



CHRISTIAN HERITAGE COLLEGE

POLICY: Student Support Services for Overseas Students

Policy Group(s)	Group C: Administration - 3: Students (C3/1214.3; 0118)		
Related Policy:	Critical Incident Policy for Overseas Students Grievance Policy Overseas Student Privacy		
Commencement Date:	January 2015	Review Date:	January 2020 January 2023

POLICY STATEMENT

Intent:

Christian Heritage College (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 Providers of Education and Training to Overseas Students 2018* (the National Code 2018) 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 (OSLO) 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, 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 will 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 Australia
 - 2.1.2. English language and study assistance programs;
 - 2.1.3. any relevant legal services;
 - 2.1.4. emergency and health services;
 - 2.1.5. CHC's facilities and resources;
 - 2.1.6. complaints and appeal processes;
 - 2.1.7. requirements for course attendance and progress, as appropriate;
 - 2.1.8. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia; and
 - 2.1.9. 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.
- 2.2. CHC will give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Provision 2, at no additional cost to the overseas student.
- 2.3. CHC will ensure that orientation for all overseas students is appropriate and thorough.
- 2.4. 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.
- 2.5. CHC utilises a variety of methods to provide relevant information regarding the orientation program and follow up materials and these include:
 - 2.5.1. an on-site orientation program which includes specific information sessions for overseas students and general student information sessions;
 - 2.5.2. the CHC website;
 - 2.5.3. emails;
- 2.6. online registration for orientation;
 - 2.6.1. a student retreat day;
 - 2.6.2. CHC on the web - Moodle™; and
 - 2.6.3. online student handbooks.
- 2.7. CHC remains conscious of the student's privacy and confidentiality in order to satisfy the *Privacy Act*. Please refer to CHC's *Privacy* policy.
- 2.8. 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 provided on campus, provide access to services designed to assist students in their course progress and meeting course requirements.
- 3.2. CHC will 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.
- 3.3. CHC 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.

4. Non-Academic Support

- 4.1. CHC has designated the Director of Student Services to be the official point of contact for overseas students.
 - 4.1.1. The Director of Student Services has access to up-to-date details of CHC's support services;
 - 4.1.2. The Community Development Officer (CDO), the Overseas Liaison Officer (OSLO) and the Academic Study Support Officer will provide additional support to meet the needs of overseas students enrolled at CHC;
 - 4.1.3. CHC will ensure its staff members who interact directly with overseas students are aware of CHC's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
- 4.2. The CHC Policy *Critical Incident Policy for Overseas Students* documents the 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.
 - 4.2.1. CHC will maintain a written record of any critical incident and remedial action taken for at least two years after the overseas student ceases to be an accepted student.
- 4.3. CHC will:
 - 4.3.1. 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;
 - 4.3.2. provide all information to the overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents;
 - 4.3.3. provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

5. Complaints and appeals

- 5.1. 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.
 - 5.1.1. Overseas students are advised how to access support from the Student Advocacy Officer.
- 5.2. In instances where an action by the student or CHC may result in the CHC reporting the student to the Department of Home Affairs, the related policy will contain information on the processes for accessing the *Grievance Policy for Overseas Students*.
- 5.3. 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.

Supporting Procedures and Guidelines:

1. Preparation of support publications

- 1.1. Each November the Academic 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 between one and three days in February and up to two days in July.
- 2.2. The Director of Student Services 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 Director of Student Services will prepare a survey of students to determine engagement with the various workshops.
- 2.5. The program will include a planned day 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

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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 e.g. 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
	Facilities - 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

Relevant Commonwealth/State Legislation	ESOS Act 2000
	ESOS Regulations 2001
	National Code 2018
	Education (Overseas Students) Act 1996
	Education (Overseas Students) Regulation 1998
	Higher Education Support Act 2003
	Student Services Guidelines
	HESF 2015

ACCOUNTABILITIES

Implementation:	Academic Registrar
Compliance:	Academic Registrar
Monitoring and Evaluation:	Registry
Development/Review:	Director of Quality and Standards
Approval Authority:	CHC CEO
Interpretation & Advice:	Academic Registrar

WHO SHOULD KNOW THIS POLICY?

Academic Registrar
Community Development Officer
Director of Student Services
Overseas students
Overseas Liaison Officer
Student Administration
Staff Student Advocacy Officer
Study Support Officer

EFFECTIVENESS OF THIS POLICY

- Performance Indicators:**
- Number of complaints
 - Success of overseas students
 - Effectiveness of the orientation program

Other Nil

Definitions and Acronyms:
 CDO – Community Development Officer
 CHC – Christian Heritage College
 The Department of Home Affairs
 OSLO – Overseas Liaison Officer

APPROVAL – section maintained by the Director of Quality and Standards

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

REVISION HISTORY – section maintained by the Director of Quality and Standards

Revision Reference No.	Approved/Rescinded	Date	Committee/Board	Resolution No. / Minute Ref.
0118	Yes	01/01/2018	CHC CEO	NA