

<b>Policy Name:</b>	Student Support Services
<b>Policy Number:</b>	6-CRICOS-2011
<b>Current Version:</b>	04- 01/07/14
<b>Next Revision Date:</b>	June 2015
<b>Purpose:</b>	This policy has been developed to document the support provided to students to adjust to life in Australia and achieve their learning goals.
<b>Scope:</b>	All Staff and Students
<b>Exceptions:</b>	Domestic Students
<b>Policy Owner:</b>	Student Services & Administration Coordinator
<b>Related policies and legislation:</b>	<ul style="list-style-type: none"> <li>• Education Services for Overseas Students (ESOS) Act 2000 (<a href="https://www.aei.gov.au/ESOS">https://www.aei.gov.au/ESOS</a>)</li> <li>• The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (<a href="https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf">https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf</a>)</li> <li>• For further detailed information on the legislative requirements in the National Code 2007, see National Code Explanatory Guide ( <a href="https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx">https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx</a>)</li> </ul>
<b>Internal procedures guided by this policy:</b>	N/A
<b>Published Location</b>	▪ Y:\Administration - Compliance\Policy & Procedure – Master File

### Revision History

<b>Revision Date:</b>	<b>Status: (Draft/Final)</b>	<b>Summary of Changes</b>	<b>Prepared/Approved By:</b>	<b>Revision #:</b>
03/02/2011	Draft	Formatting	Institute Coordinator	01
07/04/2011	Final	Formatting	Institute Coordinator	02
18/05/2011	Final	Audit review	Institute Coordinator	03
01/07/2014	Draft	Updated web links and staff titles	Systems Administrator/Dean and Executive Officer	04

### Glossary of Terms/Definitions

<b>Adjust to life and study in Australia</b>	Making the transition to a new life and study is a social and academic experience - both aspects are important in the process of a student's adjustment.
<b>Appeal</b>	An appeal is a process for requesting a formal change to a decision.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>Critical Incident</b>	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
<b>DeptEd</b>	Department of Education
<b>ESOS</b>	Education Service for Overseas Students
<b>ESOS Framework</b>	Principally comprises the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2000 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code. The ESOS framework is supported by the Migration Act 1958 and the Migration Regulations 1994 and various state and territory legislation relevant to the education of overseas students.
<b>Orientation</b>	A detailed introduction designed to help students settle into their specific institution and to provide them with information to fully prepare for the start of classes and enable them to make an adjustment or adaptation to a new environment, situation, and custom.
<b>PGA IGI</b>	PGA International Golf Institute
<b>PRISMS</b>	Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation of Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation
<b>SCO</b>	Student Contact Officer. An employee(s) of the registered provider deemed to have an appropriate level of skill, knowledge and expertise who is able to provide advice to overseas students on a range of matters.
<b>Welfare</b>	Consideration is given to the mental, physical, social and spiritual well-being of overseas students.
<b>Welfare Related Support Services</b>	Services which address the mental, physical, social and spiritual well-being of overseas students. These services may include, through direct provision or referral, information/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, and stress-management. It may also include advice on academic and study issues.

## Procedure Measures

Procedure Measures	Target
Compliance with National Code - Standard 6	100%

## Distribution

All Directors  
All Staff  
All International Students

## INTRODUCTION

The PGA IGI has an obligation to support 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 the course. The support services and orientation program we offer are student focused, we have a **Critical Incident Policy** to ensure the interests of students and their families are managed appropriately in certain circumstances that would be considered distressing and upsetting for a student and/or family member.

### 1.0 Student Assistance

The PGA IGI has a range of services including formal and informal counselling services, academic assistance, and Student Contact Officers (SCO). These services are provided at no additional cost to the student. If it is necessary to refer a student to an external support service e.g. medical practitioner, the PGA IGI does not charge for the referral. Students are made aware of these services and provided with afterhours contact details for SCOs at orientation. Students are provided with a list of phone numbers for a number of external service providers, ranging from phone counselling to alcohol and drug services.

### 2.0 Arrival Services

Commencing international students may have access to arrival services which may include:

- Airport pick-up service (chargeable);
- Arrangement for temporary accommodation by request (chargeable to the student);
- A greeting service including assistance in using public transport, opening bank accounts and purchasing a car, these are provide both pre and post orientation (at no charge to the student).

### 3.0 The Orientation and Enrolment Program

The PGA IGI will assist students to adjust to study and life in Australia via a number of mechanisms, including through the provision of an age and culturally appropriate orientation program that includes information on:

- Program outline
- Staff introduction
- Student rights and responsibilities
- Student support services available to students in the transition to life and study in a new environment
- Legal services
- Emergency, health and safety services
- Facilities and resources
- Complaints and appeals processes, any student visa condition relating to program progress and/or attendance as appropriate
- Q&A session.

We also provide a Student Handbook with information and web linked resources coverings topics such things as:

- Emergency phone numbers and services
- Student visa obligations
- Government department web links (DeptEd, DIBP)
- Compliant, appeals
- Academic requirements.

Orientation is compulsory for all new students and students are required to sign an orientation roll as evidence of attendance and receipt of documents and other orientation documents.

#### 4.0 Student Contact Officers

The National Code requires the PGA IGI to designate members of staff to be the official point of contact for students. The Dean & Executive Officer, IGI Sydney Coordinator and the Student Services & Administration Coordinator have been designated with specific responsibility for the provision and coordination of support services to international students. These services include counselling to assist students to adjust to study and life in Australia, including any academic or attendance problems. Students are made aware of these services during the orientation program and are provided with the 24 hour contact details for all designated staff members.

#### 5.0 Sufficient Student Support Personnel

The National Code requires that the PGA IGI have sufficient support personnel to meet the needs of its students. Students are informed at orientation and provided the contact numbers and email addresses for:

- Dean & Executive Officer
- Student Contact Officers
- Student Services & Administration Coordinator
- Marketing & Student Recruitment Manager
- Programs Development Manager
- Golf Coaches
- Trainers & Assessors
- Campus Coordinators.

#### 6.0 Critical Incident Policy

The National Code specifies that the PGA IGI must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. We have a general policy and procedure on critical incidents, which applies to incidents involving staff and domestic and international students. The PGA IGI realises and accepts that in most cases international students do not have close family available to care and provide support to them in Australia. In a critical incident involving international students, we need to respond in a practiced and timely way; that timely and regular information is relayed to families abroad; that ongoing support is provided to a student in need; and comprehensive records are maintained.

##### 6.1 Definition of a Critical Incident:

A traumatic event, which is likely to cause extreme physical and/or emotional distress involving the PGA IGI, its staff and/or students.

##### 6.2 Traumatic Event: a traumatic event is not limited to, but could include:

- Missing student
- Any fatality or serious injury
- A serious traffic collision
- Murder or suicide
- Physical / sexual assault or domestic violence
- Severe verbal or psychological aggression
- Fire
- Explosion or bomb threat
- A hold up or attempted robbery
- Serious threats of violence
- Storms or natural disasters, and
- Drug or alcohol abuse.

## **7.0 Overview of Responsibilities**

The PGA IGI will support and care for all international students during their period of 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, and underpin this with documented critical incident management procedures. In order to ensure critical incidents are managed effectively, the responsibilities for critical incident management are as follows:

### **7.1 Strategic Management**

The Dean & Executive Officer of the PGA IGI manages the broad organisational response, the continuity of business operations and contingencies, and the recovery and review phases.

### **7.2 Operational Management**

Any appointed staff member under the leadership of the Dean & Executive Officer will manage the incident scene until the arrival of relevant personnel / emergency service. The Student Services & Administration Coordinator has been delegated by the Dean & Executive Officer and is responsible for the day to day management of this policy. The procedures to be followed are outline in our Critical Incident Policy document.

## **8.0 Compliance Information to Staff**

The National Code provides that the PGA IGI must ensure that its staff members that interact directly with students are aware of our obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Staff members are made aware of our obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations in the following ways:

- CRICOS Compliance Team (Dean & Executive Officer, Student Services & Administration Coordinator);
- CRICOS Compliance Register;
- CRICOS Policy and Procedures;
- Staff induction – CRICOS Training will be provided to relevant staff at the time of induction;
- Training sessions, formal and informal.

**This policy will be reviewed annually and revision history updated.**