

Approved by: Board of Governors 1/11/16

International Student Services Policy

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Government Legislation	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Standard 4) <i>ESOS Act</i> <i>Migration Act 1958</i>
Responsible Officer	CEO

1. Purpose

- 1.1 The purpose of this policy is to provide a framework for Responsible Officers of IKON Institute of Australia in the provision of Student Services to International Students.
- 1.2 The revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007) requires IKON Institute of Australia to demonstrate its compliance with the National Code 2007 at the point of CRICOS registration and throughout its CRICOS registration period.
- 1.3 Standard 6 of the National Code 2007 requires IKON Institute of Australia 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.

2. Scope

- 2.1 In order to comply with Standard 6 IKON Institute of Australia must provide a student induction program to assist international students to transition to life and study in a new environment, the details of this induction program are included in this policy.
- 2.2 In order to comply with Standard 6 IKON Institute of Australia must provide student welfare and academic support services for international students, the details of these services are included in this policy.

3. Definitions

CRICOS: The Commonwealth Register of Institutions and Course for Overseas Students (CRICOS) is the register prescribed under section 10 of the ESOS Act.

Marketing: Promotion of the provider and its courses and facilities to prospective overseas students and their parents or guardians, education agents, international organisations and other interested parties such as alumni.

Overseas/International Student: A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

PRISMS: The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEEWR by registered providers.

Recruitment: The pre-enrolment processes of engaging and assisting overseas students to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a Confirmation of Enrolment for an application for a student visa.

Education Support Officer: Employee of the provider who is the designated first point of contact for international students.

Student Visa: An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purposes of studying in Australia as defined by the *Migration Act 1958*.

4. Principles

- 4.1 IKON Institute of Australia is committed to supporting students to adjust to life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course.
- 4.2 IKON Institute of Australia assists students to adjust to study and life in Australia, including through the provision of a culturally appropriate orientation programme that includes information about:
 - a. student services available to students in the transition to life and study in a new environment
 - b. legal services
 - c. emergency and health services
 - d. facilities and resources
 - e. complaints and appeals processes, and
 - f. any student visa conditions relating to course progress and/or attendance as appropriate

IKON Institute of Australia has an extensive orientation program devoted to provide comprehensive information about available student services and support staff to meet the needs of all students enrolled within our organisation. This service is at no additional cost to the student.

- 4.3 IKON Institute of Australia provides the opportunity for students to participate in services and provides access to services designed to assist students in meeting course requirements and maintaining their attendance.
- 4.4 IKON Institute of Australia provides the opportunity for students to access welfare-related services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the students. If IKON Institute of Australia refers the student to external support services, the student will not incur a cost for the referral.

- 4.5 IKON Institute of Australia has a documented critical incident policy which 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. This critical incident policy ensures the interests of the student and their families are managed appropriately and shows that IKON Institute of Australia is prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances. (Refer to ESOS003 International Critical Incident Policy)
- 4.6 IKON Institute of Australia designates a member of staff at each campus to be the official point of contact for students. The student contact officers have access to up-to-date details of IKON Institute of Australia's support services.
- 4.7 IKON Institute of Australia provides sufficient student support personnel to meet the needs of the students enrolled with IKON Institute of Australia.
- 4.8 IKON Institute of Australia ensures that staff members who interact directly with students are aware of IKON Institute of Australia's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.
- 4.9 IKON Institute of Australia:
- provides appropriate and well-informed support services including study and learning advice and help, language assistance, help with meeting and dealing with course requirements, attendance, and welfare issues
 - maintains and delivers up-to-date and correct information for students relating to support services, study issues, emergency, legal and health services and facilities and resources
 - makes accessible to students information on IKON Institute of Australia's complaints and appeals procedures
 - regularly reviews and delivers a comprehensive orientation program that includes all of the above as well as information on course progress and attendance visa conditions
 - provides welfare-related support services at no cost to the students including referrals to any additional services as appropriate.

5. Roles & Responsibilities

- 5.1 The CEO will oversee the recruitment and training of Education Support Officers as required to service IKON Institute of Australia's overseas student cohort.
- 5.2 Education Support Officers will be IKON Institute of Australia's designated first point of contact for international students who encounter any difficulties in adjusting to life and/or study in Australia.

6. Support Provided

- 6.1 **Arrival in Australia** – For international students, IKON Institute of Australia can arrange for students to be met at the airport and taken to their accommodation. Students wishing to avail themselves of this service need to indicate so when accepting the offer of enrolment.
- 6.2 **Orientation and Transition Support** – All international students are expected to attend IKON Institute of Australia's orientation program in their first week at IKON Institute of Australia. The orientation program involves familiarisation with the campus, facilities and living and studying in the location. The orientation program includes:
- orientation to location and a walk around of the IKON Institute of Australia campus and surrounding areas
 - introduction to Education Support Officer and key members of the IKON Institute of Australia team
 - details of the course, timetable, staff contact details
 - assistance available for personal welfare issues and contact details
 - assistance available for academic issues and contact details
 - information about additional support available, such as legal, emergency and health services available
 - information about course attendance and academic progress requirements
 - overview of complaints and grievances policies
 - visa requirements and obligations
 - student safety information for international students

Students are provided with:

- International Student Handbook
- Quick access contact detail cards

Upon completion of orientation a student orientation checklist is signed by the student and filed in the student's file.

- 6.3 **International Student Handbook** – All students are provided with a copy of the International Student Handbook during their induction at IKON Institute of Australia. The handbook contains information on:
- services, facilities and resources available to students
 - contact details for key members of staff at the IKON Institute of Australia
 - reference guide of useful contact numbers (emergency services, legal services, etc)
 - visa requirements for international students
 - all IKON Institute of Australia policies and procedures applicable to international students
 - other relevant information in assisting students to adjust to life and study in Australia
- 6.4 **Student Support Services** – IKON Institute of Australia has a team of Education Support Officers designated to provide assistance to international students. Students are introduced to their Education Support Officer at

induction, and given their contact details. Students are free to approach any IKON Institute staff member for help or to make general enquires.

General enquires may include any relocation issues such as:

- Directions
- Public Transport queries
- Day-to-day necessity queries
- Banking
- Access to other services

6.5 Academic Language and Learning Support – Students are advised to approach their lecturers with content specific questions, and Education Support Officers for learning support.

Academic language and learning support services provided by IKON Institute of Australia include:

- Free study skills workshops, presented by the Heads of Faculty, at commencement of new courses covering:
 - Academic integrity
 - Researching skills
 - Critical thinking
 - Note taking
 - Report writing
 - Referencing
 - Study Skills
- Ad-hoc workshops developed and delivered in response to student need (may be requested by member of Academic Staff, Education Support Officer, Head of Faculty or students)
- One-on-one student academic language support, provided by the Education Support Officer upon student request (may also be recommended by Academic Staff or initiated by Education Support Officer in response to student progress)
 - Students may schedule an appointment slot, or take advantage of the opportunity to casually drop-in during available times
- Study Skills Handbook distributed to all students
- Online access to academic language and learning support resources
- Timetable and planning support
- Learning Support Strategies – provided through individual sessions with Academic Staff at student's request
- Academic Issues

6.6 Student Welfare Services – IKON Institute of Australia offers all Students access to sessions with trained Counsellors at a minimal cost, as part of their training course.

The Student Education Support Officers are available to international students to help them access study support and welfare-related services such as:

- Legal Services – IKON Institute of Australia can refer a student who requires a legal practitioner; the referral is at no cost to the student. Students are responsible for any costs related to the legal advice/services provided.
- Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. IKON Institute of Australia provides up-to-date information on accommodation options and providers, this advice is provided free of charge. Any fees payable to external agencies are the student's responsibility.
- Emergency and Health Services – During orientation students are advised about safety while living and studying in Australia. This briefing includes information about emergency services and their contact details. For non-urgent services students are encouraged to contact the Education Support Officer. For medical or other emergencies students are instructed to contact the appropriate service by dialling 000, and informing IKON Institute of Australia as soon as appropriate. All international students are provided with a quick reference wallet card with relevant emergency contact numbers.
- Facilities and Resources – At orientation students are given a guided walk-around of the IKON Institute of Australia facilities, and acquainted with the resources available for their use.
- Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website and made available from administration at any time. The policy is specifically explained during orientation and outlined in the International Student Handbook.
- Assistance in understanding and meeting visa conditions relating to course progress and attendance as appropriate- during orientation students are advised of their requirements to meet their visa conditions. Specifically the expectations for course progress and attendance are laid out in the student handbook, and assistance is provided for any students who are identified as being at risk of failing to meet these requirements.
- Students are able to book private counselling sessions with student counsellors on campus. The counselling fee is a nominal amount payable by the student to the counsellor.
- The Placement Coordinator will assist overseas students in sourcing appropriate placement opportunities for undertaking the compulsory work placement component of their studies.

6.7 **IKON Institute of Australia Facilities** – All IKON Institute of Australia students have access to a range of on-campus facilities, which include, but are not limited to:

- Communal Kitchen Facility - IKON Institute of Australia supplies tea, coffee, milk, and biscuits as a courtesy to students. A fridge and microwaves are available for use. Please note that everyone is expected to tidy up after themselves and maintain these facilities in a clean manner.
- Break-out rooms may be booked by students for group work, or private study groups.

- Computer access - Students have access to public computers in all classrooms and some breakout spaces.
- Wi-Fi access – All IKON Institute of Australia facilities have full student Wi-Fi access. Login details are available during orientation.
- Library – All IKON Institute of Australia students have access to a library of resources. Resources may be borrowed via the administration team.

6.8 **Critical Incident Policy** – IKON Institute of Australia has in place a documented critical incident policy which covers the action to be taken in the event of a critical incident, the required follow-up of the incident, recording of the incident and the action taken.

Critical incidents may include, but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Refer to ESOS003 Critical Incident Policy for further information.

7. Procedure

- 7.1 All international students have access to IKON Institute of Australia Institute student support services through their Education Support Officer who will assess the student's needs and provide assistance as appropriate. Where internal support services are unable to meet the specific student's needs, Education Support Officers have access to information regarding additional external student welfare services available locally.
- 7.2 Where the nature of the concern is beyond the Education Support Officer's experience and abilities, the student will be referred to an appropriate person/organisation for professional assistance.
- 7.3 The Education Support Officer responds to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refers the student to other staff members as appropriate.
- 7.4 The Education Support Officer assists with accommodation and general welfare issues, through providing appropriate advice and direction. The Student Education Support Officer is authorised to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.
- 7.5 The Education Support Officer records student services provided to each student within the student's electronic file.
- 7.6 Academic Staff who notice any concerning changes in a student's behaviour attitude, health or general demeanour are to report their concerns to the Education Support Officer for immediate follow up.
- 7.7 The Education Support Officers provides support for students who require additional services and encourage students to utilise these additional services as appropriate.

8. **Publication**

This policy is to be published and provided to Agents and on the IKON Institute of Australia website to ensure prospective agents and IKON Institute of Australia staff have up to date and accurate information. A copy is included in the International Student Handbook for ease of reference for students.

9. **Related Forms:**

International Student Handbook

10. **Related Policies:**

ESOS008 International Critical Incident Policy