



International  
College

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# Student Welfare and Support Services Policy & Procedure

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HIC Policy Number  
STUD024

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CRICOS Number 02790D  
Provider Number 21838

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# Hays International College

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## 1. Purpose of policy

This policy ensures that Hays International College complies with all the requirements of ESOS National Code 'Standard 6,' and Standards for Registered Training Organisations 2015 Standard 1.7 & 5 and all students are given the necessary support (includes both academic support and personal support) while they are studying in Australia with HIC.

## 2. Responsibility

The PEO is responsible for the implementation of this Policy and procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

## 3. Definitions

**Academic Counselling** - Study skills, time management and other information relevant to enhancing academic performance for enrolled students.

**Course Advice** - Provision of advice by HIC staff to students on how to make an appropriate program and/or career choice.

**Enrolled Student** - A student, who has been enrolled to an accredited program of study, has not completed that program and has registered into classes which occur in the current term.

**Personal Counselling** - Assisting enrolled students to manage themselves and deal with issues of a personal, family and/or psychological nature.

**Program Information**- This includes details of programs, student services and educational services.

## 4. Key Features

This policy and its set of procedures have been developed to assist staff and the Hays International College (HIC) to provide support to all enrolled students.

- HIC will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:
  - a. student support services available to students in the transition to life and study in a new environment
  - b. legal services
  - c. emergency and health services

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- d. facilities and resources
  - e. complaints and appeals processes; and
  - f. any student visa condition relating to course progress and/or attendance as appropriate
- HIC provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
  - HIC provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. If HIC refers the student to external support services, HIC will not charge for the referral. However, the student must be made aware that accessing services outside HIC, such as external support services, may incur costs on the student.
  - HIC maintains a critical incident policy together with procedures that covers 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.
  - HIC designates a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers have access to up-to-date details of the HIC's support services.
  - HIC has sufficient student support personnel to meet the needs of the enrolled students.
  - HIC ensures that its staff members who interact directly with students are aware of the HIC's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.
  - HIC conducts a thorough and appropriate (age and culturally sensitive) compulsory Student Orientation Program to all enrolled students, in consideration of the following:
    - a. HIC remains conscious of the student's privacy and confidentiality as per the provisions of the Privacy Act.
    - b. Cultural sensitivities must be considered to prevent offence to the students, their families or any of their representatives.

## Designated Student Support Officer

Whilst all staff employed by HIC is responsible in providing educational support to students, HIC has a designated 'Student Support Officers' who shall be available to all students. The designated Student Support Officer (SSO):

Name: Amy Jiang  
Tel: 03-98987222  
Email: amy.jiang@hic.vic.edu.au

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The SSO is available to all students, on an appointment basis during the usual office hours. Students can access the Student Support Officer directly or via Student Administration and an appointment will be organised as soon as practical. Students may also approach them via email or phone contact. Besides the SSO, students are welcome to meet with the Course Coordinators and the PEO to ensure that their academic needs are taken care of.

Student Support Officer is appointed for the provision of support services to:

- Help student successfully adjust and integrate to life and study in Australia
- Help in the resolution of student problems, and assist in the student Complaints & Appeals process

As part of their responsibility SSO ensure up-to-date information is available for the below listed services provided and the contacts listed are current. This information is given to students during their orientation program as outlined in this policy.

HIC'S Student Support Officers, in collaboration with trainers and other staff (administration) will assist all students with study related issues. This may include study skills, time management, LLN, students with special needs and stress management.

The Office Administrator is able to refer students to external sources of support where they deem that they are not qualified or it is in the student's best interests to seek professional advice. All preferred/suitable external links are maintained by the Student Support Officers.

Where the Student Support Officer or Office Administrator feels further support should be gained, a referral to an appropriate external support service will be organised. Organising referrals to external support agencies will be done so at no cost to the student. However, the student will be informed of any costs associated with accessing the suggested services.

## Orientation Program

The Orientation Program is conducted for all new students at the beginning of their course. This is to help them to be familiar with HIC, the Australian culture and the study style in Australia. During the Orientation session, information is given to students regarding student visa conditions, accommodation, and work entitlements on their student visa, overseas health cover, and use of information technology facilities within HIC. Students are required to appear in a placement test to assess their proficiency in English (refer to Assessing student's qualifications, experience and English proficiency Policy and Procedure). Students are also given a campus tour and are introduced to academic and administrative staff. (Refer to Orientation Policy). They meet their course coordinators and are given further information specific to their course, including the course outline, course timetable and work placement information, if relevant.

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## **Counseling services**

HIC does not offer professional counseling service to students / staff on campus. Although the Student Services Officer acts as a point of contact and offers support to students, if professional counseling is needed he/she will recommend and direct them to professional counseling agency.

The Student Services Officer will assist international students in dealing with problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student.

## **Academic support**

HIC offers academic support to students in addition to their regular scheduled classes in the event when students have concerns with their academic progress, their attendance and related academic difficulties.

The remedial component of academic support addresses language, literacy and numeracy issues. The Director of Studies facilitates support in all three areas. Short Courses in English are offered free to HIC students upon request.

Students' progress is monitored by HIC and if a student is found to have academic problems he/she will be referred by the Course Coordinator to meet with the Student Services Officer. Students are encouraged to also to discuss academic and attendance issues at any time with their relevant Course Coordinators or the PEO to get guidance and advice.

HIC implements a course progress policy and ensures HIC's trainer regularly assess their student's progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. This means that HIC will continuously evaluate student's performance during their enrolment period. In this way the trainers are able to formally notify the Student Services Officer and initiate early intervention as required (Refer to Course Progress Policy and Procedure)

## **Accommodation**

Hays International College will refer students to appropriate accommodation services and arrangements if needed. Students can discuss their accommodation needs with the Student Administrator. All students are advised to have their accommodation arrangement organised before arriving in Melbourne, Australia.

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## Legal and Medical issues

Students requiring legal guidance and advice can be referred to an appropriate legal professional by the Student Services Officer. Further information is available in the Student Handbook. Free legal advice and referral services is also available from a number of national and state organisations, including the Victorian Legal Aid (<http://www.legalaid.vic.gov.au/>)

In the event of emergency the phone number for an ambulance, police or fire service in Australia is 000.

Students with any medical concerns and requires medical attention can contact the Student Administrator or the Student Services Officer who will be able to provide contact numbers to the appropriate doctor or medical professional.

The following table contains other useful and related links: however for the most update to date contacts refer to the Student Services Officer

<b>Fire, ambulance and police emergency</b>	<b>Phone 000</b>
<b>Translating and Interpreting Service (TIS)</b>	<b>phone 131 450</b>
<b>Life Line 24 hour Counseling Services</b>	<b>Phone 131 114</b>
<b>24 Hour Clinic</b> 	<b>National Home Doctor Service</b> <b>CALL 13 SICK (7425) TO MAKE A BOOKING</b>  <b>Call centre is open for bookings:</b> <ul style="list-style-type: none"><li>• <b>From 4pm weeknights</b></li><li>• <b>From 10am on Saturdays</b></li><li>• <b>All day Sundays and public holidays</b></li></ul> <b>Box Hill Medical Centre (ph 9890 1024)</b> <b>528 Station Street, Box Hill, 3128, Victoria</b>  <b>After Hours General Practice Clinic (ph 8820 7500)</b> <b>36 Wellington Road, Box Hill, Vic</b>

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<p><b>Normal Hour Doctor</b></p>	<p><b>Guardian Medical centre (ph 9890 4585)</b> 453 Station Street Box Hill, VIC 3128 Australia.</p> <p><b>Box Hill Mall Medical Centre (ph 9898 6777)</b> 8 Market Street Box Hill VIC 3128</p>														
<p><b>Dentist</b></p>	<p><b>Box Hill Dental Clinic (ph 8676 1649)</b> 106 Thames Street, Box Hill.</p> <p><b>Dental care for all (ph 9897 1174)</b> 3/1A Carrington Rd Box Hill VIC 3128</p>														
<p><b>Community Health Centre</b></p>	<p><b>Eastern Health (ph 9895 3281)</b> 5 Arnold St, Box Hill VIC 3128</p>														
<p><b>Physiotherapist</b></p>	<p><b>Box Hill Physiotherapy (9899 5575)</b> 513 Station Street, Box Hill Vic 3128</p>														
<p><b>Immigration agent / Lawyer</b></p>	<p><b>Fernadez &amp; Johnson (ph 9899 1599)</b> Suite 6,30-32 Ellingworth Parade Box Hill, Victoria 3128</p> <p><b>Irene Ting &amp; Associates (ph 9890 0001)</b> Suite 5B, 10 Prospect St, Box Hill VIC 3128</p>														
<p><b>Living in Australia</b></p>	<p>A web site booklet, produced by DIBP. To read or print the booklets, you will need to have Adobe Acrobat Reader, version 5 or later, on your computer. <a href="http://www.immi.gov.au/living-in-australia/values/book/">http://www.immi.gov.au/living-in-australia/values/book/</a></p>														
<p><b>Box Hill Library</b></p>	<div data-bbox="472 1381 711 1633" data-label="Image"> </div> <p>1040 Whitehorse Road, Box Hill, 3128. Ph: 9896 4300 Fax: 9896 4349</p> <table border="1" data-bbox="472 1644 1531 1766"> <thead> <tr> <th>Monday</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Friday</th> <th>Saturday</th> <th>Sunday</th> </tr> </thead> <tbody> <tr> <td>10am-8pm</td> <td>10am-8pm</td> <td>1pm-8pm</td> <td>10am-8pm</td> <td>10am-8pm</td> <td>9am-5pm</td> <td>1pm-4pm</td> </tr> </tbody> </table>	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	10am-8pm	10am-8pm	1pm-8pm	10am-8pm	10am-8pm	9am-5pm	1pm-4pm
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<b>Religious institutions</b>	<p><b><u>Anglican</u></b> (ph 9899 5122) 1038 Whitehorse Road, Box Hill 3128</p> <p><b><u>Catholic</u></b> (ph 9890 6060) 299 Elgar Road, Surrey Hills, VIC 3127</p> <p><b><u>Islamic Prayer Facilities</u></b> Deakin University Building H2/3, 221 Burwood Highway. Burwood</p> <p><b><u>Islamic Mosque</u></b> 72 George Road, Corner Daws Road, Doncaster East</p> <p><b><u>Hindu</u></b> Mountain Highway, The Basin VIC 3154</p> <p><b><u>Buddhist</u></b> 939 Canterbury Rd, Box Hill, VIC 3128</p> <p><b><u>Christian</u></b> Evangelical Community Church 12-16 Court St, Box Hill, VIC 3128</p>	
<b>Study in Australia</b>	<p><a href="https://www.studyinaustralia.gov.au/">https://www.studyinaustralia.gov.au/</a></p>	
<b>Overseas Student Ombudsman</b>	<p><i>If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <a href="http://www.oso.gov.au">www.oso.gov.au</a> or phone 1300 362 072 1300 362 072 for more information.</i></p>	
<b>Legal Aid</b>	<p><b>Tan &amp; Tan Lawyers &amp; Consultants</b> Level 3, 257 Collins Street, Melbourne VIC 3000, Australia. Tel 613 9663 8818 Fax 613 96639668</p>	<p><b>Victoria Legal Aid</b> Melbourne 350 Queens Street VIC 3000 Tel 0392690234 <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a></p>
<b>Youth Central</b>	<p><a href="http://www.youthcentral.vic.gov.au/">http://www.youthcentral.vic.gov.au/</a></p>	

RELATED DOCUMENTS			
<b>ESOS</b>	National Code Standard 6		
<b>Standards for Registered Training Organisations 2015</b>	Standard 1.7, 5		
<b>POLICIES</b>	Orientation ; Critical Incident; Code of Conduct; Course Progress; DHA Notification Policy and procedure		
<b>Last Updated</b>	Jan 2018	<b>Updated by</b>	JW