



Subject: **STUDENT SUPPORT SERVICES POLICY**

Covers: **ALL INTERNATIONAL STUDENTS**

Policy No: INT12 – Version 1

Effective: January 2021

Revised: June 2023

Review Date: June 2025

National ESOS Code: Standard 6
CRICOS Code: 00482K

Student Support Services Policy and Procedures

This policy for specific requirements to address Standard 6 of the ESOS National Code, which addresses the needs of international students, should be read also in conjunction with St Michael's Collegiate School Critical Incident Policies.

St Michael's Collegiate School will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough Orientation Program for all new students that includes:

- a) Support services to assist students to transition to life and study with St Michael's Collegiate School
- b) Legal issues.
- c) Emergency and Health Services.
- d) Facilities and resources.
- e) Complaints and appeals policy and process.
- f) Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- g) Student rules and expectations.
- h) Students are reminded to update address, phone and email details at least each six months.
- i) St Michael's Collegiate School' Database Manager ensures that contact details for students are updated a minimum of each six months, to confirm their contact details are still current including address, mobile and email.

The International Student Orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. Other key areas in the International Student Portal, Boarding Portal, and relevant handbooks will be reinforced during orientation.

The International Student Coordinator and other staff involved, must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

St Michael's Collegiate School will review and where identified, improve the orientation process as needed.



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St Michael's Collegiate School will provide support or access to support for students to assist in meeting course requirements, maintaining their attendance, welfare related and accommodation issues. St Michael's Collegiate School will also provide School Counsellor or Pastoral Care staff support at no extra cost to the student within the Schools resources. Extensive and ongoing assistance requiring access to medical or other professionals beyond the scope of the school may incur an additional cost.

St Michael's Collegiate School has a 'Critical Incident Policy and Procedure', which will be activated immediately in the event of a critical incident.

St Michael's Collegiate School has an International Student Coordinator, Director of Boarding and EAL/D staff to support international students, however there is a large number of support staff available throughout the school including in the Enrolments office of the school and in the pastoral care structure of St Michael's Collegiate School.

Staff are inducted in the Critical Incident Policy and Procedure and directed to become familiar with the ESOS National Code Standards. Each staff member has access to the electronic link versions of the ESOS legislation and as provided within the Staff Handbook.

St Michael's Collegiate School will identify and access appropriate support services, and ensure the necessary services are provided for students as required.

Procedure

The combined efforts of those as nominated on the orientation induction checklist, attached, will conduct the Orientation Program with every new student from day of arrival. The checklist of this program (dated and signed by staff and student) will be retained on the student file.

The orientation process is to be reviewed a minimum of annually.

The School ensures that all staff have access to the Critical Incident Policy and Procedure and link to the ESOS National Code Standards.

All student welfare/support issues are to be reported immediately in the first instance to the International Student Coordinator and thereafter involvement by the relevant staff will be actioned i.e., Chaplains, Director of Boarding, Heads of School / Year Coordinators, teacher mentors, School Counsellor or business/executive staff of the School.

Should an international student / family need advice/assistance, the first point of contact would be for the middle/senior school or boarding students, the International Student Coordinator/Director of Boarding. Should the student be a junior school student, the first point of contact would be the office of the Junior School and thereafter an appointment made with the International Student Coordinator.

From this point others become involved as required: i.e., Chaplains, Director of Boarding, Heads of School / Year Coordinators, teacher mentors, School Counsellor or business/executive staff of the School as noted above.

If a teacher is aware of an issue with a student, they must report it promptly through to the relevant first contact point as appropriate and in accordance with the School policy.



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All students and staff are to be kept informed of the current procedures and should contact points change at any time, these changes are to be circulated promptly.

Emergency Evacuation Plans must be kept current and legible in every classroom / administration / student area. Staff are to report any issues to the relevant member of the Executive Team.

In the event of a Critical Incident the Critical Incident Policy /Evacuation/Emergency Procedure **MUST** be followed as relevant.

Critical Incident Policy

St Michael's Collegiate School recognises the duty of care owed to its students and that planning for the management of a critical incident is essential and has a school-wide Critical Incident Policy. This Standard 6 is read in conjunction with that school-wide Critical Incident Policy.

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff.
- Students or staff lost or injured on an excursion.
- A missing student.
- Severe verbal or psychological aggression.
- Physical assault.
- Student or staff witnessing a serious accident or incident of violence.
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature.
- Fire, bomb threat, explosion, gas or chemical hazard.
- Social issues e.g. drug use, sexual assault.

St Michael's Collegiate School has designated staff whose responsibility it is to maintain for the Principal, the Chief Operating Officer, and the School the Critical Incident prevention and management policy reviews and procedures of critical incidents at the school, or off campus and which include any case of an overseas student for whom the school has undertaken care responsibilities.

See school-wide Critical Incident Policy for further information.

Resources

When an incident is deemed to be critical, the critical Incident Management Team (CIMT) will make every effort to meet the needs of students, staff and parents in a timely and sensitive manner to ensure all members of the community are cared for, informed and updated with information regularly. It is important to note that the Principal is the only person authorised to speak with the media. Persons seeking information about a critical incident should check with the School for the latest and official information.