# Student Support Policy

## 1.      Policy Statement and Purpose

Study Group Australia Pty Limited (SGA) is committed to ensuring that appropriate student support services are provided to optimise satisfaction and maximise the possibility of a successful outcome for each student. The document provides details of SGA's policy to ensure that appropriate pastoral care, student welfare and support services are provided to all students under the scope of this policy.

## 2.      Scope

This policy applies to students in High School, Foundation[i], ELICOS or Higher Education courses delivered and awarded by a SGA College listed in the footer of this document and the staff of these colleges.

## 4.      Policy Provisions

### 4.1      Scope of Student Support Services

The scope of the student support services to be provided includes:

- orientation and other programmes to assist in the transition into life and study in Australia;
- legal services;
- emergency and health services;
- facilities and resources, including their suitability for students with a disability;
- complaints and appeals processes;
- information on visa conditions relating to course progress (where applicable)
- attendance requirements (where applicable); and
- intervention and counselling in relation to academic progress, accessing further study, and the referral to professional counsellors where appropriate.

A number of complementary polices enhance the Student Support Policy and should be brought to the attention of students. These are listed in Section 6 herein -  Supporting Documents.

### 4.2      Pre enrolment information

Considerable information in relation to the organisation and the support services it provides is located on the SGA website.  Specific details will depend on the course and type of student. The information may include:

- a general introduction to Australia;
- time zones, climate, electrical appliances;
- money, credit cards, banking;
- airport reception;
- Australian Customs;
- visa types and conditions, including Overseas Student Health Cover, caregivers and part-time employment;
- overview of accommodation types available, approximate costs, and assistance the college can provide;
- telecommunications, including mobile telephones, and internet service providers;
- transport as relevant to the campus;

- social behaviour, including dress, appearance, religious practices, and manners;
- shopping and approximate budgets;
- Australian education system;
- Job Placement Assistance for local students; and
- orientation programme.

### 4.3    Student Orientation

A culturally appropriate orientation program is presented to all students. Topics may include:

- a 'Welcome message';
- information about Study Group Australia Pty Limited and the particular College;
- support services available to assist students and how to access them, and for overseas students support services to help them adjust to study and life in Australia, assist them with general or personal circumstances that are adversely affecting their education in Australia;
- information on services the student can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman;
- English language and study assistance programs;
- SGA's standards of conduct;
- SGA's complaints and appeals policy and procedures;
- SGA's Recognition of Prior Learning and Credit Transfer Policy and Procedures;
- information relating to the course and qualification, including:
  - Course assessment processes (including the Assessment Appeals Process), special consideration and reasonable adjustment;
  - Requirements for course attendance and progress;
  - Further study pathways;
- job search advice (as applicable to the individual and any visa conditions that apply);
- information on emergency, health and relevant legal services, including on emergency evacuation procedures.

Additional information is provided relating to the campus and its facilities and resources, key staff and local occupational and safety requirements.

A contact officer is designated as the official contact point at Colleges with overseas students.

Students are also given a conducted tour of the campus and the immediate locality as part of the orientation programme.

A student's details are collected at each orientation session or the beginning of each term. Information includes:

- current residential address;
- mobile phone number (if any);
- email address (if any); and
- any other details

At least every 6 months, while the student remains an enrolled student, the student's details are confirmed and the records of students' details are updated.

Students who enrol late or miss scheduled orientation sessions are provided with the orientation information on commencement.

### 4.4 Assistance with Accommodation (where applicable)

On enrolment overseas students are provided with assistance to find suitable accommodation if required. A register of appropriate accommodation options can be provided by each College.

A variety of accommodation types are available including Homestay, student residential accommodation, share houses and private rental. Student satisfaction with these providers is regularly tracked to ensure appropriate standards are maintained.

Overseas students under the age of 18 must comply with the *SGA Students under the Age of 18-Overall Policy and Procedure* which specifies the acceptable accommodation options*.*

### 4.5 Counselling Available to Students

The orientation programme introduces the students to key staff for their course. Information is provided on where to locate these staff, and their responsibilities. Students are also advised of how to arrange appointments with staff members.

These staff members assist students, providing academic or general counselling. Where appropriate, a student will be directed to professional counselling.

### 4.5.1 Legal or Advocacy Services

Students in need of legal advice or advocacy services will be provided with a list of external professionals. This list is not intended to be restrictive, but to serve as a guide for students who wish such assistance.

### 4.5.2 Emergency and Health Services

Some, but not all, campuses have medical assistance available on premises. This is dependent on the average age of the student cohort and the statutory requirements regionally applicable.

Alternately campuses may have a dedicated and private area where students may rest if feeling unwell. Such students are monitored by staff, and additional aid sought if deemed appropriate.  The caregiver will be notified if an Under 18 student is too ill to remain at the campus.

Students seeking guidance in relation to health services within the region of the campus will be provided a list of local medical centres, including location and telephone numbers.

The Critical Incident Policy and Procedures gives information on procedures to be followed in the case of an emergency. Some campuses also have a 24-hour phone emergency contact depending on the age of the student cohort and statutory requirements.

### 4.6 Communication with Students

Each College will ensure essential information is communicated to students in a timely and accessible manner. The variety of communication means include face-to-face, noticeboards, TVs, Student Learning Management System (LMS), email or Apps.

Regular student surveys and focus group sessions are conducted to obtain feedback from students and students serve as members of selected college committees.

### 4.7 Academic Support Services

A variety of academic support facilities are available at each College as are a range of counselling and support services for students with a disability.

Support strategies include an assessment or evaluation of the Language, Literacy and Numeracy (LLN) abilities of the student in relation to the course to be undertaken and where required, additional support may be provided.

Each student's academic progress and attendance is closely monitored. Early assessment or review provides formative feedback on academic progress. If a student is identified as being at risk, an intervention strategy is implemented. Details are available in campus or brand specific polices.

## 5. Roles and Responsibilities

The Head of College, Campus/Centre or equivalent position is responsible for ensuring that the student support services outlined in this policy are provided to students, as appropriate to the age of the student, the course, mode of delivery and other statutory regulations.

Individual Colleges may have more detailed policies and procedures around student support.

## 6. Supporting Documents

Complementary policies and procedures enhance the Student Support Policy.

- *Critical Incident Policy and Procedure-* describes the steps to be taken by SGA in an emergency.
- *SGA Disability Policy and Procedure* – describes the support and counselling available to a student with a *disability* from the pre-enrolment stage through to completion of their studies. It also sets out roles and responsibilities for key staff involved.
- *SGA Provision of Support for Students with Disabilities Policy and Procedure* – details the policy and procedure adjustments available to a student with a disability.
- *SGA Student Complaints and Appeals Policy* – provides details of the process for a student to raise or escalate a grievance or complaint about an academic or non-academic matter.
- *SGA Safety and Wellbeing of Under-18 Students Policy and Procedure-* SGA protects the personal safety and social well-being of U18 students by providing care according to our staff screening policy, admissions policy, student welfare policy and accommodation and caregiver policies.
- *SGA Student Learning Support Policy and Procedure*–details the academic support available to all students.

## 7.    Policy Review

This policy is reviewed at a minimum of once every 5 years by the policy owner (or delegate) to ensure alignment to appropriate strategic direction and its continued relevance to current and planned operations. The next scheduled review of this document is listed in the document history section of this document.

## 8.    Records

Records in association with this policy will be kept in accordance with SGA's Records Management Policy. Confidential documents related to the implementation of the policy will be maintained according to relevant privacy requirements.

## 9.    Related Documents

SGA Privacy Policy, SGA Records Management Policy, SGA Student Complaints and Appeals Policy and Procedure and the supporting documents listed above. Policies can be accessed from the College's Policies webpage.

## 12.    Related Regulations

This policy has been developed in line with requirements set out in the: Education Services for Overseas (ESOS) Act 2000 (and its amendments); National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)

which complements existing national quality assurance frameworks in education and training including the Higher Education Standards Framework (Threshold Standards, the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018, the Foundation Standards (operating adjunct to the National Code), the Australian Qualifications Framework (AQF), and other Commonwealth and State legislation and regulatory frameworks and standards including the Privacy Act 1988.

**Document Approval**

| Document ID | SGA Student Support Policy | | |
|---|---|---|---|
| Policy Owner(s) | Head of International Study Centres – ANZ  and Head of Academic Governance and Quality Assurance | | |
| Approved by | Chief Operating Officer -ANZ | Date Approved | 7 September 2018 |
| | | Date Commencing | 15 September 2018 |

**Document History**

| Commencing Date | Summary of Changes | Next Review Date |
|---|---|---|
| 13 September 2016 | v1.0  Policy established | September 2021 |
| 15 September 2018 | v2.0  Review and amendment to maintain currency with business and regulatory changes. | September 2023 |
| 18 September 2018 | v2.1  Administrative typographical amendments to scope | September 2023 |

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[i] References to Foundation courses herein apply only to Foundation courses delivered and awarded by SGA's Taylors College (Perth campus) and Flinders International Student Centre (CRICOS Provider Code 01682E). They do not apply to the University of Sydney Foundation Program (CRICOS Course Code: 022310D) delivered by SGA's Taylors College (Sydney campus) on behalf of the University of Sydney (CRICOS Provider code 00026A).