

International Student Support Policy

Purpose

KCA Education (KCA) ensures that all international students are provided with sufficient support to ensure they can:

- Adjust to study
- Adjust to life in Australia
- Achieve their learning goals
- Achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Scope

This policy applies to international students studying with KCA and the College providing them with sufficient support during their studies in Australia.

Responsibility

Responsibility (R)	Accountability (A)	Consult (C)	Inform (I)
Admissions Officer Campus Support Officer	Operations Manager	Chief Executive Officer	Quality Assurance

Applicable Legislation/Contracts

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ESOS Act
- VET Quality Framework – National Standards for RTO and AQF

Related Policies/Procedures

- QMSP008: Critical Incident Policy
- QMSWP:007: Critical Incident Workflow
- QMSP004: Formalisation of Enrolment and Written Agreements Policy
- QMSF003: Letter of Offer & Acceptance

Reference

National Code: 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 appeals)

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 The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

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.

Policy

KCA supports international 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.

KCA provides a mandatory Orientation Session for all students as a part of the 'O' Week preparation. During KCA inducts each student prior to the commencement of course work to ensure they can settle into their new environment.

KCA will ensure it has sufficient student support personnel to meet the needs of the all enrolled students. KCA will also ensure that all staff that interact directly with students are aware of the both the RTO's and their obligations under the ESOS framework as well as the potential implications to students.

KCA has also developed a Critical Incident Management Policy and Work Flow in the case of any incidents.

Orientation Program

KCA provides a mandatory Orientation Session prior to the commencement of each course undertake for all international students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the course will cover:

- student support services available to students in the transition to life and study in a new environment
- English language and study assistance programs
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes,
- requirements for course attendance and progress including any student visa condition relating to course progress and/or attendance as appropriate.
- Services overseas students can access for information on their employment rights and conditions including how to resolve workplace issues, such as through the Fair Work Ombudsman

The Director International and the international team will run the Orientation and Induction using both the International Student Handbook and the International Student Induction Checklist.

- Students MUST go through, tick, sign and return their International Student Induction Checklist to the Director International.
- All forms MUST be filed in the students file.

In the event a student commences their course late / has been granted credit or simply missed the Induction, the Director International or designated staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

KCA has appointed Campus support officers available on any campus that is offering training to international students. The Campus Support Officers will be the student's main point of contact during their study with KCA.

International students should notify the Campus Support Officer as first point of contact, for all matters in regards to their enrolment upon commencement of studies.

The *Campus Support Officer* will be responsible for:

- monitoring attendance
- student's point of contact for recording absences to class
- providing guidance on attendance requirements

- providing guidance to settling into life and study in Australia
- providing guidance on accommodation issues
- providing support and guidance to suitable services dependent on their needs

In addition, to the industry specific trainers, KCA has additional support staff available to international students including:

Operations Manager, Training Coordinators and Work Place Coordinators are responsible for:

- monitoring course progression
- recording of assessments and progression
- supporting the student in their course progression.

All KCA staff are directly responsible or interact with international students will be provided with training and guidance on our obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

KCA also offers all students free access to a Student Assistance program provided by ACCESS EAP, offering free counselling services both on the phone and face to face where available.

Welfare & Guidance Services

If, at any time, a student needs counselling or advice and KCA staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

ACCESS EAP	1800 719401
Reverse charge	12 555
Interpreting Services	131 450
ACPET	1800 657 644
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
<u>Family Law Hotline</u>	1800 050 321
<u>Privacy Enquiries Line</u>	1300 363 992
<u>Taxation - Personal Tax Info Line</u>	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for. This information is located in the International Student handbook that the students will receive.

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in - <http://www.dfat.gov.au/geo/>.