

# Policy and Procedure Manual

## Full Fee Paying Overseas Students Support Services

### 1. Rationale

The College has an obligation to support Full Fee Paying Overseas Students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course of study.

The aim of this policy is to articulate the various support measures which St Leonard's College will deliver to meet this obligation.

### 2. Scope

This policy applies to all Full Fee Paying Overseas Students

### 3. References

#### *Legislation*

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Commonwealth), Standard 6: Student support services

#### *Policies and Documents*

- Anti-bullying; Student Policy
- Anti-Harassment; Student Policy
- Behaviour Policy
- Complaints Handling and Appeals (Grievance) Policy for Full Fee Paying Overseas Students
- Media Crisis Management Plan
- Pastoral Care Policy
- Traumatic Incident Management Plan
- Welfare and Discipline Policy

### 4. Definitions

<i>CAAW</i>	Confirmation of Appropriate Accommodation and Welfare – a document issued by St Leonard's College indicating the College accepts responsibility for the accommodation and welfare of the Full Fee Paying Overseas Student.
<i>FFPOS</i>	Full Fee Paying Overseas Student who holds a valid student visa (subclass 500)
<i>National Code</i>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, 2018
<i>The College</i>	St Leonard's College

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### 5. Implementation

St Leonard's College takes its responsibility to support students so that they are able to adjust to living and learning in Australia, to achieve their learning goals and maintain satisfactory academic progress very seriously.

#### 5.1. Student Orientation

- 5.1.1. The orientation process for FFPOS commences soon after the acceptance of a Letter of Offer by the student's parents/guardian. Contact is established between the student and relevant teaching and pastoral staff, their potential homestay parents, and future classmates as soon as is possible.. The frequency and specificity of contact increases as the date of commencement at the College approaches, so as to facilitate a smooth transition into life at the College and to assist the student with the process of settling into living and learning in Australia.
- 5.1.2. Immediately prior to their commencement or during the first few weeks of commencement of their course of study, all FFPOS will participate in an orientation program. Although he/she may not personally deliver the program, the content and the timing of the program is the responsibility of the Registrar (or their delegate)
- 5.1.3. Upon commencement; through a combination of direct instruction and experiential learning experiences, the student orientation program will support students in their acquisition of the skills required to successfully transition into mainstream classes whilst also providing them with an understanding of;
- Living and learning in Melbourne
  - Australian culture and values
  - Student responsibilities and school rules
  - Using public transport
  - Setting up a bank account and mobile phone
  - The College's pastoral care structures, curriculum support structures and how students are able to access them
  - School evacuation processes and procedures
  - Policies associated with Child Safety and Protection and process
  - Accessing emergency and health services
  - Locations of facilities and resources
  - Complaints handling and appeals (Grievance) processes; and,
  - Visa conditions relating to course progress and attendance

Following a swimming skill assessment, FFPOS are also provided with access to the College's Learn to Swim program which covers water safety

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- 5.1.4. Information pertaining to school services will be provided in curriculum guides and school handbooks, the student diary and on STL Link (the College's intranet) which is available to all students, parents and their guardians (where nominated).
- 5.1.5. A record of information supplied will be kept on the file of a FFPOS.

### 5.2. Intensive English language classes

All FFPOS who are identified as requiring intensive English tuition as a result of their AEAS test result, will join the College's Intensive English Language (IEL) classes. These classes take place within the normal College timetable and focus on the development of each student's reading, writing, listening, speaking and vocabulary skills.

Students enrolled in IEL attend assemblies, are a member of a Mentor Group, attend year level camps and participate in the College's wide range of cocurricular programs. It is anticipated that such involvement will assist students with their transition to study at the College.

During their program, students are assisted with the selection of subjects that they will undertake when they transition to mainstream classes and upon completion, they will either join a mainstream English class or continue to study English as an Additional Language (EAL).

### 5.3. Ongoing Learning Support

International Students remain in IEL until they have attained a level of English language competency that allows them to enter mainstream classes. This transition may begin with one or more subjects and increase over time until they are fully integrated into the mainstream. International Students continue to receive support from their teachers until graduation, after which time they automatically become an Old Collegian - the College's alumni program.

### 5.4. Contact Person

- 5.4.1. The Registrar is the principal point of contact for FFPOS within the College.
- 5.4.2. For day to day matters, the student's Head of School (Junior School, year 5/6, Head of Middle School or Head of Senior School), Year Level Coordinator, their Mentor, Classroom teachers or the Registrar (or their delegate) are available to assist.
- 5.4.3. The contact details of staff relevant to a FFPOS student will be communicated to international students upon their arrival at the College. Should further contacts be required, they are available from the Registrar's Office or from the office of the student's Head of School.
- 5.4.4. The Registrar (or their delegate) will meet with each international student within five school days from their date of commencement, and will follow up on a regular basis with the student, his or her teachers and staff associated with the student's well being, as well as the homestay carer or parent/guardian.

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### 5.5. Staff Knowledge and Training

- 5.5.1. St Leonard's College requires all staff who interact with international students to have an understanding of their responsibilities under the ESOS Act of the College and the potential implications for students arising from the exercise of these obligations.
- 5.5.2. The Registrar (or their delegate), together with the Head of Human Resources and Heads of School are responsible for ensuring staff members are provided with appropriate information in respect of this matter. This may include; but may not be limited to, policies relevant to the welfare and education of FFPOS in the staff section of the intranet and providing information during staff induction programs.

### 6. Communication of this Policy

This policy is communicated in the following ways -

#### Staff

The Support Services Policy is available to Staff via their initial employment and induction information.

The Support Services Policy is available to Staff on CompliSpace via the Policies and Incident Reporting tab on the College intranet (STL Link).

The Support Services Policy is available via the Policies tab in the Staff online handbook.

#### Community

The Support Services Policy is available for parents and care-givers on the College Intranet Parent Portal (STL Link) and policy locations are communicated annually to the community via the St Leonard's College Newsletter.

### 7. Prepared by

College Registrar

### 8. Approved by

Acting Principal, Pat Kenny

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Signed

\_\_\_\_\_ 04 March 2022

Date

### 9. Reason for Revision

Regular scheduled review.

*All policies at St Leonard's College are subject to a three (3) year review cycle (unless otherwise stated) irrespective of any amendments made during this period.*