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Overseas Student Support Policy & Procedure
National Code Standard 6

Federation Technology Institute (FTI) 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. Details about Support services to assist students to adjust/ transition to life and study with Federation Technology Institute (FTI)
b. English Language and study assistance programs
c. Any relevant Legal services
d. Emergency and Health Services
e. Facilities and resources
f. Complaints and appeals policy and process
g. Refund Policy and Procedure
h. Requirements for course attendance and progress
i. Information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
j. Support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
k. Transferring, deferring, suspending or cancelling enrolment
l. Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address
m. Student rules / Code of Behaviour and expectations
n. Academic counselling services, intervention strategies and maintaining attendance
o. Privacy policies
p. Updating of student contact details

FTI must give students relevant information or provide referrals as appropriate, to students who request assistance at no additional cost to the student.

Students will be taken on a short tour of the College.

Student ID cards will be organised.

Student timetables will be issued.

College classroom maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws.

Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities

- Telephone and postal services
- Available counselling services
- Availability of Legal services to students
- Personal safety and security including sun and beach safety

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 Handbook will be reinforced during orientation.

The Student Support Officer must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

The College MUST:

- take all reasonable steps to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety.
- Provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents.
- Provide students with or refer them to (including electronically), general information on safety and awareness relevant to life in Australia.

Federation Technology Institute (FTI) will review and where identified, improve the orientation process a minimum of annually.

FTI will provide support or access to support for students to assist in meeting course requirements (including online and distance units) and maintaining their attendance. FTI will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student. FTI will not charge for referrals to external support services.

FTI has a 'Critical Incident Policy and Procedure' which will be activated immediately in the event of a critical incident.

FTI has one student support officer for international students and one back up officer; however, this will be monitored / reviewed as international enrolments grow within the College.

All staff receive electronic versions of the ESOS legislation and the *Staff Handbook, Policies and Procedures Applicable to CRICOS Students* during induction. Staff are also given professional development on the legislation as any changes occur, either by outsourcing or internal training. Staff are also inducted in the Critical Incident Policy and Procedure.

FTI has a commitment to providing equity in training for all identified groups.

FTI will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Students requiring counselling or support should discuss the matter with their trainer and/or International Student Support Officer as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

Contact Details of Student Support officer:

Phone:03 9600 1194
Email support@fti.edu.au

All students and staff are kept informed of the current/correct contact details of the Student Welfare/Support Officer. Any changes are to be circulated immediately.

All staff that interact with students on international student visas, need to be aware of the college's obligations and potential implications for students and remain up to date on the following at the minimum:

- The ESOS Framework and Policies and Procedures contained in the *Staff Handbook, Policies and Procedures Applicable to CRICOS Students*
- The Student Welfare Support Officer/s
- Student support services that are provided and external services including, but not limited to:
    - Personal and welfare-related support services to transition to life and study including accommodation issues/assistance
    - Assistance available to students for problem resolution including legal, emergency and health services
    - Academic counselling services, intervention strategies and maintaining attendance
    - Student Code of Behaviour and expectations
    - Personal safety and security on and off campus

- Tutorial and workshops times, facilities and resources as relevant to their area
- Student visa conditions as appropriate
- Students are reminded at least every 3 months to update their phone, address and email and emergency contact/next of kin details This is implemented via a bulk email to students where tracking of receipt is monitored; a bulk text message to students. Evidence is recorded and kept when this takes place.

Trainers are to provide assistance with vocational advice as well as course information and support, and / or refer the student to the specialist staff member.

Emergency Evacuation Plans must be kept current and legible as required by the appropriate legislation. Staff is to report any issues to the Compliance Manager.

Academic / Attendance issues

If students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the Student Welfare/Support Officer in the first instance or their trainer.
All students' progress and attendance are monitored, and guidance and support provided, where unsatisfactory results are identified.

Other issues including personal matters
Students should in the first instance contact the Student Welfare/ Support Officer or their trainer.

School Aged Dependents

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: http://www.homeaffairs.gov.au/trav/stud/more/visa-conditions

Visit http://www.australia.gov.au/topics/education-and-training/school-education for information about schools in Australia.

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

PROCEDURE

The student support officer and / or Compliance Manager are to ensure all staff have access to the *Critical Incident Policy and Procedure*.

All student welfare /support issues are to be reported immediately to the Student Support / Welfare Officer. The Officer will refer the student to the most appropriate area for help.

If a trainer is aware of an issue with a student, they must report it promptly to the Student Support/Welfare Officer.

All students and staff are to be kept informed of the current/correct contact details of the current Student Welfare / Support Officer. Any changes are to be circulated immediately.

The Student Welfare/Support Officer will conduct the student orientation as outlined below:

The Student Support Officer will conduct an Orientation Program with every new student as soon as practicable. A checklist of this program (dated and signed by staff and student) MUST be included on the student file.

The following policies/procedures and requirements will be explained (at the minimum) to students during orientation. Also refer to the Orientation PowerPoint and checklist.

- Academic and attendance requirements
- Refunds
- Complaints and Appeals
- Emergency Evacuation/Critical incidents
- Transferring, Deferring, Suspending or Cancelling Enrolment

- Code of Behaviour / Student Rules
- Updating of student contact details
- Privacy policies
- Visa requirements
- Safety and security

An Orientation Checklist is to be completed by the officer conducting orientation to ensure all requirements are completed.

- Students will be taken on a short tour of the Institute.
- Student ID cards will be organised.
- Student timetables will be issued.
- Institute maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws; Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students
- Work rights for students and contacts to Fairwork Australia

The orientation process is to be reviewed annually.

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff is to report any issues to the Compliance Manager or CEO.

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

Standard 6 of the National Code must be adhered to at all times.

CRITICAL INCIDENT POLICY & PROCEDURE

Definition

A critical incident is defined by the National Code [under Standard 6] as 'a traumatic event, or the threat of, which causes extreme stress, fear or injury'.

Critical incidents could include but are not limited to:

- *Fire, bomb-threat, explosion, gas or chemical hazard*
- *Student or staff witnessing a serious accident or incidence of violence*
- *Serious injury, illness, or death of a student or staff*
- *Students or staff lost or injured during fieldwork experiences*
- *Missing student*
- *Severe verbal or psychological aggression*
- *Physical assault*
- *Natural disaster in home country or country of study e.g. earthquake, flood etc*
- *Social issues e.g. sexual assault*
- *drug use, alcohol abuse.*

FTI further defines critical incidents as traumatic events or threats which can cause extreme stress, fear or injury to students and/or staff.

FTI also acknowledges critical incidents could also be missing students, severe verbal or psychological aggression, death, serious injury or threats; natural disasters, domestic violence, sexual assault, drug or alcohol abuse, other non-life-threatening events could still become critical incidents.

As soon as a staff member is aware a student or a member of their family has been seriously injured or in an accident or any other event/circumstance as defined above, the Critical Incident Policy and Procedure will be activated.

The relevant authority (eg police) will be called in the first instance if there is a breach of Australian Law.

All emergencies must be rung through to 000 - Police, Fire or Ambulance in the first instance

PROCEDURE

At first signs of a staff member becoming aware of a critical incident depending on what the incident is, they must immediately call for assistance and where necessary a staff member or designated person will phone internal personnel and/or outside authorities to assist.

BASIC PROCEDURE:

- Identify the nature of the critical incident
- Contact emergency services - 000
- Notify the Reception
- Implement an appropriate critical incident plan
- If applicable secure the area
- Ensure safety and welfare of staff/students/visitors
- Liaise with emergency services, hospital and medical services
- Manage media and publicity - additional embassies /departments may require notification e.g. DHA refer to College Compliance Officer / Health and Safety Officer for advice
- Contact and inform parents and family members
- Identify students and staff members most closely involved and at risk
- Assess the need for support and counselling for those directly and indirectly involved
- Ensure only factual information is shared with the community
- Arrange debriefing for all students and staff most closely involved and at risk
- Restore the College to its regular routine, program delivery, and community life as soon as practicable
- Officer in charge or designated person to complete a Critical Incident Report
- Identify any other persons who may be affected by the incident and offer support
- Maintain contact with any injured and affected parties to provide support and to monitor progress
- Evaluate the management of incident - The evaluation process should include feedback gathered from all staff, students, and other parties involved
- An evaluation report must be made available to the CEO.

Safety of all involved is paramount. Students and staff are to be located to a 'safe area' if required.

The area must be surveyed and made safe for all parties.

The International Student Welfare/Support Officer (or their back up person) will ensure the student's parents, The Department of Home Affairs (DHA) and all **appropriate** emergency contacts, are contacted quickly and efficiently being mindful of privacy requirements, cultural needs and time differences. An interpreter may be required.

The International Student Welfare/Support Officer will have access to all emergency student records after hours.

International Student Welfare/Support Officer (or back up person) will recommend and provide details to all parties involved in the incident, with any necessary counselling or support services as required.

All staff involved in the incident are to complete a report to be submitted to the CEO. This report must include action taken at the time any follow up action required.

Evacuation /Emergency Procedures:

In the event of any emergency requiring evacuation - follow the **Emergency Evacuation Plans.**

All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site eg fire extinguishers.

Emergency Plans will also list emergency phone numbers.

All students and staff must meet at the assembly/safe area as marked on the Evacuation Plan for a roll call.

Emergency evacuation drill practice will be carried out randomly each semester.

Emergency evacuation is also explained during student and staff Orientation.

A first aid kit will be kept equipped and on all sites at all times.

All emergencies will be recorded and kept on applicable file/s.

Critical Incidents occurring OUTSIDE AUSTRALIA:

As soon as FTI becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, students directly affected will be allowed to return home.

FTI staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes and evidence as applicable) and copies kept on student file where relevant.

FORMS/LETTERS/TEMPLATES FOR POLICY/PROCEDURE

Orientation Day Checklist

Change to Personal Details Form

Critical Incident Report

Survey for students re Education Agent

Emergency Evacuation