



**POLICY TITLE: INTERNATIONAL STUDENTS SUPPORT SERVICES POLICY**

**DEVELOPED / REVIEWED BY**

Policy Committee  
Director of Business Services and Advancement  
Deputy Principal Wellbeing and Strategy  
Head of Admissions  
Risk and Compliance Manager  
Human Resources Manager

**REVIEW SUMMARY**

Policy to be presented to the Policy Committee for the first time at the May 2024 meeting. Policy to be reviewed in the first twelve months to ensure accuracy to current legislative components.

**DOCUMENT DEVELOPMENT PROCESS**

This document was first developed by Director of Business Services and Advancement and the Head of Admissions in 2024.

**RATIONALE**

Standard 6.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the College 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:

- support services available to assist international students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the College's facilities and resources
- complaints and appeals processes outlined in Standard 10 (Complaints and Appeals)
- 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 information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- Child safety protocols and management

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Standard 6.2 requires the College, 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 College listed above, at no additional cost to the international student

## PRINCIPLES / GUIDING PRINCIPLES

It is the College's policy to also provide access to the Department of Home Affairs information on life in Australia.

Information and referrals, as appropriate to overseas students who request assistance in relation to the services and programs set out below, are provided at no additional cost to the overseas student.

### Support Services

To assist our international students in adjusting to life and study in Australia, the College facilitates access to:

- counselling for general or personal matters
- nursing services
- health and disability services
- English and academic support services
- relevant legal services
- emergency and health services
- student advocate persons
- information on employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

### Student Contact Officers

Standard 6.5 requires the College to designate a member or members of its staff to be the official point of contact for international students.

The College 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.

In addition, the College's international student contact officer/s must have up-to-date contact details of all international students enrolled at the College. The contact officer/s must also provide their contact details to all international students enrolled at the College.

The list below identifies the College's international student contact officer/s and their contact details.

- International Student Coordinator
- Deputy Principal Wellbeing and Strategy
- Director of Students
- Risk and Compliance Manager

Refer to Siena Central for the latest contact details.

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International students are informed about the College's international student officer/s and how to contact them at orientation.

### **Sufficient Student Support Personnel**

Standard 6.6 requires the College to have sufficient student support personnel to meet the needs of the international students enrolled at the College.

The number and type of student support personnel at the College 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:

- International Student Coordinator
- Deputy Principal Wellbeing and Strategy
- Director of Students
- Heads of Houses
- Teaching staff
- Health Centre Coordinator
- College Counsellors
- Risk and Compliance Manager
- Interpreters (where required)
- Student Advocate (not a College staff member)

### **Notifying Staff of Education Services for Overseas Students (ESOS) Obligations**

Standard 6.7 requires the College to ensure that staff members who interact directly with international students are aware of the College's obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations.

The College provides annual training to all staff that outlines the College'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 College's obligations.

Where there are changes or updates to the College's policies or procedures relating to international students at the College, staff will be informed as soon as practicable.

Additionally, the College provides annual training to the International Student Coordinator and supporting staff on:

- the Victorian Child Safe Standards and how they apply to international students

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- the College's policies and procedures for managing emergency situations and critical incidents
- policies and procedures for verifying that the student's accommodation is appropriate to the student's age and needs
- the ESOS Act, the National Code and any Victorian Registration and Qualifications Authority (VRQA) Guidelines for the Enrolment of Overseas Students Aged Under 18 issued from time to time.

### **International Students Critical Incidents**

Standard 6.8 requires the College 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.

The College maintains a written record of all critical incidents and any remedial action taken by the College following a critical incident, for at least two years after the student ceases to be an accepted student.

For more information, refer to our **International Student Critical Incidents Response Policy**.

### **Safe College Environments**

Standard 6.9 requires the College to:

- 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
- provide information to international students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- provide international students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

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

- Student Duty of Care suite of policies and procedures
- Child Protection suite of policies and procedures

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

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

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### **Implementation**

To ensure that we provide the best support services to our international students, the College ensures that we:

- employ appropriately trained and qualified staff
- effectively communicate contact details for our international student contact officer/s to all students
- have sufficient numbers of student support personnel to meet the needs of our international students
- educate our international students and staff on emergency contact numbers and critical incident procedures at the College.

### **Record keeping**

The College 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. Records will be maintained in accordance with our **International Student Records Management and Retention Policy**.

## RESPONSIBILITY

- Principal
- Deputy Principal Wellbeing and Strategy
- International Student Coordinator
- Director of Students
- Heads of House
- Risk and Compliance Manager

## RELATED LEGISLATION

- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2001 (Cth)
- National Code of Providers of Education and Training to Overseas Students 2018
- The Migration Act 1958 (Cth)

## RELATED DOCUMENTS

- International Student Critical Incidents Response Policy
- International Student Records Management and Retention Policy

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## RISK

In the Committee's deliberations it is important to consider the College's main strategic processes and the identification of associated risks. Some sample questions are included for referral.

Answers are to be documented as part of the policy.

1. **Faith and Catholic Identity.** Identify any risks to Catholic Identity or Dominican charism of the school. How will this policy harm or enhance either?
2. **Reputation.** Identify if there are any reputational risks to the College. How will this policy impact Siena and wider communities?
3. **Financial.** Identify any financial risks to the College. How will this policy impact the financial stability of the College?
4. **Contemporary Learning and Teaching.** Identify any risks to learning and teaching. How will this policy impact the academic performance of the College?
5. **Wellbeing.** Identify any risks to safety and wellbeing. How will this policy impact the mental and physical wellbeing of the College community.
6. **Community Engagement.** Identify any risks to building community engagement. How will this policy impact community relationships?
7. **Governance and Leadership.** Identify any risks to governance and leadership in the College. How will this policy affect the strategic direction of the College?

Do any risks identified above warrant changes to the proposed policy? If so the policy should be referred back to the developer/s.

## NEXT REVIEW

May 2025

## POLICY LOCATION

<https://sienacentral.siena.vic.edu.au/homepage/3452>  
[www.siena.vic.edu.au](http://www.siena.vic.edu.au)

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