

**This document is to be given to:
The College's Staff and Students**

Student Support Services

The College supports 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) The College assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
 - student support services available to students in the transition to life and study in a new environment;
 - finding suitable accommodation and/or Guardian and monitoring hereafter;
 - inspecting probable homestay/guardian beforehand;
 - assisting students in 'work permit' applications;
 - providing counselling;
 - providing advice regarding student's further studies;
 - assessing student's prior learning;
 - providing assistance to student so that he/she adapts quickly in a different cultural, environmental and living conditions;
 - attendance and progress monitoring and relevant support/assistance;
 - legal services;
 - emergency and health services; and
 - complaints and appeal processes.
- 2) The College provides the opportunity for students to participate in services or provides access to services designed to assist students in meeting course requirements and maintaining their attendance.
- 3) The College provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If the College refers the student to external support services, the College does not charge for the referral.
- 4) The College has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.
- 5) The College designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers have access to up-to-date details of the College's support services.
- 6) The College has sufficient student support personnel to meet the needs of the students enrolled with the College

- 7) The College ensures that its staff members that interact directly with students are aware of the College's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations as per the following standards;

Please refer to the following College's documents:

- Pastoral Care Policy
- Privacy Protection Policy
- Grievance and Appeal Procedures
- Policy & Procedures for Student Attendance
- Deferring, Suspending or Cancelling the student's Enrolment
- Policy and Procedures – Monitoring Student Course Progress and Implementation of Intervention Strategies
- Policies and Procedures regarding Transfer between Registered Providers
- Younger Students
- Working with Children Check Screening Requirement
- Course Credit
- Marketing Information and Practices
- Pre-Arrival Information
- Formalisation of Enrolment
- Education Agents
- Student Support Services

Further Details are explained below;

Student Services Include:

- Ongoing programme of English language assistance
- Career and Academic Counselling
- Counselling
- Assistance for students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme including the following:
 - 1) the College's student counsellor/s provide counselling and support services to students in the transition to life and student in a new environment,
 - 2) legal services,
 - 3) emergency and health services, and
 - 4) facilities and resources are provided.

Pastoral Care

The students' general wellbeing is nurtured by providing the safe, secure and supportive environment needed to maximise their studies at the College including:

- Personal counselling
- Discipline when necessary (in accordance with discipline policy)
- Ensuring that all relevant stakeholders are kept informed on students' progress and
- Encouraging interaction between family and school. Time is made available for the parents and guardians should they have any concerns about their child. The principal is always available to you to discuss any issues of concern to you.

Airport Transfer

To ensure your welcome to Sydney is a friendly one, our staff or a host family can meet you at Sydney Airport and take you to your chosen accommodation.

Accommodation

- Many of our students choose to live with a host family for the duration of their English course, as they can both practise their English and learn about Australian culture first hand.
- Experienced counsellors are always available to discuss your homestay arrangements.
- All our students are placed with carefully selected and monitored host families. Our Homestay Coordinator verifies the suitability of all accommodation. Each family is chosen for their ability to provide the comfort and guidance so necessary for them during your stay in Australia.
- The College's own Homestay Coordinator visits host families to ensure the highest standards.

Student Welfare

The staff at the College are aware that living and studying in a foreign country can be difficult. Our friendly staff are always on hand to help students adapt to their new life in Australia.

Guardianship Arrangements

To ensure that our younger students are well looked after, the College offers guardianship arrangements with families in Sydney. The guardian families are thoroughly checked and monitored by our experienced accommodation staff. The preferences of both students and guardians are considered when the 'matching process' takes place and we try to make sure that the student and guardian will be as compatible as possible. We believe that these families provide a stable environment for young overseas students as well as ample opportunity for practising English. The provision of a guardian is an Australian Government requirement for all students under the age of 18. Therefore, the College ensures that a responsible adult is nominated as guardian.

Help in case of Critical Incident

The detailed procedures regarding critical incident, action taken, its follow up and recording procedures are in the separated document titled 'Policies and Procedures for Critical Incident'.

How and Where to Obtain Student Support Services

The College has policies and procedures regarding Student Support Services. The following services are available for students. The student is required to come to the College Reception.

1. The College's Support Personnel are listed. 'Counsellors for Academic and Welfare Counselling'
2. Assistance for students regarding the student's compliance to the course and attendance requirements.
3. Welfare – Related Support is available for students at no additional costs to the student.
4. Official point of contact for students and its mechanisms are shown on 'Grievance and Counselling Flow Charts'
5. The detailed procedures regarding critical incident, action taken, its follow up and recording procedures are in the separated document titled 'Policies and Procedures for Critical Incident'.