



CHRISTIAN HERITAGE COLLEGE

## **POLICY: Student Support Services for Overseas Students**

<b>Policy Group(s)</b>	Group C: Administration - 3: Students (C3/1214.3)		
<b>Related Policy:</b>	Critical Incident Policy for Overseas Students Grievance Policy Overseas Student Privacy		
<b>Commencement Date:</b>	January 2015	<b>Review Date:</b>	January 2020

### **POLICY STATEMENT**

#### **Intent:**

CHC provides support services and orientation programmes to overseas students to assist them in adjusting to life and study in Australia, and to improve the quality of the educational experience by helping them achieve their learning goals and achieving satisfactory progress towards meeting the learning outcomes of the course. In accordance with Scripture, CHC recognises the whole person and therefore student support services are not limited to academic issues but extend to personal and spiritual support.

#### **Scope:**

All students undertaking courses at CHC.

*Restrictions:* Nil

*Exclusions:* Nil

#### **Objectives:**

1. To assist CHC in meeting its responsibilities to provide access to student support services for enrolled students.
2. To provide clear guidelines to support staff to meet the needs of the students enrolled in their course.
3. To assist students in adjusting to life and study in Australia.
4. To ensure compliance with *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (the National Code) specifically Standard 6.

#### **Policy Provisions:**

##### **1. General**

- 1.1. CHC will provide an age and culturally sensitive orientation programme for overseas students.

- 1.2. The CHC *Critical Incident Policy for Overseas Students* action to be undertaken in the event of a critical incident is documented. This action includes follow up to the incident and the recording of the incident.
- 1.3. The CHC Overseas Liaison Officer (OLO) will be the official point of contact for students and ensure adequate support staff.
- 1.4. CHC will provide free access study support including English language support and counselling and support services.
- 1.5. CHC will assist with welfare-related services as required and if these services are not available on campus, will assist the student to access the appropriate service elsewhere.
- 1.6. CHC will provide all students with information about and access to CHC's Student Advocacy Officer whose role it is to support students and assist them to navigate their way through CHC policies and processes as required.
- 1.7. CHC will assist students to access legal services, financial support and advice services and accommodation through a referral service for which CHC will not charge the student.
- 1.8. CHC will ensure that staff members who interact directly with overseas students are aware of its obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

## **2. Orientation program**

- 2.1. CHC must assist 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:
  - 2.1.1. student support services available to students in the transition to life and study in a new environment;
  - 2.1.2. legal services;
  - 2.1.3. emergency and health services;
  - 2.1.4. facilities and resources;
  - 2.1.5. complaints and appeal processes; and
  - 2.1.6. any student visa condition relating to course progress and/or attendance as appropriate.
- 2.2. CHC will ensure that orientation for all overseas students is appropriate and thorough.
- 2.3. The orientation program is mandatory for overseas students, accessible to all students and allows for late arrivals and students who begin at different entry points.
- 2.4. CHC utilises a variety of methods to provide relevant information regarding the orientation program and follow up materials and these include:
  - 2.4.1. an on-site orientation program which includes specific information sessions for overseas students and general student information sessions;
  - 2.4.2. the CHC website;
  - 2.4.3. emails;
  - 2.4.4. online registration for orientation;

2.4.5. a student retreat (Semester 1 only);

2.4.6. CHC on the web - Moodle™; and

2.4.7. online student handbooks.

2.5. CHC remains conscious of the student's privacy and confidentiality in order to satisfy the *Privacy Act*. Please refer to CHC's *Privacy* policy.

2.6. CHC remains aware of cultural sensitivities and endeavours to prevent offence to the students, their families or any of their representatives.

### 3. Academic support

3.1. CHC will provide the opportunity for students to participate in free academic support service or in the event that this service is no longer provide on campus, provide access to services designed to assist students in their course progress and meeting course requirements.

### 4. Complaints and appeals

4.1. CHC's *Grievance Policy for Overseas Students* provides detailed information about how a student can lodge an appeal concerning any aspect of their study or engagement with CHC. In instances where an action by the student or CHC may result in the CHC reporting the student to DIBP, the related policy will contain information on the processes for accessing the *Grievance* policy.

4.2. Where a decision is made that does not uphold the student's grievance, CHC will always include information about how to access the next stage of the grievance process and how to access support from the Student Advocacy Officer.

## Supporting Procedures and Guidelines:

### 1. Preparation of support publications

1.1 Each November the Registrar's Office will revise the following publications:

1.1.1 Local Services Information;

1.1.2 CHC Support Services;

1.1.3 Quick Reference Guide; and

1.1.4 CHC Counselling and Support Centre.

### 2. Orientation Program

2.1 The program will be conducted over two to three days in February and one day in July.

2.2 The Registrar's Office is responsible for the oversight of the Orientation program.

2.3 The program will include both opportunities for social engagement and academic discovery through workshops and activities.

2.4 The Registrar's Office will prepare a survey of students to determine engagement with the various workshops.

2.5 The program will include a specific session for overseas students.

2.6 A survey will be conducted after Orientation to review the program.

- 2.7 The workshop notes and activities and any PowerPoint presentations so that late arrivals can benefit from the information.
- 2.8 A record of attendance will be kept for overseas students to ensure the students have been provided with all required information.

3. **Orientation Checklist for overseas students**



**Orientation Day Checklist**

✓ **Topics to be covered at Orientation**

	Obligation to advise of change of address, phone and email
	Timetables / Books / Classes / Course changes
	Arrival and Departures – Holidays, Booking your flights, Student Leave applications
	Student Behaviour / Code of Conduct
	Monitoring of Academic Progress, Academic Issues, Academic Learning Support
	Monitoring of Attendance - Absentees , tutorial attendance
	Australian rules/customs eg smoking/drinking
	Deferring, Suspending or Cancelling Student's Enrolment
	Complaints and Appeals Policy and procedure
	Transfer Policy and Procedures
	Refunds
	Emergency Evacuation Plans and Procedure for each site
	<b>Facilities</b> - Tour of campus, Learning Hub, Student Common Room, Rivers Café, School of Ministries, Computers and internet
	Introduce Student Services Staff and Support staff including IT and Corporate Services and provide contact details.
Student – Name, Signed and dated:	
Staff Member – Name, signed and dated:	

## POLICY FURTHER INFORMATION

<b>Relevant Commonwealth/State Legislation</b>	ESOS Act 2000 ESOS Regulations 2001 National Code 2007 Education (Overseas Students) Act 1996 Education (Overseas Students) Regulation 1998 Higher Education Support Act 2003 Student Services Guidelines
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## ACCOUNTABILITIES

<b>Implementation:</b>	Registrar, "Contact officer", Student Administration Staff
<b>Compliance:</b>	Registrar
<b>Monitoring and Evaluation:</b>	Registrar's Office
<b>Development/Review:</b>	Registrar
<b>Approval Authority:</b>	CHC CEO
<b>Interpretation &amp; Advice:</b>	Registrar

## WHO SHOULD KNOW THIS POLICY?

Overseas students  
Registrar  
Overseas Liaison Officer  
Study Support Officer  
Student Advocacy Officer  
Student Administration Staff

## EFFECTIVENESS OF THIS POLICY

<b>Performance Indicators:</b>	<ul style="list-style-type: none"><li>• Number of complaints</li><li>• Success of overseas students</li><li>• Effectiveness of the orientation program</li></ul>
<b>Other</b>	Nil
<b>Definitions and Acronyms:</b>	CHC – Christian Heritage College

**APPROVAL – section maintained by the Registrar**

<b>Reference No.</b>	<b>Approved</b>	<b>Date</b>	<b>Committee/Board</b>	<b>Resolution No. / Minute Ref.</b>
C3/1214.3	Yes	28/04/2015	CHC CEO	

**REVISION HISTORY – section maintained by the Registrar**

<b>Revision Reference No.</b>	<b>Approved/Rescinded</b>	<b>Date</b>	<b>Committee/Board</b>	<b>Resolution No. / Minute Ref.</b>
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