

INTERNATIONAL STUDENTS SUPPORT SERVICES POLICY

1. COMMENCEMENT, VARIATION AND COMMUNICATION

- 1.1. This policy commences operation on 25 August 2022. The policy is subject to variation by Tintern Grammar from time to time.
- 1.2. Any amendment to the policy will be communicated to all employees, students and families on request.

2. PRINCIPLES

- 2.1. Standard 6.1 of the National Code requires the School to support international students in adjusting to study and life in Australia by giving the international student information on or access to an age-and- culturally appropriate orientation program that provides information about:
 - 2.1.1. support services available to assist international students to help them adjust to study and life in Australia
 - 2.1.2. English language and study assistance programs
 - 2.1.3. emergency and health services
 - 2.1.4. the School's facilities and resources
 - 2.1.5. complaints and appeals processes outlined in Standard 10 (Complaints and appeals)
 - 2.1.6. requirements for course attendance and progress, as appropriate
 - 2.1.7. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - 2.1.8. services students can access information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 2.2. Standard 6.2 requires the School, upon the request of the international student, to provide relevant information or appropriate referrals to the international student requesting assistance in relation to the services and programs offered by the School listed above, at no additional cost to the international student.

3. SUPPORT SERVICES

- 3.1. To assist our international students in adjusting to life and study in Australia, the School facilitates access to:
 - 3.1.1. counselling for general or personal matters
 - 3.1.2. nursing services
 - 3.1.3. health and disability services
 - 3.1.4. English and academic support services
 - 3.1.5. relevant legal services
 - 3.1.6. emergency and health services
 - 3.1.7. information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

4. STUDENT CONTACT OFFICERS

- 4.1. Standard 6.5 requires the School to designate a member or members of its staff to be the official point of contact for international students.
- 4.2. The School has appointed an International Student Coordinator as the designated contact point for international students. Students are introduced to the International Student Coordinator at orientation and given their contact details.
- 4.3. In addition, the School's International student contact officer/s must have up-to-date contact details of all international students enrolled at the School. Student contact details are stored on the school data base. The contact officer/s must also provide their contact details to all international students enrolled at the School.
- 4.4. The table below identifies additional contact officer/s.
 - 4.4.1. International Student Coordinator
 - 4.4.2. Year Level Coordinators
 - 4.4.3. Assistant Principal
 - 4.4.4. Student Counsellors

Contact details can be found on the Tintern Grammar Portal. Additionally, international students are provided with an International Student Safety Card at orientation which details emergency phone numbers.

5. SUFFICIENT STUDENT SUPPORT PERSONNEL

- 5.1. Standard 6.6 requires the School to have sufficient student support personnel to meet the needs of the international students enrolled at the School.
- 5.2. The number and type of student support personnel at the School have been selected to ensure that international students are supported in adjusting to study and life in Australia and throughout their enrolment. International students are supported by:
 - 5.2.1. International Student Coordinator
 - 5.2.2. Assistant Principal
 - 5.2.3. Heads of School
 - 5.2.4. Year level coordinators
 - 5.2.5. Middle School Coordinator
 - 5.2.6. Teaching staff
 - 5.2.7. School Nurse
 - 5.2.8. School Counsellors
 - 5.2.9. Interpreters (where required)

6. NOTIFYING STAFF OF ESOS OBLIGATIONS

- 6.1. Standard 6.7 requires the School to ensure that staff members who interact directly with international students are aware of the School's obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations.
- 6.2. The School provides annual training to all staff that outlines the School's obligations under the ESOS Framework and potential implications for our international students arising from the exercise of these obligations. All staff also have access to this International Students Program should they want to learn more about the School's obligations.
- 6.3. Where there are changes or updates to the School's policies or procedures relating to international students at the School, staff will be informed as soon as practicable.
- 6.4. Additionally, the School provides annual training to the International Student Coordinator and their support staff on:
 - 6.4.1. the Victorian Child Safe Standards and how they apply to international students
 - 6.4.2. the School's policies and procedures for managing emergency situations and critical incidents
 - 6.4.3. policies and procedures for verifying that the student's accommodation is appropriate to the student's age and needs
 - 6.4.4. the ESOS Act, the National Code and any VRQA Guidelines for the Enrolment of International Students Aged Under 18 issued from time to time.

7. INTERNATIONAL STUDENTS CRITICAL INCIDENTS

- 7.1. Standard 6.8 requires the School to have and implement a documented policy and process for managing critical incidents that could affect an international student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.
- 7.2. The School maintains a written record of all critical incidents and any remedial action taken by the School following a critical incident, for at least two years after the student ceases to be an accepted student.
- 7.3. For more information, refer to our **International Students Critical Incidents Response Policy**.

8. SAFE SCHOOL ENVIRONMENTS

- 8.1. Standard 6.9 requires the School to:
 - 8.1.1. take all reasonable steps to provide a safe environment on campus and advise international students and staff on actions they can take to enhance their personal security and safety
 - 8.1.2. provide information to international students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
 - 8.1.3. provide international students with or refer them to (including electronically) general information on

safety and awareness relevant to life in Australia.

8.2. The School has developed and effectively implemented the following policies and procedures that apply to all students enrolled at the School, including international students, to ensure the safety of all students and that staff take actions to enhance our students' personal security and safety including:

- 8.2.1. Child Safety and Wellbeing Policy
- 8.2.2. Child Safety Code of Conduct
- 8.2.3. Code of Conduct – Students
- 8.2.4. Duty of Care Policy
- 8.2.5. Homestay Policy and Procedure
- 8.2.6. International Students – Procedures to Reduce the Risk of Child Abuse
- 8.2.7. Mandatory Reporting Policy
- 8.2.8. International Students – Homestay Accommodation
- 8.2.9. International Students Complaints and Appeals Policy

8.3. Additionally, at orientation, and on a continuing regular basis, the School provides information to our international students on:

- 8.3.1. how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- 8.3.2. general information on safety and awareness relevant to life in Australia.

9. IMPLEMENTATION

- 9.1. To ensure that we provide the best support services to our international students, the School ensures that we:
 - 9.1.1. employ appropriately trained and qualified staff
 - 9.1.2. effectively communicate contact details for our international student contact officer/s to all students
 - 9.1.3. have sufficient numbers of student support personnel to meet the needs of our international students
 - 9.1.4. educate our international students and staff on emergency contact numbers and critical incident procedures at the School.

10. RECORD KEEPING

- 10.1. The School maintains evidence of compliance with this Policy by maintaining records of our orientation program, records of critical incidents and records of designated student support personnel in accordance with this Policy.

11. APPROVAL

- 11.1. Policy Approved by: Tintern Grammar Executive
- 11.2. Date Approved: 25 August 2022
- 11.3. First Published: 25 August 2022
- 11.4. Reviewer: Director of Admissions and Marketing
- 11.5. Version: 1.0
- 11.6. Review Cycle: 2 years
- 11.7. Revision Date: August 2024