

Student Support and Welfare Services Policy and Procedure (International Students)

Purpose

This policy has been developed and implemented to ensure that Raymond International College (RIC) is committed to provide care and support for students, and to promote a positive learning environment for all.

Objective

RIC will ensure that all students feel safe and supported and contribute in a positive manner to the community.

Scope

This policy will apply to all current, prospective and previous students, staff and other stakeholders.

Guidelines

General

- The services will be documented in the International Student Handbook which is made available to every student during the Orientation Program.
- Student Services are designed to help all students, but particularly international students who are living and studying in Australia.
- The Student Services Officer (SSO) is always available for students to provide guidance and advice on both academic and personal issues. The SSO may also refer students to other professional and confidential advisory services in specialist areas such as legal, private counselling and support agencies.

Types of Service available

- SSO provides services which address the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management.

- A dedicated RIC SSO will communicate effectively with a wide range of people utilising a non-judgmental attitude and will deal with conflict in stressful situations with a commitment to human rights and social justice.

Meeting Course Requirements and Attendance Requirements

- RIC provides best-practice student academic support and intervention to optimise achievement of learning outcomes as well as satisfy the provisions of Standard 8 of the ESOS National Code 2018.

Language, Literacy and Numeracy Support

- All students must complete an LLN test before confirming the enrolment at RIC. If a student is found to need additional literacy and numeracy (LLN) support or if the LLN deficiency clearly inhibits the student's ability to complete their course, they may be advised to defer their course and to enrol in a suitable English course, and after successful completion, to resume their original course of studies.
- If RIC cannot provide a course suitable to properly assist the student, he/she will be referred to an organisation that can assist in improving their skills. On attaining proficiency, they may then resume or reapply to RIC.

Reasonable Adjustment

- The Disability Discrimination Act uses the principle of reasonable adjustment, which is also called reasonable accommodation, to ensure that people with disabilities are treated equally. This means that 'reasonable adjustments' must be made wherever possible to meet the needs of a student with a disability.
- RIC acknowledges the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, and its obligation as an education and training provider to support the rights of students with a disability to participate in educational courses and programs on the same basis as students without a disability.
- Students who wish to apply for adjustments to teaching or assessment methods on the basis of a disability should contact the RIC Training Manager and bring

supporting documents for consideration of disability (e.g. a letter from your treating professional).

- Reasonable adjustments to training and assessment methods are made using the following principles:
 - Students with disabilities are subject to the standard rules and policy on assessment and teaching methods, and assessment is only varied where a student can demonstrate with appropriate documentation that he/she is disadvantaged because of disability.
 - The nature of reasonable adjustments is such that they are designed to minimise the disadvantage experienced by students with disabilities, rather than provide students with a competitive advantage.
 - Any adjustments to assessment for a student with a disability are to be made in such a way as to ensure that the fundamental nature of the assessment remains the same i.e. student with disabilities is still required to demonstrate a pre-determined level of ability in relation to essential competency requirements.

The Student Services Officers will have access to the latest ESOS framework updates and changes. RIC will ensure that the SSO and all the staff members who are involved with the students are aware of RIC's obligations under the ESOS Framework and the potential implications for students arising from the exercise of these obligations are made aware during the.

Overseas student support services

- RIC will 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:
 - support services available to assist overseas students to help them adjust to study and life in Australia.
 - english language and study assistance programs
 - emergency and health services
 - RIC's facilities and resources
 - complaints and appeals processes
 - requirements for course attendance and progress, as appropriate
 - the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia

- 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.
- RIC will give relevant information or provide referrals as appropriate to overseas students who require assistance in relation to services and programs, at no additional cost to the student
- RIC will 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.
- RIC will designate a member or members of its staff to be the official point of contact for its overseas students. The SSO must have access to up-to-date details of the RIC's support services.
- RIC will have sufficient student support personnel to meet the needs of the overseas students enrolled.
- RIC will ensure its staff members who interact directly with overseas students are aware of the RTO's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
- The RIC will implement a documented process for managing critical incidents that could affect the student's ability to undertake or complete a course. Incidents may include but are not limited to physical and psychological harm.
 - RIC will maintain a written record of any critical incident and remedial action taken by the RIC for a at least two years after the overseas student ceases to be an accepted student
- RIC will:
 - 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
 - Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts their wellbeing, including critical incidents
 - Provide overseas students with or refer them to (including electronically) general information on safety or awareness relevant to life in Australia.

Continuous Improvement

A summary of all student support and welfare services related matters will be presented as a part of the continuous improvement at the Management Meeting for review. The purpose of this is to ensure management become aware of:

- repeat issues
- common threads relating to the general management and or safety of the staff and students and the services being provided.
- (when viewed collectively) any general adverse trend that needs correcting.

Associated Documents

- Course Credit Policy and Procedure (International Students)
- Complaints And Appeals Policy and Procedure (International Students)
- Critical Incident Policy and Procedure (International Students)
- Course Progress Policy and Procedure (International Students)
- Continuous Improvement Policy and Procedure (International Students)
- International Student Handbook