



Overseas Student Support Policy and Procedures

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Purpose

This ensures that Batool International Pty Ltd complies with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Definitions

ASQA means Australian Skills Quality Authority.

ELICOS Standards means the ELICOS Standards 2018.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy

1. Batool International Pty Ltd supports the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally-appropriate orientation program that provides information about:
 - support services available to assist overseas students to help them adjust to study and life in Australia
 - English language, interpreting and study assistance programs
 - any relevant legal services
 - emergency and health services
 - Batool International Pty Ltd facilities and resources
 - complaints and appeals processes as outlined in National Code Standard 10 (Complaints and appeals)



- requirements for course attendance and progress, as appropriate
 - support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - 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. Batool International Pty Ltd gives relevant information or provides referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in National Code Standard 6.1 (detailed in item 1 above), at no additional cost to the overseas student.
 3. Batool International Pty Ltd offers 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.
 4. Batool International Pty Ltd facilitates 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 (not applicable).
 5. Batool International Pty Ltd designates a member or members of its staff to be the official point of contact for overseas students. The student contact officer and the Principal Executive Officer have access to up-to-date details of Batool International Pty Ltd support services.
 6. Batool International Pty Ltd has enough student support personnel to meet the needs of the overseas students enrolled with Batool International Pty Ltd.
 7. Batool International Pty Ltd ensures its staff members who interact directly with overseas students are aware of the college's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
 8. Batool International Pty Ltd has and implements a documented 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. Batool International Pty Ltd maintains a written record of any critical incident and remedial action taken by the college for at least two years after the overseas student ceases to be an accepted student.
 9. Batool International Pty Ltd:
 - takes all reasonable steps to provide a safe environment on campus and advises overseas students and staff on actions they can take to enhance their personal security and safety. This information is available in the *Student Handbook* and will be discussed in Orientation.
 - provides information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents. This information is available in the *Student Handbook* and will be discussed in Orientation. It is also available in the *Complains and Appeals Policy and Procedures* and *Critical Incident Policy and Procedures*.



- provides overseas students with or refers them (including electronically) to general information on safety and awareness relevant to life in Australia. This information is available in the *Student Handbook* and will be discussed in Orientation.

10. Batool International Pty Ltd provides the following additional support:

- Reasonable adjustment in assessment, i.e., modifications to assessments, including:
 - Adapting physical facilities, environment and/or equipment (e.g., setting up hearing loops)
 - Making changes to the assessment arrangements (e.g., more time allowed for assessments)
 - Making changes to the way evidence for assessment is gathered (e.g., written questions asked orally)
- Welfare services to help with the mental, physical, emotional and social well-being of overseas students. These services may include, through referral, information and/or advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, stress management, and academic and study issues. This information is available in the *Student Handbook*.

11. The provision of this support will be at no cost to the student unless they are referred to an external support organization; i.e., the costs associated with the initial referral will be borne by Cambridge English College, however the student will be responsible for any ongoing costs that may arise as a result of the referral.

- Batool International Pty Ltd will provide the opportunity for students to access welfare-related support services to assist them with issues that may arise during their study, including course progress and attendance and accommodation issues. These services will be provided at no additional cost to the student. If Batool International Pty Ltd refers the student to external support services, Batool International Pty Ltd will not charge for the referral. However, any ongoing costs associated with a referral will be paid for by the individual student.
- This information is available in the *Student Handbook*.

12. Batool International Pty Ltd *Critical Incident Policy and Procedures* covers the action that will be taken in the event of a critical incident, what will be required during the follow-up to the incident, and what records of the incident will be taken and action(s) taken following the incident.

13. Batool International Pty Ltd Student Services Officer/Student Contact Officer (SSO/SCO) will be the nominated points of contact for students. All overseas students will have access to the SSO/SCO during Batool International Pty Ltd business opening hours. If students require access outside these hours, an appointment will need to be made to arrange a suitable time. This information is available in the *Student Handbook*.

14. Where a special need is identified for a student, arrangements are put in place to address the need and support the student to learn effectively.



Procedures

Refer to Standard 6 of the National Code and ELICOS Standard P3.1.

Procedure	Responsibility
<p>1. Pre-enrolment information</p> <ul style="list-style-type: none"> • Batool International Pty Ltd provides free and accurate pre-enrolment information to all students in the form of the <i>Letter of Offer and Student Agreement</i> and the <i>Student Handbook</i> (which is available in hard copy and as a download from the College website). Both of these are age- and culturally-appropriate. • The following information, as well as other information useful to prospective and accepted overseas students, is addressed in at least one if not both of the pre-enrolment documents: <ul style="list-style-type: none"> ○ support services available to assist overseas students to help them adjust to study and life in Australia ○ English language, interpreting and study assistance programs ○ any relevant legal services ○ emergency and health services ○ the college facilities and resources ○ complaints and appeals processes as outlined in National Code Standard 10 (Complaints and appeals) ○ requirements for course attendance and progress, as appropriate ○ support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia ○ 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. 	<p>PEO</p>
<p>2. Orientation</p> <ul style="list-style-type: none"> • Batool International Pty Ltd provides an age- and culturally-appropriate orientation to all overseas students on their first day of their course • The orientation will include information about adjusting to living and studying in Australia, and as a minimum the following information: 	<p>Academic Manager / PEO / SSO/SCO</p>



Procedure	Responsibility
<ul style="list-style-type: none"> ○ support services within the college available including services to assist students to meet course progress and attendance requirements ○ Welfare-related support services, including that these services are provided at no cost for internal services; and where the student is referred to an external service, there is no cost for the referral ○ Contact details for the college point of contact for support (SSO/SCO) ○ Details of legal services that students may access ○ Information about and contact details for emergency and health services ○ facilities and resources available on campus ○ complaints and appeals processes; and ○ information on visa conditions relating to course progress and attendance. ● Remind students that the information provided at orientation is included in the <i>Student Handbook</i>. ● Where a student commences their course after the first day of orientation, provide the student with a one-to-one orientation. 	
<p>3. Referrals to support services</p> <ul style="list-style-type: none"> ● The SSO/SCO 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 National Code Standard 6.1 (detailed above), at no additional cost to the overseas student 	PEO/SSO/SCO
<p>4. Supporting students in their expected learning outcomes</p> <ul style="list-style-type: none"> ● Batool International Pty Ltd offers 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 ● Refer to the college's <i>Course Progress and Attendance Monitoring Policy and Procedures</i> for detailed information about how students' course progress will be monitored and intervention strategies will be implemented 	Academic Manager / PEO



Procedure	Responsibility
<ul style="list-style-type: none"> • These learning support services (consistent with the requirements of the course, mode of study and the learning needs of overseas student cohort) will be readily accessible to all Batool International Pty Ltd students, including overseas students undertaking online or distance units of study (not applicable) • Students may also request or be identified as needing individual support, in which case an individual support plan may be developed (see below) 	
<p>5. Course placement</p> <ul style="list-style-type: none"> • Refer to the college's <i>Course Placement Policy and Procedures</i> for detailed information about the college's course placement process 	Academic Manager
<p>6. Assessing other individual needs</p> <ul style="list-style-type: none"> • Where a special need is identified for a student, arrangements are put in place to address the need and support the student to learn effectively. • <i>Application for Enrolment Forms</i> are to be reviewed to identify if the student has indicated they require any additional support on the form. • Individual needs may also be identified during initial enquiry, orientation interviews or other. • Where individual support needs have been identified this to be referred to the Academic Manager and PEO. • The PEO will further discuss the needs with the student to identify how the college can support the student. An individual support plan may be developed to assist the student through the course (see below). • If it is determined that the student's intended course would not meet their needs and/or the student does not meet the pre-requisites for the intended course, the student may be enrolled in a different college's ELICOS course or referred to another provider if Batool International Pty Ltd does not offer a suitable course/level. 	PEO / Academic Manager
<p>7. Individual support plans</p> <ul style="list-style-type: none"> • For students that have had individual support requirements identified, an Individual Support Plan will be developed using the <i>Individual Support Plan Meeting and Strategy Form</i>, which will outline the strategies used to provide the student with additional support over and above what is normally offered in the course. These may include: <ul style="list-style-type: none"> ○ Additional one-on-one support from the teacher. 	Academic Manager / PEO



Procedure	Responsibility
<ul style="list-style-type: none"> ○ Adjustments to the way training resources are accessed or provided. ○ Adjustments to the way assessments are to be conducted or extra time for assessments. ○ Additional online support ○ Linking with additional resources in the community ● These learning support services (consistent with the requirements of the course, mode of study and the learning needs of overseas student cohort) will be readily accessible to all college students, including overseas students undertaking online or distance units of study (not applicable) ● The PEO should meet with the student identify and discuss support services and interventions with the student. Record these in the <i>Individual Support Plan Meeting and Strategy Form</i>. ● Ensure form is signed by the student to state that they agree to the support services and interventions and give student a copy for their records. ● Implement support services and interventions as soon as possible and within 5 working days of the meeting. ● If appropriate, have one or more follow-up meetings with the student to review the support services and interventions and the outcomes thereof. Record the meeting(s) and any changes to the support services and interventions on the <i>Individual Support Plan Meeting and Strategy Form</i>. 	
<p>8. Student support staff</p> <ul style="list-style-type: none"> ● Batool International Pty Ltd will ensure that it has enough student support staff to meet the needs of the enrolled overseas students ● The college ensures its staff members who interact directly with overseas students are aware of the college’s obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations. ● Student Services Officer/Student Contact Officer (SSO/SCO) will be the nominated points of contact for students <ul style="list-style-type: none"> ○ All international students will have access to the SSO/SCO during 	<p>Academic Manager / PEO / SSO/SCO</p>



Procedure	Responsibility
<p>the college business hours</p> <ul style="list-style-type: none"> ○ If students require access outside these hours, an appointment will need to be made to arrange a suitable time ○ This name and contact information of the SSO/SCO is available in the <i>Student Handbook</i>. <ul style="list-style-type: none"> ● Update contact details of support staff if contact details change. 	
<p>9. Making Reasonable Adjustments</p> <ul style="list-style-type: none"> ● Reasonable Adjustments may be required to teaching and/or assessment methods for students with a disability to provide them with the same educational opportunities as everyone else. ● Assessors can refer to this guide for further information about how and when to make reasonable adjustments: https://www.asqa.gov.au/news-publications/publications/fact-sheets/providing-quality-training-and-assessment-services-students ● When determining whether an adjustment is reasonable, consider the information in the above-mentioned guide and refer to the Disability Standards for Education 2005 and its subsequent updates: https://www.education.gov.au/disability-standards-education-2005 ● Where a reasonable adjustment is made to assessment, this should be documented in the student's file. ● Maintain a written record of any matters related to assessment for at least two years after the overseas student ceases to be an accepted student. 	<p>Academic Manager / PEO</p>
<p>10. Critical incidents</p> <ul style="list-style-type: none"> ● Refer to the college's <i>Critical Incident Policy and Procedures</i> for detailed information about how the college manages 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. ● The college maintains a written record of any critical incident and remedial action taken by the college for at least two years after the overseas student ceases to be an accepted student. 	<p>PEO</p>



Document Control

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