

Student Support Services Policy

Purpose

The purpose of this policy is to ensure that under Standard 6 of the National Code 2018 the Sydney Institute of Top Education T/A King's School of Culinary arts provides access to sufficient support to ensure students can:

- adjust to study
- adjust to life in Australia
- achieve their learning goals
- achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Policy

KING'S will 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.

KING'S will induct each student prior to the commencement of course work to ensure they can settle into their new environment.

KING'S will provide and inform the students of their available support and welfare services, staff availability and point of contact if they have any issue.

KING'S will ensure it has sufficient student support personnel to meet the needs of the all enrolled students.

KING'S will ensure that all staff that interact directly with students are aware of the both the KING'S and their obligations under the ESOS framework as well as the potential implications to students.

Related Policy

Critical Incident Policy

Procedure

Orientation Program

KING'S will at the commencement of each course undertake and complete an orientation / induction program that will be held for all overseas students.

The orientation / induction program covers the majority of what students will need to know about their course and adjusting to life in Australia. As a minimum the information will cover:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
- requirements for course attendance and progress, as appropriate
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The Principal is to run the Induction using both the International Student Handbook and the International Student Induction Checklist.

Students **MUST** go through, tick, sign and return their International Student Induction Checklist to the principal.

The CEO **MUST** collect all the completed forms, checking them to ensure they are filled correctly.

All forms **MUST** be filed in the students file.

Dealing with late arrivals / starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, the principal or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

Student Support Services and Support Personnel

KING'S will have available one of two staff members to act as the Student Support Point-of-contact.

Currently the following staff will be the International Student Point of Contact:

- Mrs Dana Oh – +61 2 72262000

Both have a responsibility to care for students needs on a daily and ongoing basis.

Should any student require the services of the above persons, they should simply approach the reception area and ask for an appointment to be scheduled.

Should any student require professional counselling facilities, again they should simply approach the reception area where they will be directed to the appropriate counselling services for their needs.

Any support services provided by KING'S will always be free of charge.

KING'S does not have a qualified counsellor on the premises and as such any associated costs for services provided by a third party who is not related to KING'S, will need to be covered by the individual student. Students should always be reminded to check with their insurance provider to check if they are eligible for cover.

We offer free and confidential counselling to KING'S students who are experiencing mental health, personal, study or work-related issues.

As our student, you can make an appointment with KING'S staff for counselling service to reduce stress and get back on track. KING'S do not charge any kind of fees for referring to internal or external counsellors.

KING'S's authorised staff will guide you for the necessary actions after counselling. The staff of KING'S will take a decision on the internal or external counselling provisions that can be provided to the student.

To make an appointment

You can contact the reception or student support staff for booking an appointment for the discussion on your issues.

Self-help and wellbeing

We offer a range of workshops/orientation/induction during the start of your course to help you manage life, work and study. From time and again our trainers and assessors cover a range of topics from stress management to staying focused during interactions with the students.

If there are concerns about a student's safety, or there have been statements about self-harming or suicide, please seek help immediately. Seek assistance in any way you can, for

example by calling Lifeline, your local hospital or your local GP. If the situation is an emergency or life threatening, please dial Triple Zero (000).

If the situation is life-threatening or there is an imminent danger, please dial Triple Zero (000).

Welfare & Guidance Services

If, at any time, a student needs counselling or advice and KING'S staff are not able to help or are unqualified, the student will be given a referral to a qualified counsellor. The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Interpreting Services	131 450
Abortion Trauma and Crisis Pregnancy Help	1300 737 732
State wide Sexual Assault Helpline	1800 010 120
Rape and Incest Survivors Support Centre	07 3391 0004
Lifeline	13 11 14
Drug-Arm	1300 656 800
Men's Telephone Counselling Service	1800 600 636
Women's Health	07 3839 9988
Family Law Hotline	1800 050 321
Privacy Enquiries Line	1300 363 992
Taxation - Personal Tax Info Line	13 2861

In the event that a student requires the services of a qualified counsellor or crisis accommodation fees may apply which the student will be responsible for.

This information is located in the International Student handbook that the students will receive.

Consular Contacts

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

To find your closest Embassy and / or Consulate visit:

<http://www.dfat.gov.au/geol/>

Related to National Code 2018 Standard 6

Overseas student support services (Excluding 6.8 and 6.9)

- 6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program that provides information about:
 - 6.1.1. support services available to assist overseas students to help them adjust to study and life in Australia
 - 6.1.2. English language and study assistance programs
 - 6.1.3. any relevant legal services
 - 6.1.4. emergency and health services
 - 6.1.5. the registered provider's facilities and resources
 - 6.1.6. complaints and appeals processes as outlined in Standard 10 (Complaints and appeals)
 - 6.1.7. requirements for course attendance and progress, as appropriate
 - 6.1.8. the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
 - 6.1.9. services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 6.2. The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.
- 6.3. The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.
- 6.4. The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.
- 6.5. The registered provider must designate a member or members of its staff to be the official point of contact for overseas students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.
- 6.6. The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.
- 6.7. The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.