro-active in their approach to students and student academic and social concerns.
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The Student Contact Officer(s) are given adequate time to work with students *and also is provided with a room to discuss issues and concerns with the student in private.*

The Student Contact Officer is the first point of contact for any student complaints (see *PP 0009 Complaints and Appeals v5*).

The Student Contact officer(s) maintain a positive, constructive and ethical approach in all dealings with ICQA students.

#### 4.6 Role – Home-stay Coordinator

Currently, all home-stay arrangements at ICQA are supplied through ..., a professional home-stay provider.

The ICQA Home-Stay coordinator is the point of contact for all accommodation issues

## 4.7 Study support

Teachers at ICQA who (during the COVID-19 pandemic) deliver any part of their course as distance learning via online platforms such as Moodle, provide adequate training to their students at the commencement of their studies, instructing how material is to be sourced and assessments delivered, and support throughout the course. This requirement is also dealt with in PO27, Teaching and Assessment.

## 4.8 Dissemination of this Policy

This policy is distributed, via email or at meetings, to staff members who have any contact with international students.

# Procedure

## 5.0 Procedures

### 5.1 Contacting and meeting the Student Support Services team

- In the *Student Orientation Session on their first day at school*, (refer [CA 0087 ICQA ELICOS Orientation v1](#))( all students are advised of the existence of the various counsellors and student contact officers, their availability and how to make appointments with them.
- Students requiring academic or welfare counselling make the necessary booking for a counselling session with the appropriate person via reception.
- Reception advises the relevant person of the appointment.
- Notes of the session are recorded on the appropriate form.
- The [Academic Manager and PEO](#) are advised of any situations requiring attention by management.
- Where counselling related to attendance is required, the student is advised in writing to attend a counselling session with the Student Welfare Counsellor team.
- The [Student Welfare Counsellor](#) ascertains the nature of the problem and makes any recommendations required.
- Notes are kept in the Attendance Counselling file.
- The Academic Manager and PEO are advised of any situations requiring attention by management.
- Where the ICQA Academic Intervention strategy is initiated, the student is notified in writing and an appointment is made with Academic Manager.
- The results are recorded on the appropriate form and kept in the student's individual file.
- The Academic Manager or their delegate continues to monitor the student as required.
- The [Student Contact Officers](#) maintain an active presence during new student intake sessions and the weekly social activities.
- They are also available for appointments via the front desk staff.
- The [Student Contact Officer alerts](#) ICQA management to any current or potential student issues or concerns.
- The [Home-stay Coordinator](#) responds to home-stay requests received from the [Enrolments Officer](#), and passes these requests to ....
- The [Home-stay Coordinator](#) responds to any student concerns received through reception.

## 6.0 Forms



# Student Support Services

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- CA 0087 ICQA ELICOS Orientation v1
- CA 0122 Academic Intervention Counselling Interview Form v1
- CA 0126 ELICOS Academic Intervention Counselling v1

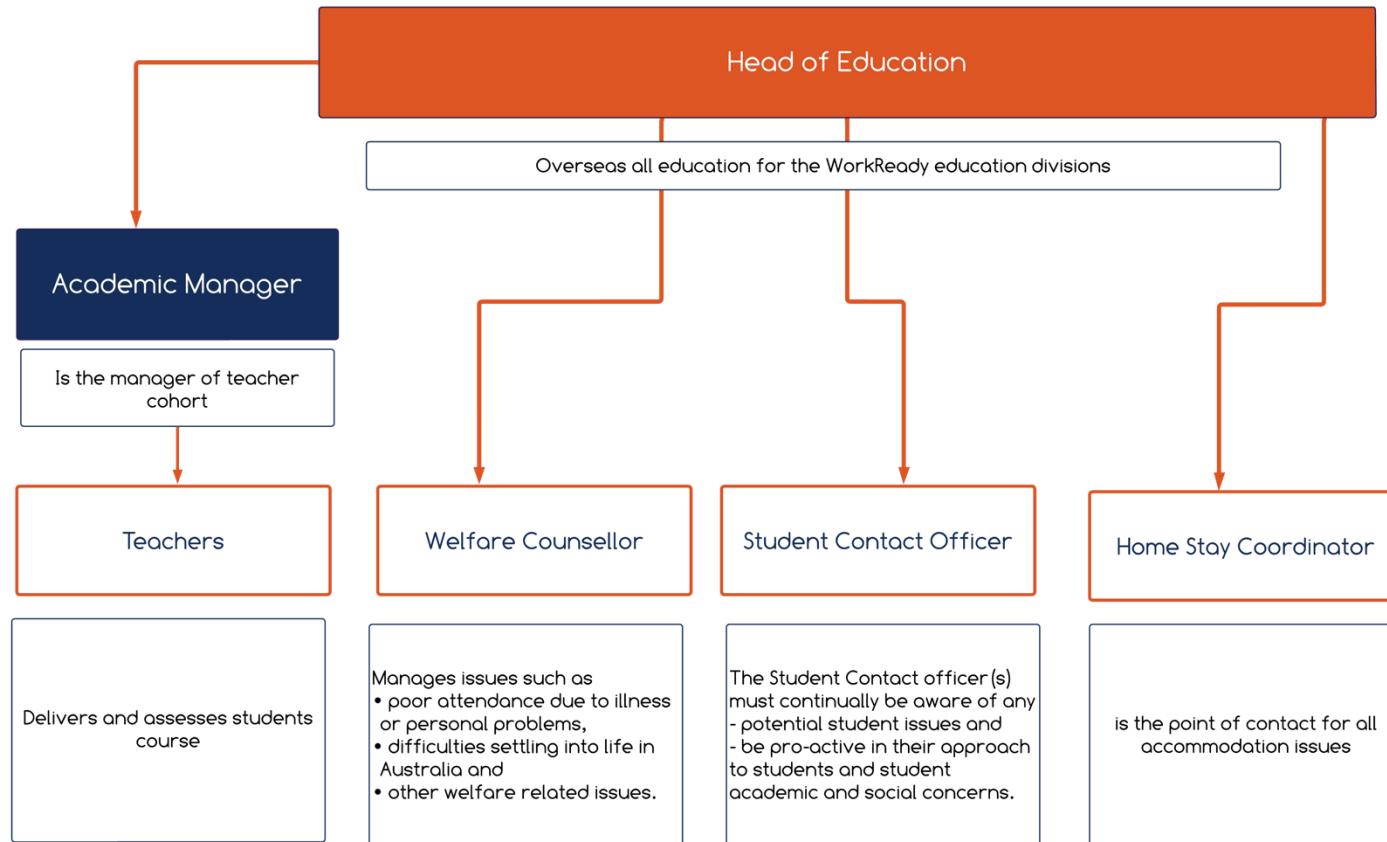
## 7.0 References

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

- LR 0033 ICQA student handbook.docx v1

## Version history

Date	Version	Author	Status	Reviewers
27.1.23	1	JKB	Approved	



PP 0017 Student Support Services